

Star Windows Printer Drivers



This document contains a list questions (and answers) frequently asked by users who are installing the Star Windows printer drivers for use with standard Windows based applications.

A Installation

1 How can I get the latest Star POS drivers?

For the latest drivers for Star 'Point of Sale' printers please visit the support section of the Star Micronics UK Web site at <http://www.starmicronics.co.uk/techsupport>.

2 How do I install the Star Printer Drivers?

If you download the drivers from our web site then before installation you must uncompress the downloaded ZIP archive to a floppy disk or location on your hard disk. Use a utility such as WinZip (<http://www.winzip.com>) for this purpose. Drivers that have been sent to you on disk (by a distributor or dealer) may already be uncompressed.

Next, open the Windows 'Control Panel' and double click on 'Printers' and then 'Add Printer...'

Follow the on-screen prompts until asked for the Manufacturer and model of the printer. Click on 'Have Disk' and locate the drivers that you have unpacked. Now continue with the installation process as normal.

During the installation process you may be asked for certain files. These files are located on your Windows CD even though the on-screen prompt sometimes gives the impression that they are on the Star driver disk.

3 Why is there no driver listed for my printer model?

Most star printers have a 'range' name printed on the front instead of the actual printer model name. E.g. TSP400 is the name of a range of printers and not an actual printer model, the model name is printed on a label underneath the printer (in the case of the TSP400 this would be either a TSP412 or TSP442).

4 What is 'DTool.EXE' ?

'DTool.EXE' is a small utility which can be used to modify internal settings in some Star Printers which can affect the behaviour of the Windows Drivers.

It supports all Star printers that have internal memory switches:

- TSP200
- TSP400 and TSP400z
- TUP400 (versions 1, 2 and 'z')
- TSP800
- SP2000
- SCP700

Other Star printers may have similar configuration options available via traditional DIP Switches.

'DTool.exe' is supplied inside the main driver archive ('drv_v15.zip') or can be downloaded from the Star Micronics UK Web Site (<http://www.starmicronics.co.uk/techsupport>).

5 Why does the printer feed about 10cm at the end of a print instead of cutting?

If you are using a Star SP200 range printer please select the full or partial cut versions of the driver during installation (available from driver version 1.5 and later).

If using an SP300 range printer, please ensure that you are using the driver for the correct printer model as not all SP300 models have an autocutter.

For all other printers the current Windows drivers send a <FF> (form feed) instruction at the end of a print job. The default behaviour on receiving a <FF> is to feed to the end of the page, but they may be configured to cut instead when used with the Windows drivers

For the TSP552 or TSP2000 you need to switch DIP Switch 2-2 (bank 2, switch 2).

For SP2000, TSP200, TSP400, TSP800, SCP700 printers you can use 'DTool.exe' which is supplied with the current drivers or available from our web site (<http://www.starmicronics.co.uk/techsupport>). Some printers also have advanced setup utilities available which provide a greater degree of configurability than 'DTool.exe'.

6 Why does my printer go into an error condition or do nothing when I try to print?

Many Star printers support more than one instruction set, usually 'Star Line Mode', 'Star Page Mode' or 'ESC/POS Emulation'. Please ensure that your printer is using 'Star Line Mode', this is usually set by a standard DIP Switch, please refer to your documentation.

The Star TSP400 and TUP400 range printers default to 'Star Page Mode' and can be switched into 'Star Line Mode' using 'DTool.exe' which is supplied with current drivers or available from our web site (<http://www.starmicronics.co.uk/techsupport>).

B *General Use*

1 Why are the control codes that I send to the printer being ignored?

It is not possible to send control codes to the printer via the Windows drivers. Windows strips non-printing characters such as <ESC> which are used to form commands to the printer.

There is a font built-in to the drivers called 'control' which allows you to trigger special features, for example you can switch to the 'control' font and print an 'A' to open cash drawer 1, or a 'F' to perform a full cut

2 Is there any way to send control codes to the printer via the windows drivers?

The only solution is to find out which port the printer is connected to, open it and send the code directly. Please refer to the 'Star Developers FAQ' for more detailed information.

3 How can I open a cash drawer?

All of our current drivers can be configured to open a cash drawer via either the 'Media Choice' or 'Paper Source' setting. The cash drawer will be opened at the start of the print job.

If you need to control the point at which the cash drawer is opened then you can use the 'control' font which is built into our drivers. Switch to the 'control' font and print a character 'A' to open cash drawer 1.

4 How can I open a cash drawer without the printer spooling/cutting some paper?

This is only possible by sending a control code directly to the printer. Please refer to the 'Star Developers FAQ' for more detailed information.

5 I am using TrueType fonts and printing is very slow. Is there any way to speed the printing up?

TrueType fonts have to be printed as graphics which means that a lot of data needs to be sent to the printer. Current serial and parallel ports have a limited speed which means that the printer will often have to stop and wait until it has received a complete line of data.

Our drivers contain some 'resident' fonts which use the font that is built-in to the printer. If you use a resident printer font then no graphics data needs to be transmitted and the printer should be able to run at full speed.

When printing graphics (including TrueType fonts) to a Star SP2000, SP300 or SP298, please try using driver version 1.5 or later and select a resolution of 170x72, 154x72 or lower which uses a single-pass printing method that is much quicker.

It is also possible to improve performance of the SP2000 by selecting bi-directional graphics printing (using dtool.exe). If your SP2000 is out of alignment, bi-directional graphics will look poor, please refer to page 25 of the user manual for the re-alignment procedure.

6 Is there any way to speed up graphics printing?

If you are printing a few common graphics (such as a logo at the top of a receipt. Then you may be able to use Logo Store. Logo store enables you to permanently store up to 255 graphics in the printer and is supported by all of our printers which have a FlashROM (TSP552, TSP2000 TSP800).

Once you have your logo's stored in the printer you can use the 'control' font (see the 'Star Developers FAQ' for a detailed description of the 'control' font) to ask the printer to print them out. Stored logo's always print at full speed.

7 Why can I not print anything on this Star SP200 or DP8340 dot-matrix printer?

The Star SP200 and DP8340 range of printers are only capable of printing text. If your application is using a TrueType font then Windows will try to send the data as a graphic which the printer can not print (and will therefore do nothing).

To print to one of these printers you should use a printer resident font (see answer B-5).

Alternatively you can use the Generic/Text-only printer driver that is supplied with Windows. This driver is able to convert TrueType fonts into resident fonts and will, therefore, print pure text from any Windows application.

For additional Technical support, please contact your supplier or distributor.