STAR Printers

- Choosing your hardware
- Setting up your label printer (manual process)
- Setting up your receipt printer (manual process)
- Setting up a Star Printer (via the app)

Choosing your hardware

Point of Sale

> When purchasing hardware, please see our provider page here

Monitors and Touchscreen Devices

Our software is compatible with a wide variety of devices. It is optimised to run on touchscreen or via a tradition mouse and keyboard setup.

At your till point, you will need a device that can connect to the internet via a browser.

If you want to use a barcode scanner at point of sale, you will need a device with suitable connectivity, e.g. Bluetooth or USB.

Barcode Scanners

IXO Commerce is compatible with any keyboard wedge or HID barcode scanner. Typically, we recommend either Bluetooth or USB (wired) connections.

> Keyboard wedge/HID (Human Interface Device) mode behave like a keyboard and are plug and play

Receipt Printers

Iconography recommend the Star Micronics TSP143IV printer for receipt printing.

> These connect you your system via the cloud, and not directly to your device; see setup for more information

Important: When purchasing this printer, please ensure it has the CloudPRNT interface.

This printer can be purchased here.

Cash Drawers

Iconography recommend the Star CB2002 cash drawer. This cash drawer connects to the back of the Star TSP654II receipt printer. Available in black or white.

This cash drawer can be purchased here.

Customer Display

Iconography recommend the Star SCD222U customer display. This **optional** display connects to the back of the Star TSP654II receipt printer and is used to shows totals to the customer at the point of sale. Available in black or white.

This customer display can be purchased here.

Payments

We recommend Elavon for integrated instore payments. For more information, please contact our team.

Warehouse

Label Printers

Price and Warehouse Labels

A visual explanation of label types is available here.

Iconography recommend the Star TSP743II printer for label printing, for both Price and Warehouse labels.

> These connect you your system via the cloud, and not directly to your device; see setup for more information

Important: When purchasing this printer, please ensure it has the CloudPRNT interface and an ethernet port included.

This printer can be purchased here.

Barcode Labels

A visual explanation of label types is available here.

Iconography recommend the Star MC-Label2 printer for label printing, for barcode labels.

> These connect you your system via the cloud, and not directly to your device; see setup for more information

Important: When purchasing this printer, please ensure it has the CloudPRNT interface.

Scanners

Barcode Scanners

IXO Commerce is compatible with any keyboard wedge or HID barcode scanner. Typically, we recommend either Bluetooth or USB (wired) connections.

> Keyboard wedge/HID (Human Interface Device) mode behave like a keyboard and are plug and play

Fixed Label Sizes

If using the Star label printer, you will need labels. Labels can be one of two sizes. Either 76mm x 38mm or 55mm x 30mm.

Warehouse Labels

For Warehouse labels we recommend a ‘continuous roll’.

Setting up your label printer (manual process)

Step 1 - Connect your hardware

Ensure your Star printer is connected to the mains electricity and a working internet connection is connected via the Ethernet port.

Step 2 - Finding the printer's IP address

Turn off the Star printer.

Press and hold the feed button.

Turn the printer back on.

Continue to hold the feed button until the configuration report prints out and then let go. Then, wait a little longer for the Network report to print.

Confirm the printer IP address (at the bottom). An example IP address would be: 192.168.1.73

Step 3 - Access the printer’s setup screen

Enter that IP into a web browser's address bar to access the configuration screen.

Step 4 - Login

The default login for Star CloudPRNT printers is “root”. Use the password “public”
You can set your own password later if you wish.

Image not found or type unknown

Step 5 - Ensure your Star printer is up-to-date

After logging into your Star printer for the first time, check that it’s firmware is up to date. Simply click “Check for updates” and wait for the download to finish (if applicable).

Image not found or type unknown

Step 6 - Enable CloudPRNT

Click on “CloudPRNT” in the left menu. Enable the service and enter the server URL as provided by Iconography.

Leave the poll time set to 5 seconds (the default).

Enter a username and password if Iconography has provided one, otherwise leave blank.

Image not found or type unknown

Step 7 - Save Changes

Save your changes and restart your device.

Image not found or type unknown

Step 8 - Download and Install 'Star Micronics Printer Software'

Open the link below and download the software.

Select 'StarPRNT Intelligence' from the first drop down, and then download the first option presented to you.

Get Software

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Step 9 - Connect to your Printer

Open your newly installed software and connect to the printer. You will need to know the printer's model, and it must be turned on and connected to the internet.

On the next screen, select 'Ethernet' and instruct the software to 'Search Network', and it will automatically find your printer.

Image not found or type unknown

Step 10 - Adjust Pinter Settings

Once connected, you will be given a link to adjust printer settings.

Image not found or type unknown

Once the settings screen has loaded, simply set 'Black Mark Function' to 'Enabled'.

Image not found or type unknown

You have now set up your label printer.

Setting up your receipt printer (manual process)

Step 1 - Connect your hardware

Ensure your Star printer is connected to the mains electricity and a working internet connection is connected via the Ethernet port.

Connect your barcode scanner in one of the USB ports.

Connect your customer display (optional) to the other USB port.

Connect the cash drawer to the interface at the back of the printer also.

Step 2 - Finding the printer's IP address

Turn off the Star printer.

Press and hold the feed button.

Turn the printer back on.

Continue to hold the feed button until the configuration report prints out and then let go. Then, wait a little longer for the Network report to print.

Confirm the printer IP address (at the bottom). An example IP address would be: 192.168.1.73

Step 3 - Access the printer’s setup screen

Enter that IP into a web browser's address bar to access the configuration screen.

Step 4 - Login

The default login for Star CloudPRNT printers is “root”. Use the password “public”
You can set your own password later if you wish.

Image not found or type unknown

Step 5 - Ensure your Star printer is up-to-date

After logging into your Star printer for the first time, check that it’s firmware is up to date. Simply click “Check for updates” and wait for the download to finish (if applicable).

Image not found or type unknown

Step 6 - Enable CloudPRNT

Click on “CloudPRNT” in the left menu. Enable the service and enter the server URL as provided by Iconography.

Leave the poll time set to 5 seconds (the default).

Enter a username and password if Iconography has provided one, otherwise leave blank.

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Step 7 - Set up your barcode scanner

Finally, select which barcode scanner you are using. Click on System Configuration and scroll down to the “Barcode Reader Device” section.

If you are using Star’s mPOP scanner, simply select this from the dropdown list.

Otherwise, select Generic HID Keyboard Scanner.

If you are using a Generic HID Keyboard Scanner, you’ll need to know the VID and HID values for your device. Enter those here. These values can also be found by connecting your device to a Windows PC and viewing the hardware properties tab.

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Your EPOS hardware is now ready to use.

Setting up a Star Printer (via the app)

Step 1 - Install the app and install

Your printer will have come with a quick start guide - follow those steps to install the app and connect to your printer.

Ensure that it has access to the internet, either via a wired or wireless connection.

> Wired connections are always more stable than wireless ones

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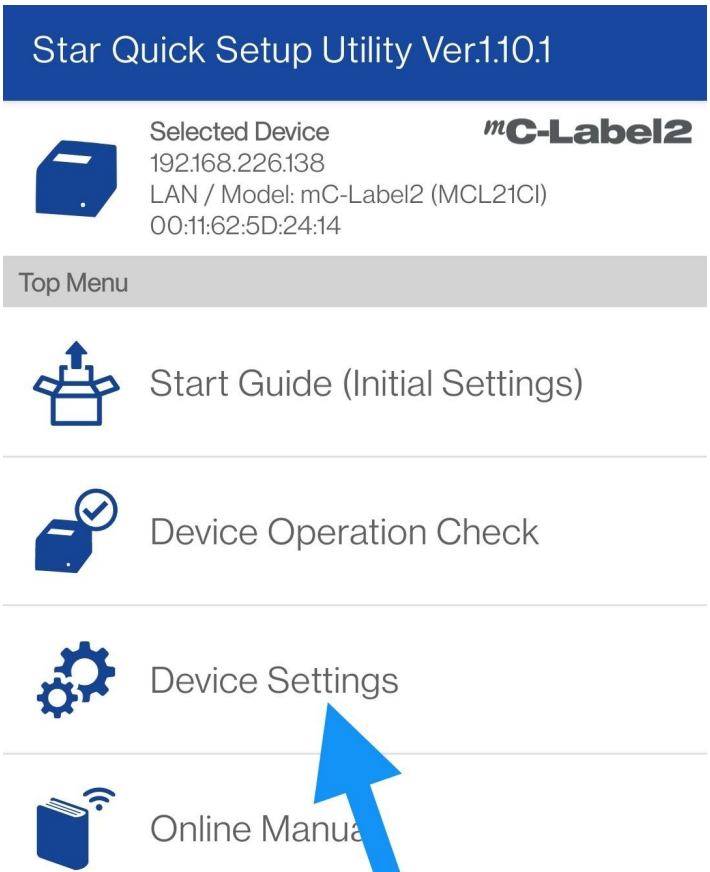
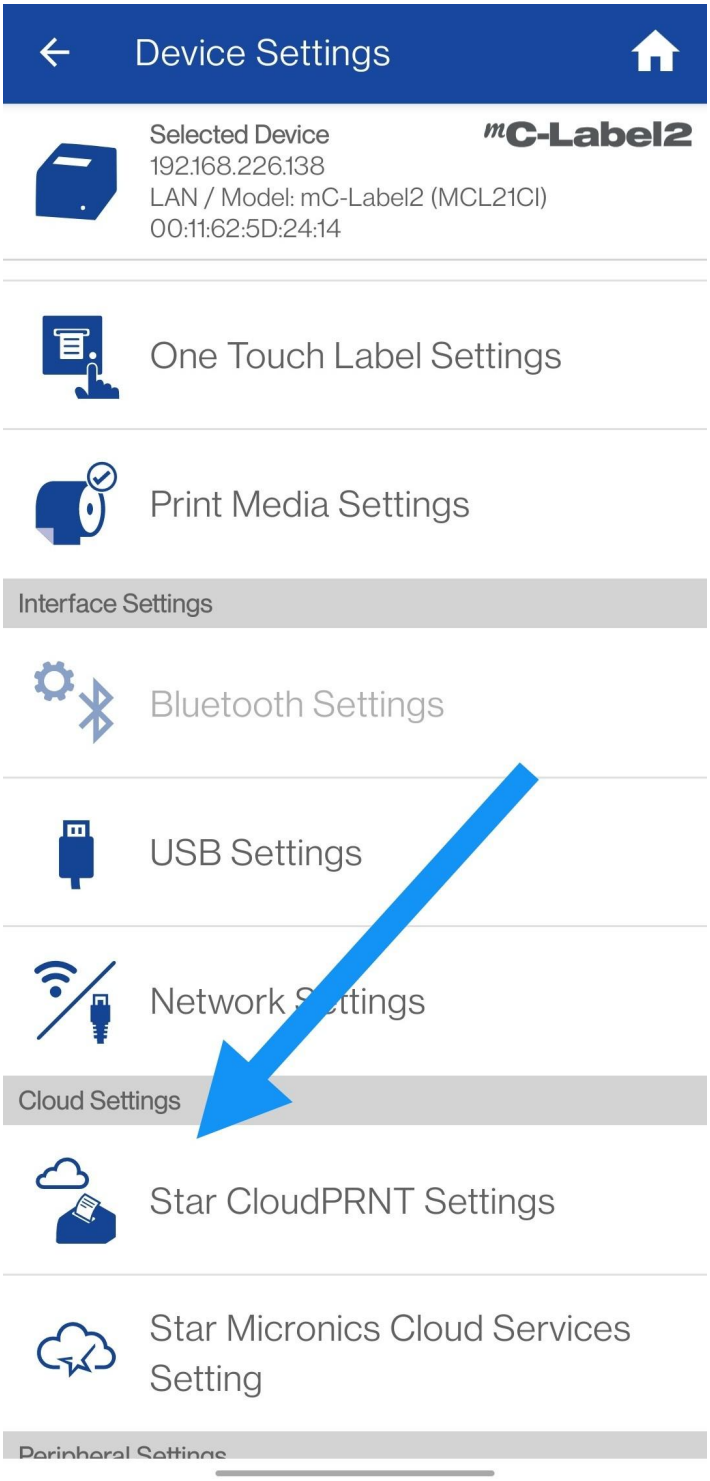
Step 2 - Open ClourPRNT Settings

Open Device Settings:

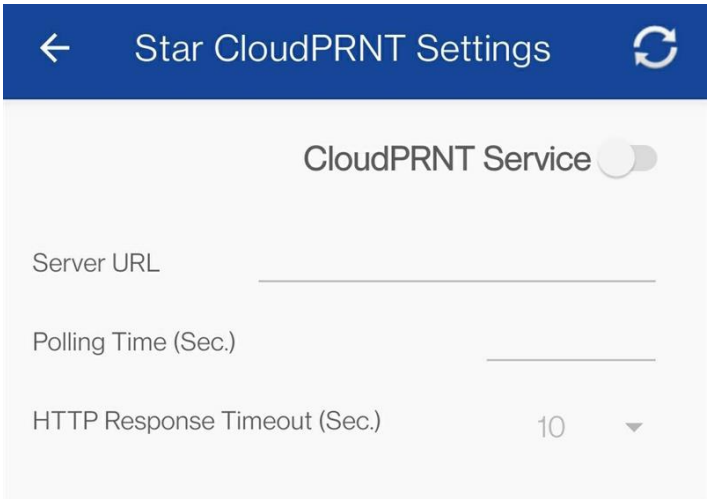


Navigate to this section:



Step 3 - Enable CLOUDprnt

Toggle CLOUDprnt to enabled at the top of the screen.



Then, enter the URL as prompted from your Device Setup screen. it will be in this format:

https://demo.iconography.co.uk/retailfusion/epos

> If your site has not gone live, you will need to include the development password in that url. In that instance, use this format:
>
> https://demo.iconography.co.uk/retailfusion/epos?iconography=DEVPASSWORD

Set polling time to 2.

Step 4 - Connect your printer to a device

Login to the CMS on your chosen device, then apply the appropriate settings in Device Setup.

> It is recommended that you give each printer a unique label; also add a physical label with this identifier to your printer

To connect to a printer, simply tick the box and press 'update tills'.

Printer Type	Roll Type	Print Width	Float Value (£)	Active
Label	Continuous	72mm	0.00	☑
Receipt	Continuous	72mm	0.00	☐

update tills

> Each device can only connect to a single receipt printer and a single label printer at a time