

Receipt Printer Troubleshooting Guide

Simple steps to get your receipt printer working with Salon Tracker again.



Work through the guide in order and stop as soon as the printer starts working.

Contents

Click a section below to jump straight to it.

What problem are you having?	3
Your Star printer and its cable	4
Check the printer lights	5
Check your USB hub	6
Clear the error in Windows	7
Check the printer in Salon Tracker	8
Set up a Star TSP100	9
Check Windows and driver updates	10
Still not working?	11

What problem are you having?

Choose the option that best matches what you can see, then go to that page.



1. Nothing prints at all

No receipt comes out, or there is no light on the printer.

Go to [page 5](#)



2. There is a light showing, but still no receipt

The printer looks ready, or Windows says the printer is in an error state.

Go to [page 7](#)



3. The receipt prints strange characters or the wrong size

It prints, but the text is jumbled, symbols are wrong, or it does not fit the paper.

Go to [page 7](#)



4. Only Salon Tracker will not print

A Windows test page prints fine, but receipts from Salon Tracker do not.

Go to [page 8](#)

Your Star printer and its cable

This guide is for the Star TSP100 receipt printer, which is the receipt printer supplied with Salon Tracker.



Star TSP100 / TSP100III

Star branded, with **futurePRNT** printed on the front. If it ever needs setting up again, see [page 9](#).

USING A DIFFERENT PRINTER?

This guide only covers the Star TSP100. For any other printer, please follow the manufacturer's own set-up and troubleshooting instructions.

The cable

The printer connects to the computer with a **USB A to USB B** cable. The square-ish **USB B** end goes into the printer, and the flat **USB A** end goes into the computer. Plug it directly into the computer, or into a **powered USB hub** ([page 6](#)).



If you need a replacement, any standard cable will do, for example this [USB A to USB B cable](#).

ALSO CHECK THE POWER

The printer has a separate power supply as well as the USB cable. Make sure both are plugged in and the printer is switched on.

If nothing prints at all, start at [page 5](#).

Check the printer lights

The lights on the printer tell you whether it is ready, has an error, or has no power at all.

1. Look at the lights on the printer

- | | |
|--------------------------|--|
| ● Green or blue | The printer is ready. |
| ● Orange | Low power, or an error with the printer. |
| ● Red | An error with the printer. |
| ● No light at all | No power is reaching the printer. |



Full details of the Star light patterns are in the [Star LED indicator guide](#).

2. No light, or an orange or red light

1. Check that the power supply is plugged in and the printer is switched on.
2. Open the paper lid and check there is paper in the printer, loaded the right way round.
3. Check the paper roll is not jammed, and that no scraps of paper are stuck in the cutter.
4. Switch the printer off, wait 5 seconds, then switch it back on.
5. Unplug the USB cable from the computer and plug it into a different USB port, directly on the computer rather than through a hub.

GREEN OR BLUE LIGHT NOW?

The printer is ready. If a receipt still does not print, continue to [page 7](#).

STILL NO LIGHT, OR STILL AN ERROR LIGHT?

Try the printer's own power supply in a different socket. If the printer still will not power up or clear the error, contact Support ([page 11](#)).

Check your USB hub

If the printer is plugged into a USB hub rather than straight into the computer, the hub needs its own power supply.

1. Is your hub powered?

Look at the hub. If it only has a USB cable going to the computer, it is unpowered. If it also has a separate power adapter plugged into the wall, it is powered.

Powered hub: Has its own mains power adapter plugged into the wall. The printer should work through a powered hub.

Unpowered hub: Only connects to the computer by USB, with no separate power adapter. The printer may not get enough power, and can keep dropping out.

What to do: Plug the printer straight into the computer, or use a powered USB hub instead.



Recommended powered USB hub

[View on Amazon](#)

Check the power adapter is plugged into the wall and switched on, and that the hub light is on.

TIP

If the printer works when plugged straight into the computer but not through the hub, the hub is the problem. Check its power adapter, or replace it with a powered hub.

If the printer still will not print, continue to [page 7](#).

Clear the error in Windows

If the printer has a green or blue light but still will not print, check what Windows thinks the printer is doing.

1. Check the printer status and clear the queue

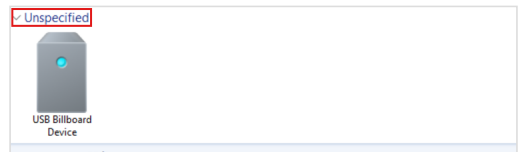
1. Open **Settings**, then **Bluetooth & devices**, then **Printers & scanners**.
2. Find your receipt printer, for example **Star TSP100**, and click it.
3. Look at **Printer Status**. If it says **Error**, open the print queue and delete all the jobs waiting there.
4. Click **Print test page**.

DID THE TEST PAGE PRINT?

The printer is working in Windows. If receipts still will not print, continue to [page 8](#).

2. If the test page does not print

1. Unplug the printer from the computer, then plug it back in, into a different USB port if you can.
2. Open **Settings > Bluetooth & devices > Devices > More devices and printer settings**.
3. Look for your printer in the list. If it has disappeared from **Printers** and now shows under **Unspecified**, the printer driver is missing.



PRINTER SHOWING UNDER UNSPECIFIED?

The driver needs reinstalling. Go to [page 9](#).

RECEIPT PRINTS STRANGE CHARACTERS OR THE WRONG SIZE?

This usually means the wrong driver is installed, so Windows is sending the receipt in a format the printer does not understand. Reinstall the driver for your printer, then print a test page again.



Check the printer in Salon Tracker

If a Windows test page prints but receipts do not, check that Salon Tracker is pointed at the right printer.

1. Select the printer in Salon Tracker

1. Log into Salon Tracker with an account that has access to the **Admin** menu.
2. Go to **Admin > Hardware > Printers**.
3. Set **Receipt Printer** to your receipt printer.
4. If you also print reports on it, set **Report Printer** to the same printer.
5. Save the settings.

CHECK THE PRINTER NAME CAREFULLY

If the driver has been reinstalled, Windows sometimes adds a second copy of the printer with a name like **Star TSP100 (Copy 1)**. Make sure Salon Tracker is set to the one that printed your test page.

2. Cash drawer

If your cash drawer is connected through the receipt printer, set the **Open Drawer Key** to **ADD (+)** and save. Pressing **+** should then open the drawer.

3. Test it

Print a receipt or a report from Salon Tracker and check that it prints correctly and fits the paper.

STILL NOT PRINTING FROM SALON TRACKER?

Contact Support ([page 11](#)) and let us know that the Windows test page printed but Salon Tracker receipts did not.

Set up a Star TSP100

Use these steps for a new Star TSP100, or if the driver has been removed and the printer is showing under Unspecified.

1. Download the Star software

1. Make sure the printer is plugged into the computer and switched on.
2. Go to the Star Micronics website and download [TSP100 futurePRNT Software](#).
3. Once it has downloaded, run the setup file and follow the instructions on screen.
4. Restart the computer if you are asked to.



2. Check the printer and print a test page

1. Open **Settings > Bluetooth & devices > Printers & scanners**.
2. The printer should now be listed as **Star TSP100** or similar.
3. Click the printer and choose **Print test page**.

PRINTER NAME ENDS IN (COPY 1)?

If the driver has been installed more than once, Windows sometimes adds a second copy of the printer with a name like **Star TSP100 (Copy 1)**. Note the exact name of the one that printed your test page. You will need to select that same name in Salon Tracker ([page 8](#)).

STILL SHOWING UNDER UNSPECIFIED, OR STILL WILL NOT PRINT?

Continue to [page 10](#) and check Windows updates.

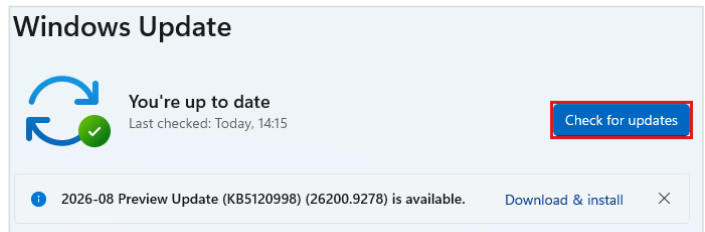
Once the test page prints, set the printer in Salon Tracker ([page 8](#)).

Check Windows and driver updates

Windows Update can install or repair the driver the printer needs. Make sure all updates are done, including optional ones.

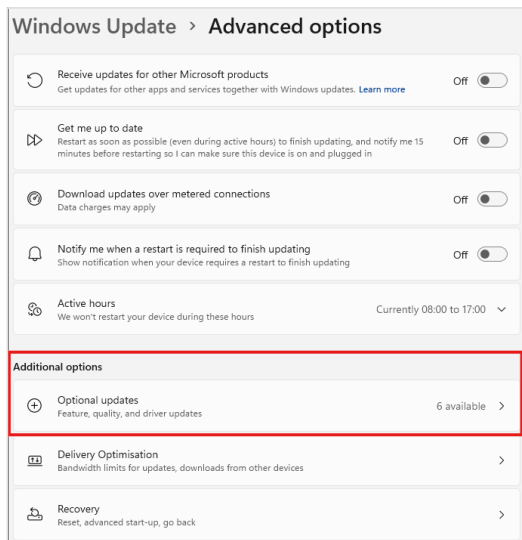
1. Check for Windows Updates

1. Open **Settings > Windows Update**.
2. Select **Check for updates** and install any available updates.
3. Restart the PC if Windows asks you to.

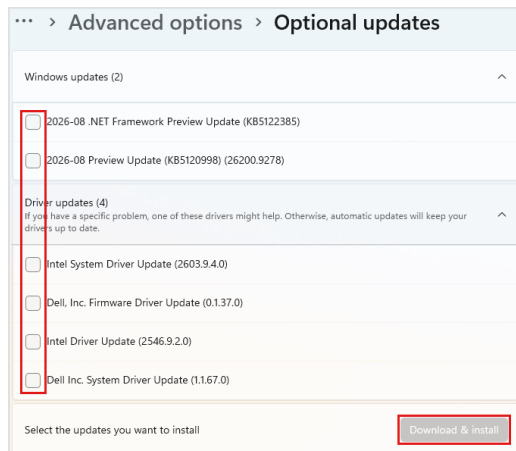


2. Check Optional Updates

1. Return to Windows Update and open **Advanced options**.
2. Under **Additional options**, select **Optional updates**.
3. Tick any pending updates. You may need to select the arrow for them to appear.
4. Select **Download & install**, then restart the PC if asked.



Advanced options



Optional updates

AFTER UPDATING

Restart the PC if Windows asks you to, then print a test page again. If it prints, check the printer in Salon Tracker ([page 8](#)). If not, continue to [page 11](#).

Still not working?

If you have worked through this guide and the receipt printer is still not working, please contact Salon Tracker Support so we can take a closer look.

Contact Salon Tracker Support

Support Chat

salontracker.co.uk/help

Telephone

0113 350 8230

What we can check

Our Support Team can check the main areas that affect the receipt printer, including:

- The printer connection and whether Windows can see it
- The printer driver and the port it is using
- The print queue and any stuck jobs
- The printer settings within Salon Tracker
- The cash drawer settings, if your drawer opens through the printer



Before you contact us

Please let us know what happened during these checks. It helps us fix the problem faster.

- Have Windows Updates and Optional Updates been completed?
- What colour light is showing on the printer?
- Does a Windows test page print?
- Does the printer appear under Printers, or under Unspecified?
- Did you try a different USB port, or plug in directly rather than through a hub?

TIP

If possible, have Salon Tracker open and keep the printer switched on and connected. This means we can begin checking the issue straight away.