Star Windows Software

Installation Manual

Rev. 1.6

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Notice

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1. Software Overview

Star Windows Software package contains the Star Windows Driver and a printer utility. To use the software package, follow the procedure given in "3. Installation" and then turn the printer on.

Target Model and Firmware Versions

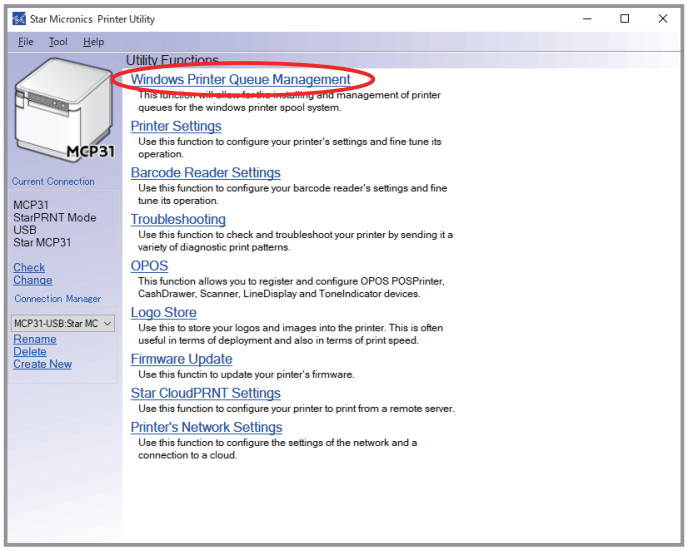
Target Model	Printer F/W
MCL32 (mC-Label3)	Ver 1.0 or later
MCP20/21 (mC-Print2)	Ver 1.0 or later
MCP30 (mC-Print3)	Ver 2.0 or later
MCP31 (mC-Print3)	Ver 1.0 or later
POP10 (mPOP)	Ver 1.0 or later
POP10CI (mPOP)	Ver 4.0 or later
POP10CBI (mPOP)	Ver 5.0 or later
TSP100IV	Ver 1.0 or later
TSP100IV SK	Ver 2.0 or later
BSC10II *	Ver 3.0 or later

* This software can be used in Standard mode.
The mode setting status can be checked from [Operation Mode] in the list that is printed at printer test printing. (For the test printing, turn power ON while holding down the FEED button.)
When using in a different mode, please contact the reseller that sold you the printer.

1.1 Star Windows Driver

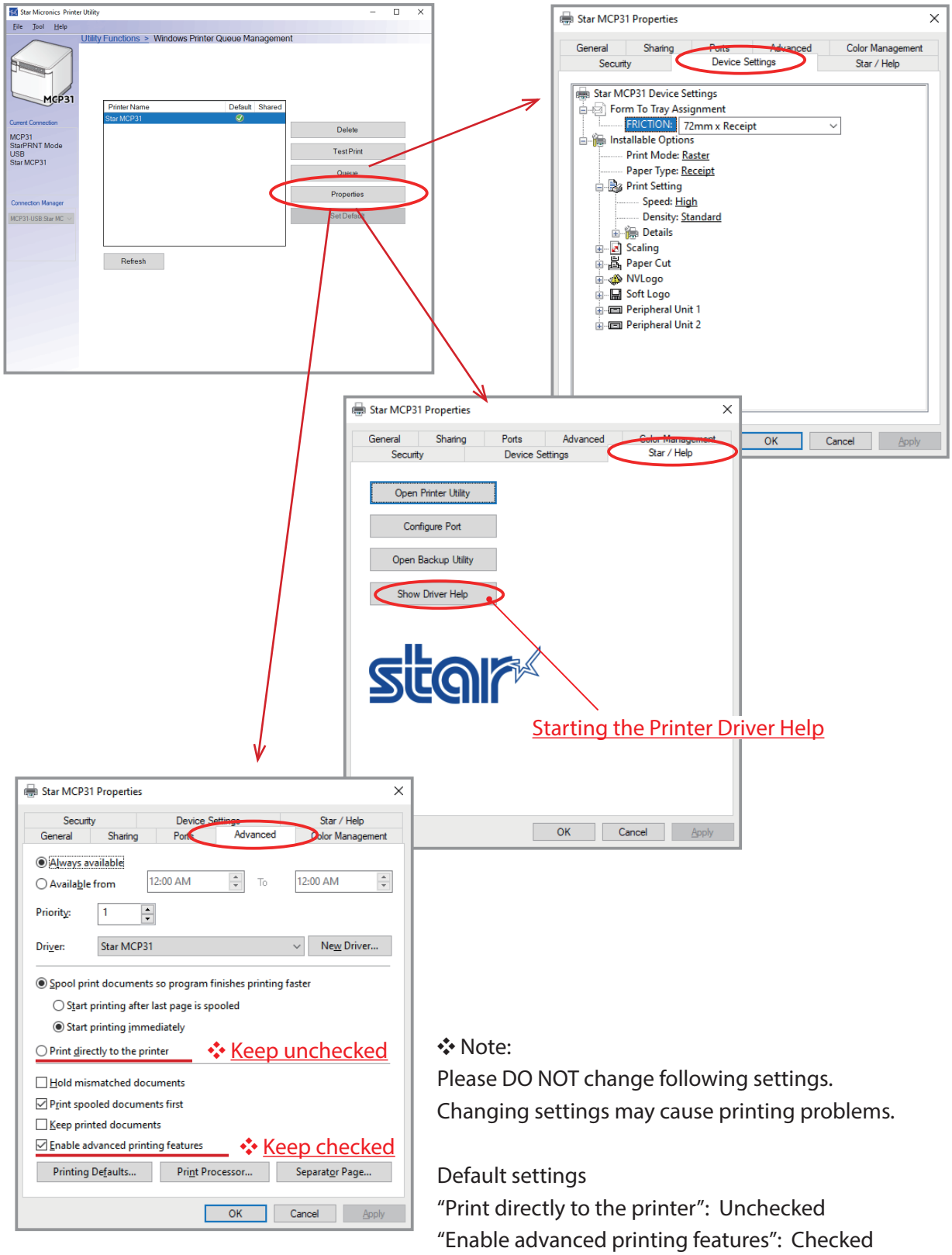
The Star Windows Driver is used when files are printed from Windows applications.
Install the Star Windows Software, and then connect a printer with a USB interface to the PC. The Plug and Play feature will enable the Star Windows Driver automatically.

To use the Star Windows 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 Star Windows 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.



❖ Note:
Please DO NOT change following settings.
Changing settings may cause printing problems.

Default settings
"Print directly to the printer": Unchecked
"Enable advanced printing features": Checked

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 Star Windows Driver, OPOS driver, and in numerous other environments.

The printer utility is used over a specific "Connection" ("Connection" has specific properties the connection method).

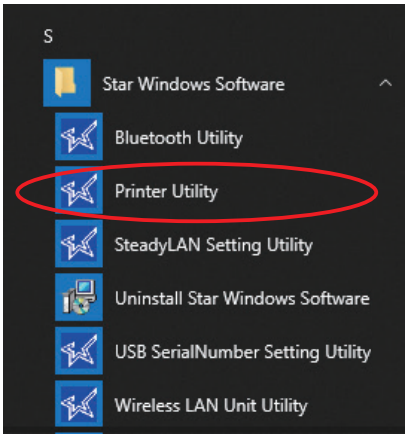
For details on how to configure connections and on the utility functions, see the printer utility help.

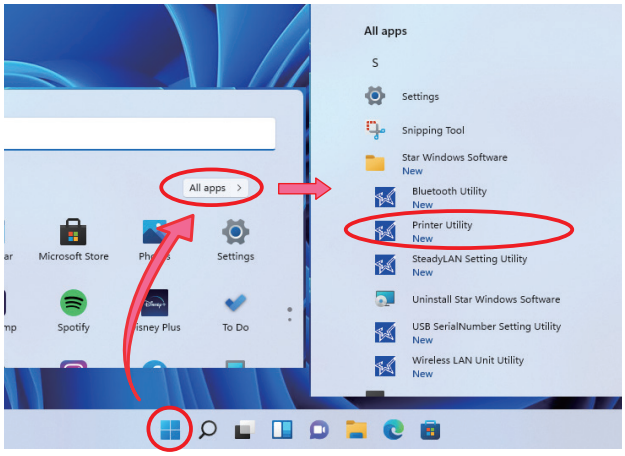
1.2.1 Starting the Printer Utility

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

*Windows11: On the Windows taskbar, click 'Start', and then click > 'All apps' > 'Star Windows Software' > 'Printer Utility' .

❖ Windows 11

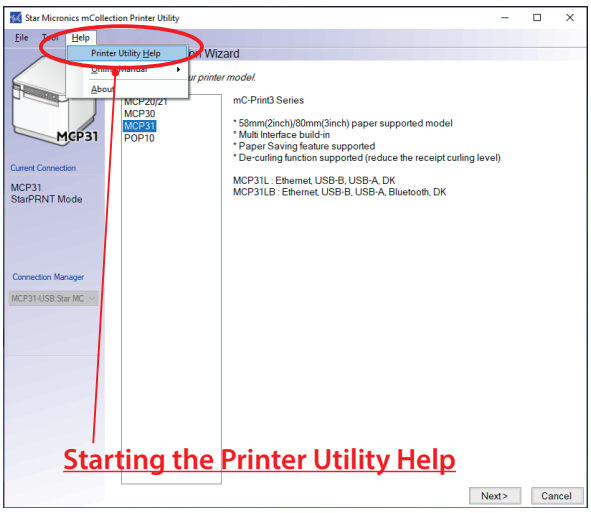


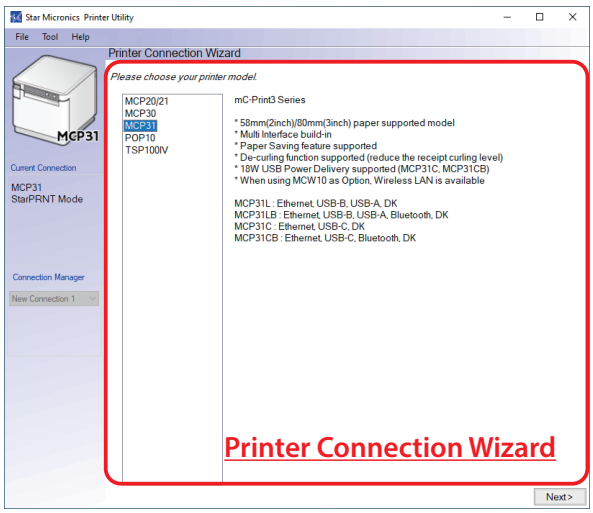


② The 'User Account Control' dialog appeards. Click 'Yes'.

③ The printer utility window opens.

When you start the printer utility for the first time, the 'Printer Connection Wizard' appears. Please choose the interface to create a connection. You will be able to use the printer utility functions through the connection that you created.



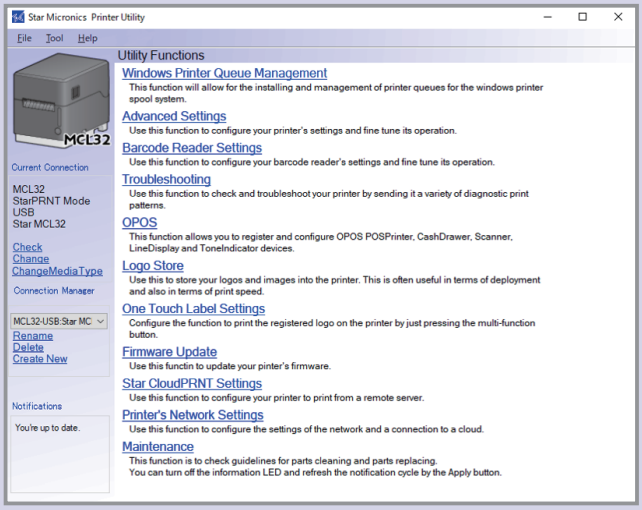


1.2.2 Printer Utility Functions

■ Utility Functions

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

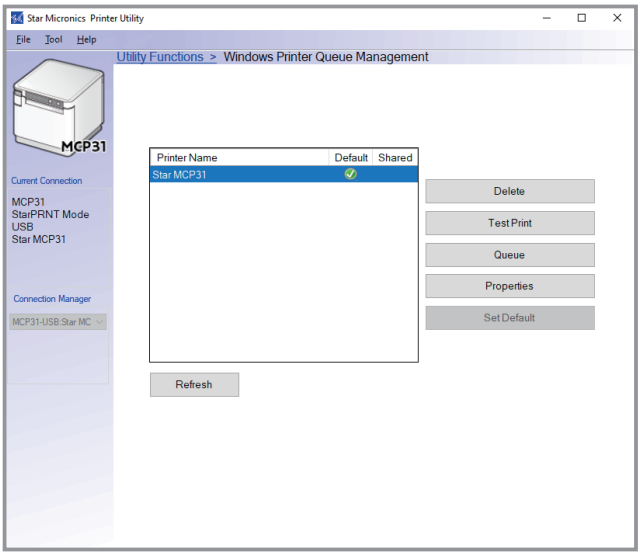
The printer utility is used over a specific connection (each connection has specific properties such as the connection method).



◆ 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 Star Windows Driver from this function.

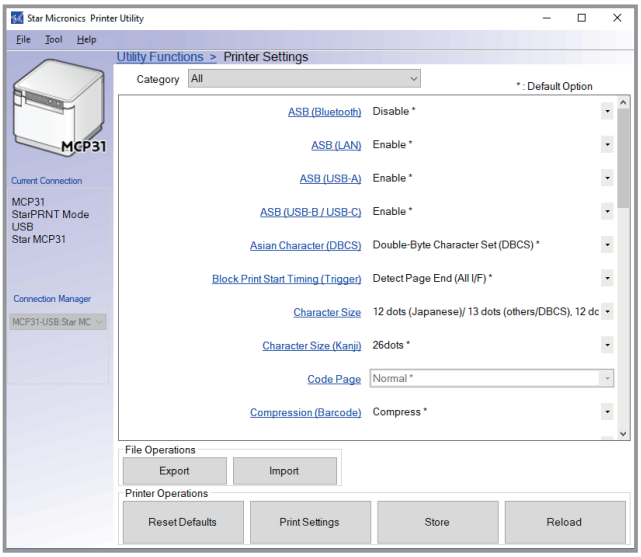


◆ Printer Settings

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

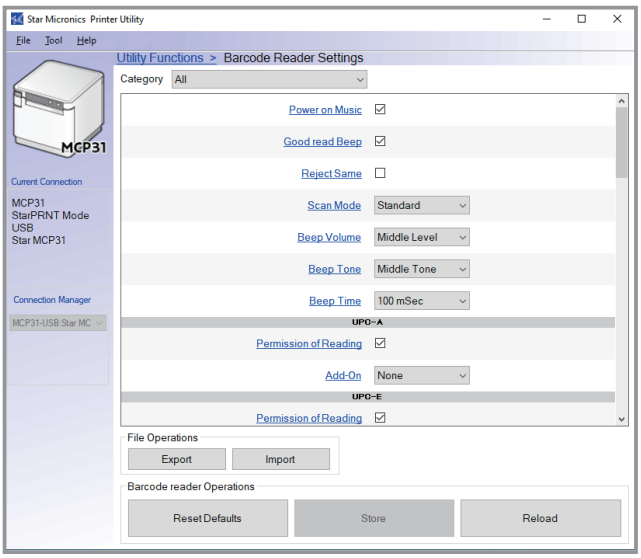
What are memory switches ?

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



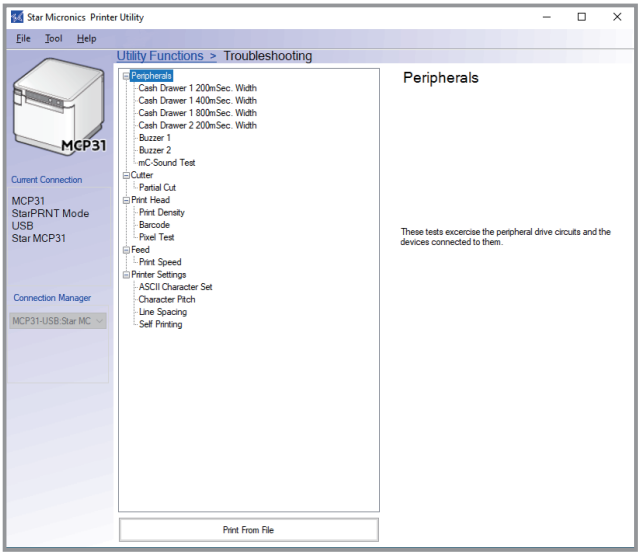
◆ Barcode Reader Settings

You can change the barcode reader settings according to your needs.
(MCP20 and MCP30 do not support.)



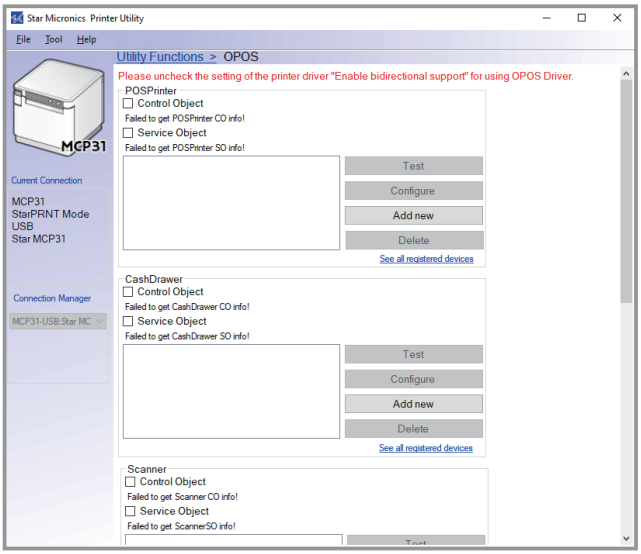
◆ Troubleshooting

You can check the operations of various printer functions.



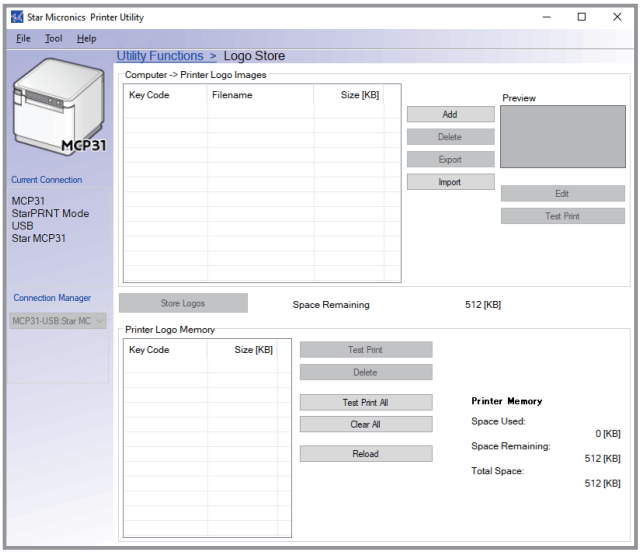
◆ OPOS

You can store, configure, and perform similar tasks for OPOS POS printer devices, cash drawer devices, scanner devices (Barcode Reader), line display device (Customer Display), and ToneIndicator (mC-Sound).



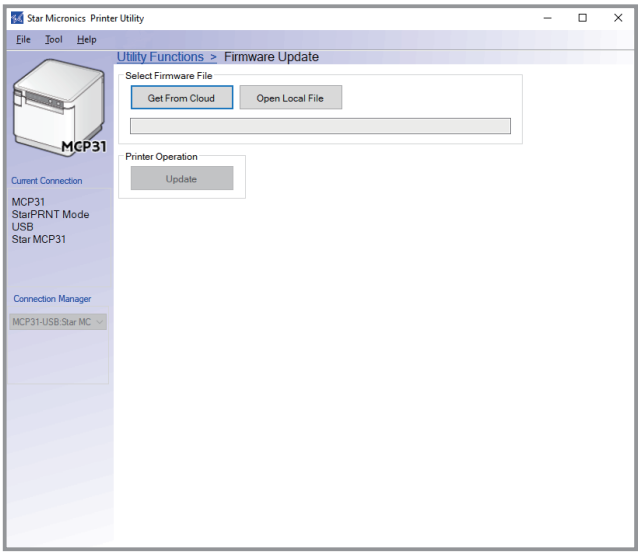
◆ Logo Store

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.



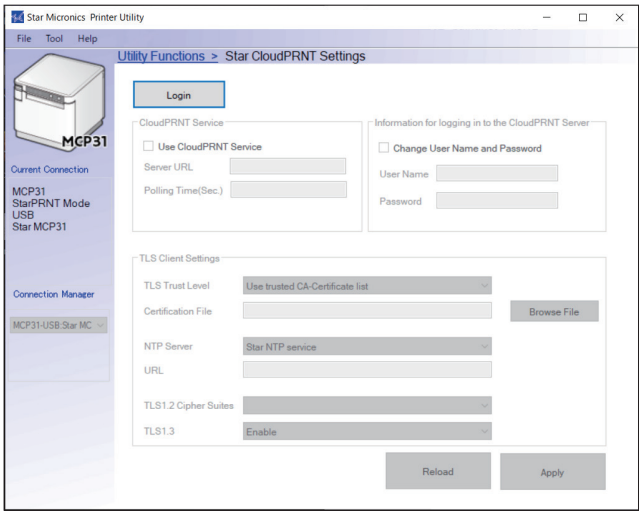
◆ Firmware Update

You can update your printer firmware via cloud or local file.



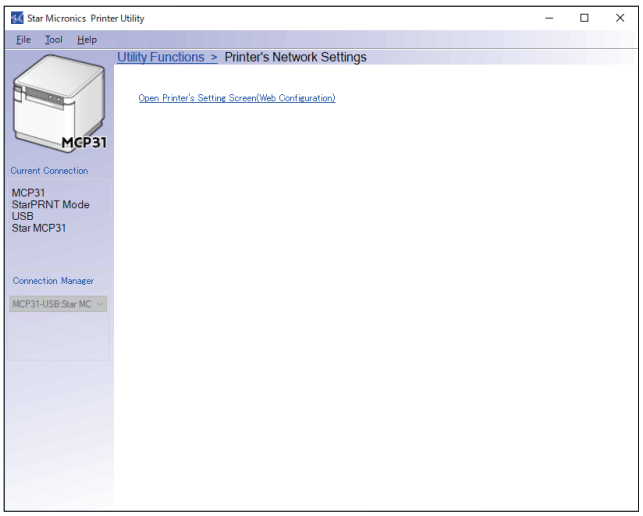
◆ Star CloudPRNT Settings

You can configure the settings to print from a remote server.
(mPOP does not support.)



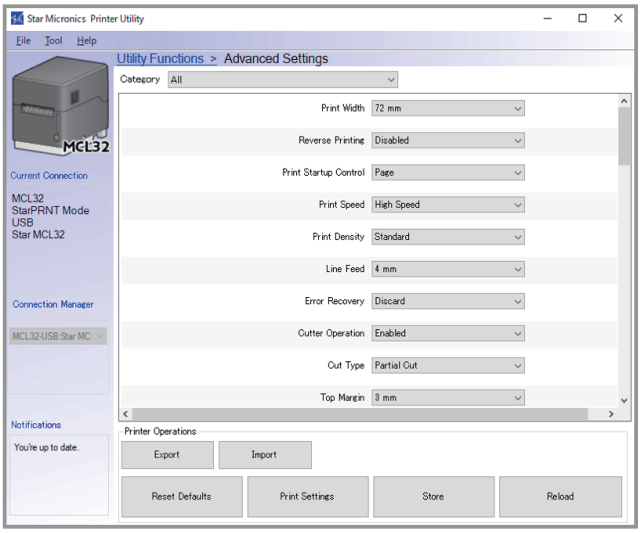
◆ Printer's Network Settings

Use this function to configure the settings of the network and a connection to a cloud.
(USB and Bluetooth interface are not supported.)



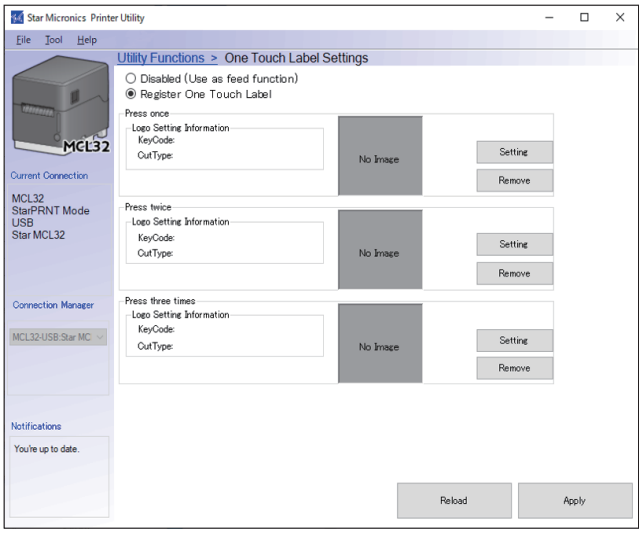
◆ Advanced Settingse

Use this function to configure your printer's settings and fine tune its operation.



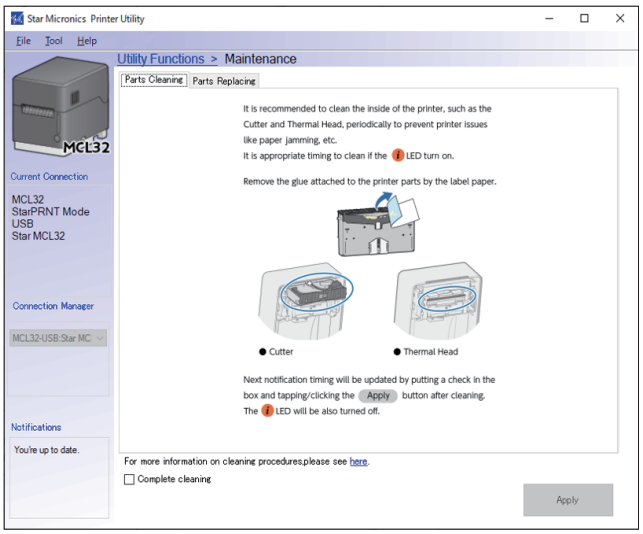
◆ One Touch Label Settings

Configure the function to print the registered logo on the printer by just pressing the multi-function button.



◆ Maintenance

This function is to check guidelines for parts cleaning and parts replacing.
You can turn off the information LED and refresh the notification cycle by the Apply button.



2. Operating Environment

2.1 Operating System

This software supports the following operating systems.

- Microsoft Windows 11* 64-bit (except IoT Enterprise)
- Microsoft Windows 10* 32-bit and 64-bit (except IoT Enterprise)

*Limitation

· Printer using USB interface will not be appeared in [Device and Printer] if its power is off.

2.2 Supported Functions (Interface)

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

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

- **mC-Label3 Series**

mC-Label3	USB I/F Printer Class	Bluetooth I/F	Ethernet I/F
Printer Utility	○	○	○
Advanced Settings	○	○	○
Windows Printer Queue Management	○	○	○
Printer Settings	○	○	○
Barcode Reader Settings	○	○	○
Troubleshooting	○	○	○
OPOS	○	○	○
Logo Store	○	○	○
One Touch Label Settings	○	○	○
Firmware Update	○	○	○
Star CloudPRNT Settings	○	○	○
Printer's Network Settings	-	-	○
Maintenance	○	○	○

◆ mC-Print2 Series

mC-Print2	USB I/F Printer Class	Bluetooth I/F	Ethernet I/F
Printer Utility	○	○	○
Windows Printer Queue Management	○	○	○
Printer Settings	○	○	○
Barcode Reader Settings	○*1	○*1	○*1
Troubleshooting	○	○	○
OPOS	○	○	○
Logo Store	○	○	○
Firmware Update	○	○	○
Star CloudPRNT Settings	○	○	○
Printer's Network Settings	-	-	○

*1: MCP21LB only

《**Table of supported interfaces**》

The below table shows interfaces each model supports.

Model	USB I/F	Bluetooth I/F	Ethernet I/F
MCP20	○	-	○
MCP21LB	○	○	○

◆ mC-Print3 Series

mC-Print3	USB I/F Printer Class	Bluetooth I/F	Ethernet I/F
Printer Utility	○	○	○
Windows Printer Queue Management	○	○	○
Printer Settings	○	○	○
Barcode Reader Settings	○*2	○*2	○*2
Troubleshooting	○	○	○
OPOS	○	○	○
Logo Store	○	○	○
Firmware Update	○	○	○
Star CloudPRNT Settings	○	○	○
Printer's Network Settings	-	-	○

*2: Except MCP30

《**Table of supported interfaces**》

The below table shows interfaces each model supports.

Model	USB I/F	Bluetooth I/F	Ethernet I/F
MCP30	○	-	○
MCP31L	○	-	○
MCP31LB	○	○	○
MCP31C	○*3	-	○
MCP31CB	○*3	○*3	○
MCP31CI	○	-	○
MCP31CBI	○	○	○

*3: Except iOS

◆ mPOP Series

mPOP	USB I/F Printer Class	Bluetooth I/F
Printer Utility	○	○
Windows Printer Queue Management	○	○
Printer Settings	○	○
Barcode Reader Settings	○	○
Troubleshooting	○	○
OPOS	○	○
Logo Store	○	○
Firmware Update	○	○
Star CloudPRNT Settings	-	-
Printer's Network Settings	-	-

《**Table of supported interfaces**》

The below table shows interfaces each model supports.

Model	USB I/F	Bluetooth I/F
POP10	○	○
POP10CI	○	-
POP10CBI	○	○

◆ TSP100IV / TSP100IV SK

TSP100IV	USB I/F Printer Class	Ethernet I/F
Printer Utility	○	○
Windows Printer Queue Management	○	○
Printer Settings	○	○
Barcode Reader Settings	○	○
Troubleshooting	○	○
OPOS	○	○
Logo Store	○	○
Firmware Update	○	○
Star CloudPRNT Settings	○	○
Printer's Network Settings	-	○

◆ BSC10II Series

BSC10II	USB I/F Printer Class	Ethernet I/F
Printer Utility	○	○
Windows Printer Queue Management	○	○
Printer Settings	○	○
Troubleshooting	○	○
OPOS	○	○
Logo Store	○	○
Firmware Update	○	○
Printer's Network Settings	-	○

3. Installation

Important:

- Administrator privilege is required to run the installation.

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[*1] and save it.

*1: https://www.star-m.jp/star-windows-sw-wsw.html

Menu Name	File Name
<a> Star Windows Software Full	Star_Windows_Software_Vx.x.x_setup.zip
<b> Star Windows Software Setup EXE File	Star_Windows_Software_Vx.x.x_setup.exe

② When the saved file is <a>

Unzip the zip file, and execute "setup.exe" in the setup folder.

When the saved file is <b>

Execute "Star_Windows_Software_Vx.x.x_setup.exe".

③ Follow the instructions from ④ to complete the installation.

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

❖ When futurePRNT is installed on your PC.

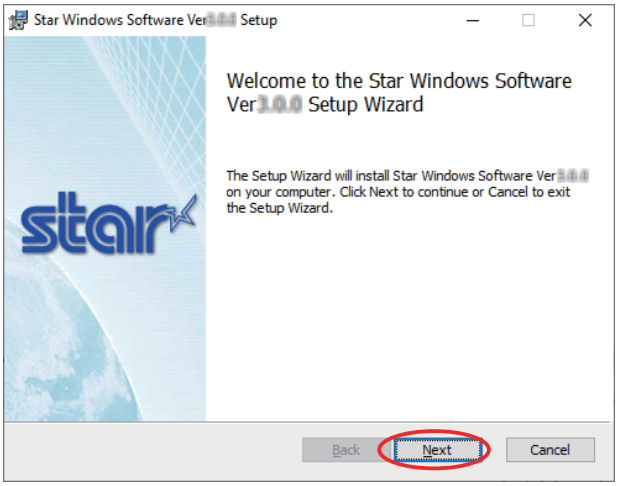
A confirmation dialog to uninstall futurePRNT is displayed.

Read the instructions of the dialog box, and then uninstall futurePRNT before installing this software.

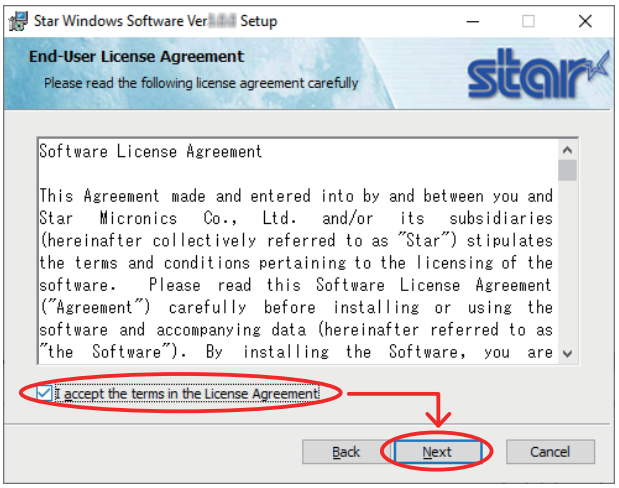
A part of the settings of futurePRNT can be transferred by using a transfer tool "Migration Assistant".

For details about the functions that cannot be transferred, see "Appendix 2. List of functions that cannot be transferred from futurePRNT".

⑤ Click 'Next'.

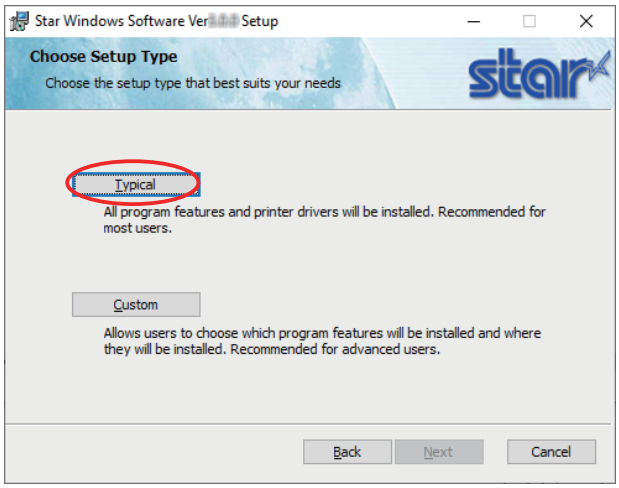


⑥ The End-User License Agreement, an agreement for installing the software, appears. Read the agreement. If you agree with the terms, select the 'I accept the terms in the License Agreement' check box, and then click 'Next'.

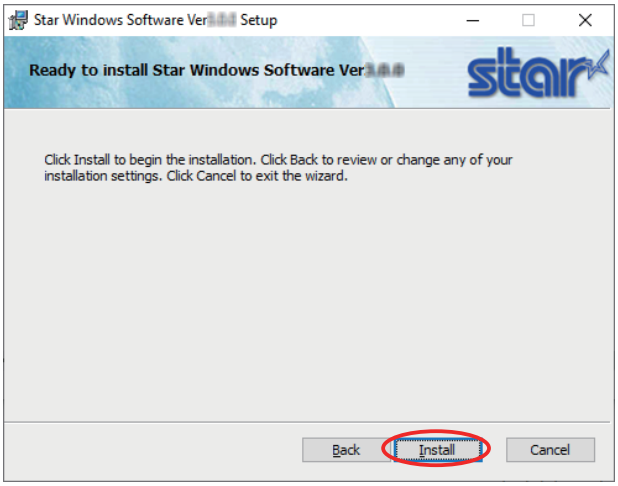


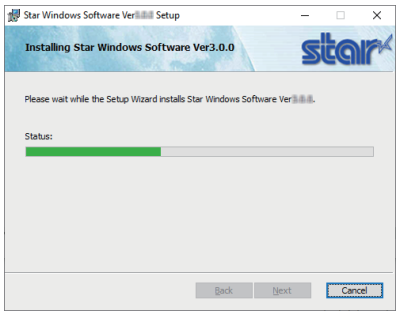
⑦ Choose the setup type.

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.

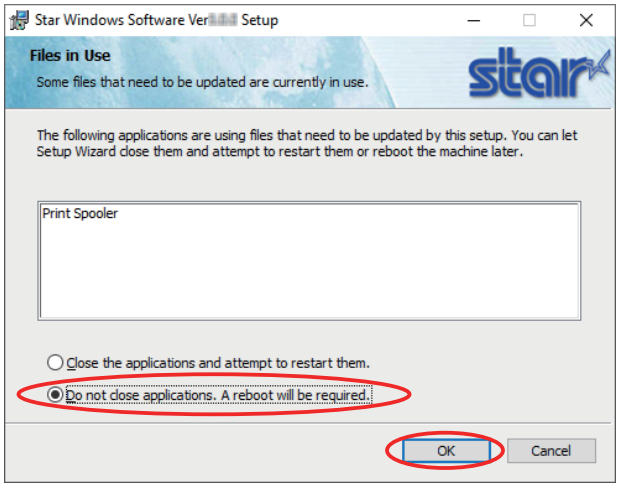


⑧ Click 'Install' to start the installation.

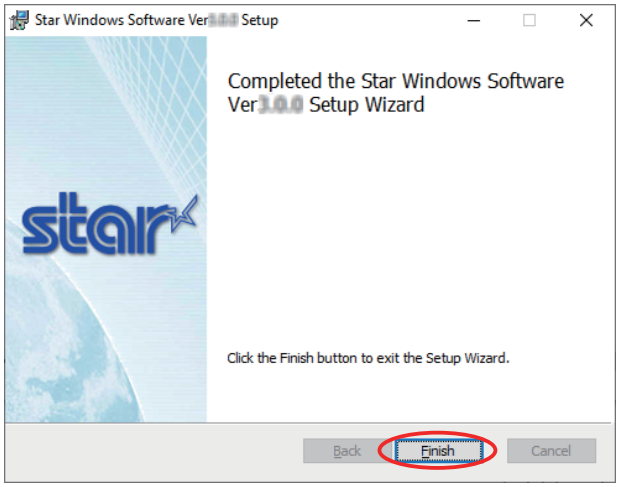




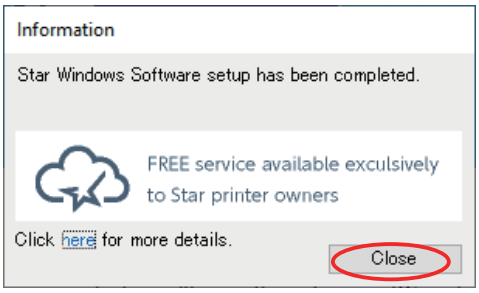
⑨ If the following confirmation dialog box appears, select the 'Do not close applications. A reboot will be required' option, and then click 'OK'.



⑩ When the software installation completes, the following window appears.
Click 'Finish' to close the wizard.

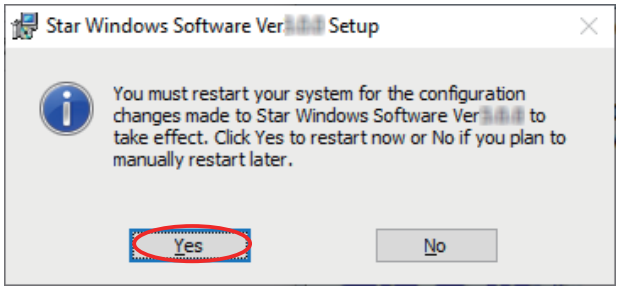


⑪ When the following dialog box is displayed, click the [Close] button.



For details about the free cloud services, you can also check at the following site.
https://www.starmicronicscloud.com

⑫ If the following confirmation window appears, click 'Yes'.

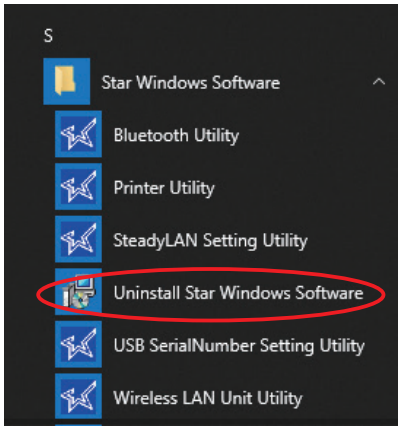


4. Uninstallation

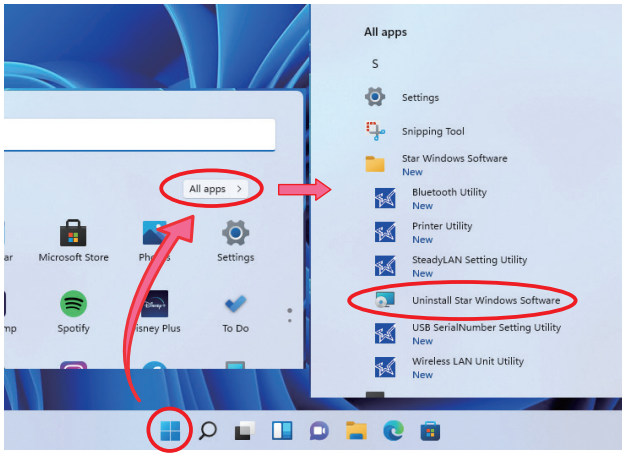
Follow the procedure below to uninstall the software.

① Turn the printer power switch off.

② On the Windows taskbar, click 'Start', and then click 'Star Windows Software' > 'Uninstall Star Windows Software'.
*Windows11: On the Windows taskbar, click 'Start', and then click > 'All apps' > 'Star Windows Software' > 'Uninstall Star Windows Software'.

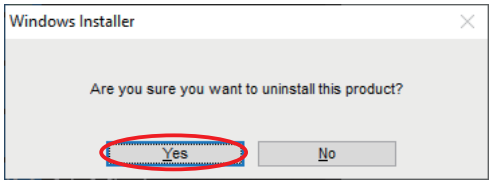


❖ Windows 11

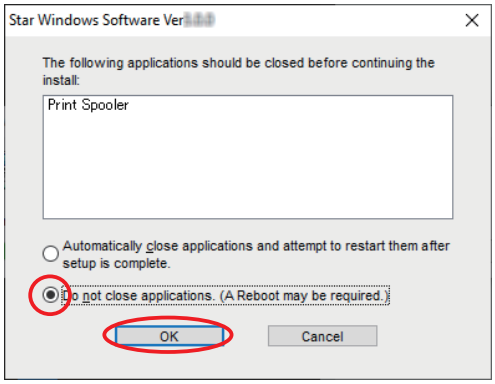


③ The 'User Account Control' dialog appears. Click or 'Yes'.

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

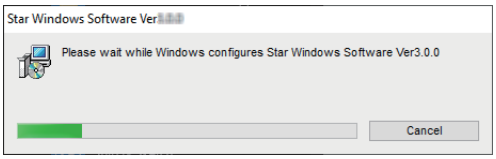


⑤ If the following confirmation dialog box appears, select the 'Do not close applications' option, and then click 'OK'.



⑥ When the confirmation dialog box for restarting the system is displayed, click 'OK'.

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

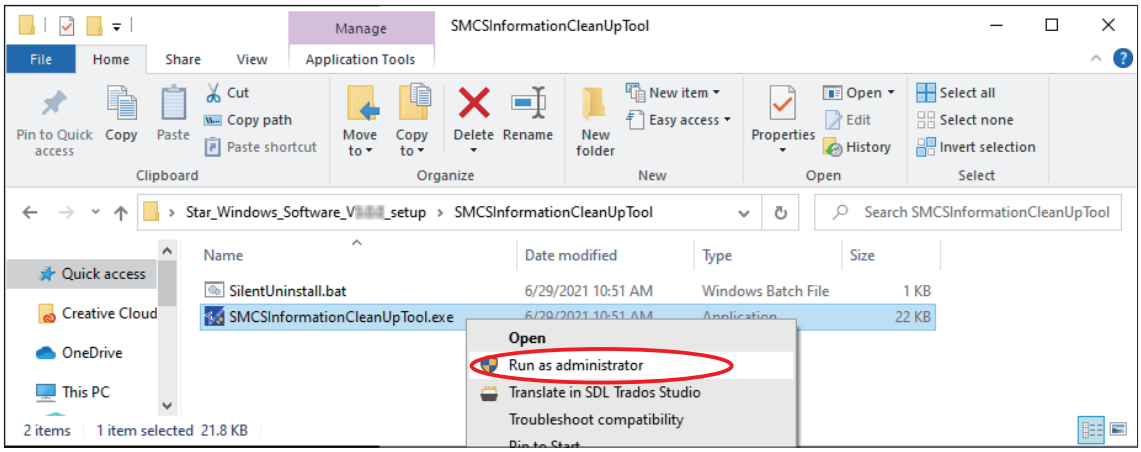


⑧ If you are using the Star Micronics Cloud Services, execute the following file.

1) Open the folder of the software package you downloaded for installation.

2) Run the files "SMCSInformationCleanUpTool.exe" in the folder path below as administrator.

Star_Windows_Software_Vx.x.x_setup\
SMCSInformationCleanUpTool\SMCSInformationCleanUpTool.exe



❖ You can download the SMCS Clean Up Tool from Star's website[*1].

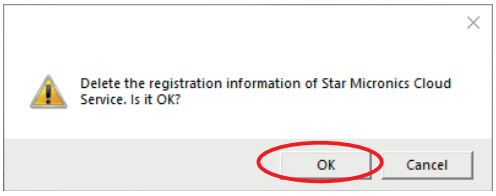
*1: https://www.star-m.jp/star-windows-sw-wsw.html

Menu Name	File Name
SMCS Clean Up Tool	SMCSInformationCleanUpTool_Vx_x_x.zip

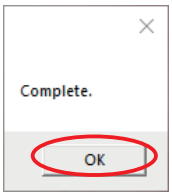
Unzip all files.
Execute "SMCSInformationCleanUpTool.exe" as Administrator.

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

4) The following window appears. To continue, click 'OK'.

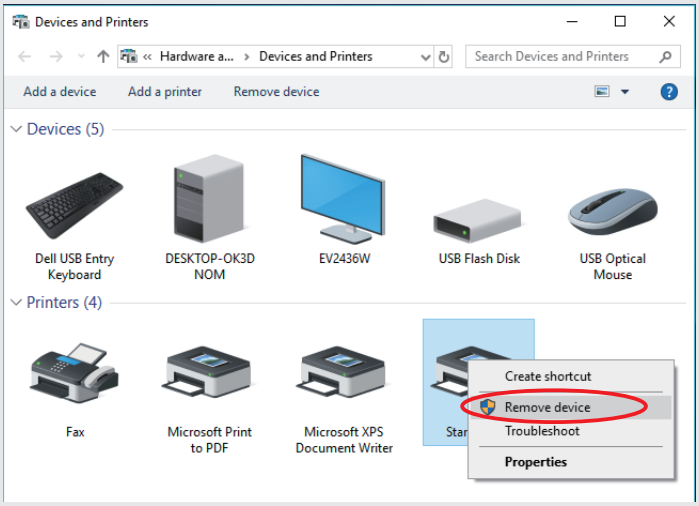


5) Click 'OK' to close the window.



❖ **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.



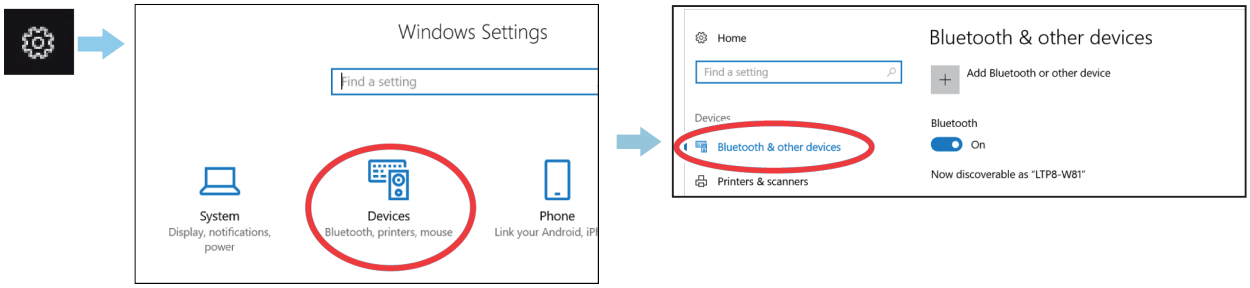
5. Revision History

Rev. No.	Date of Revision	Changes
Rev. 1.0	Oct. 2021	First edition.
Rev. 1.1	Apr. 2022	Add POP10CI.
Rev. 1.2	Mar. 2023	Add MCL32.
Rev. 1.3	Aug. 2023	Add TSP100IV SK.
Rev. 1.4	Oct. 2023	Add MCP31CI, MCP31CBI.
Rev. 1.5	Feb. 2024	Add POP10CBI.
Rev. 1.6	May. 2024	Add BSC10II.

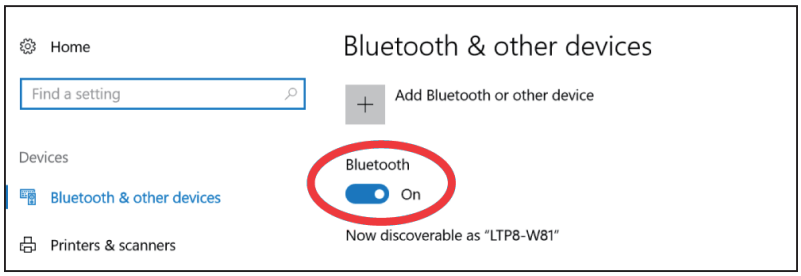
Appendix 1. Pairing with Bluetooth® in Windows

Follow the appropriate procedure.

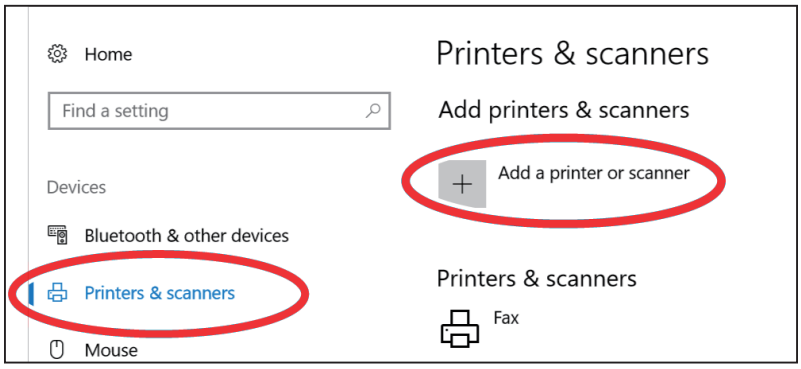
1. Windows10: Open [Settings], select [Devices] - [Bluetooth & other devices].
   Windows11: Open [Settings], select [Bluetooth & devices].



2. Turn Bluetooth [On].

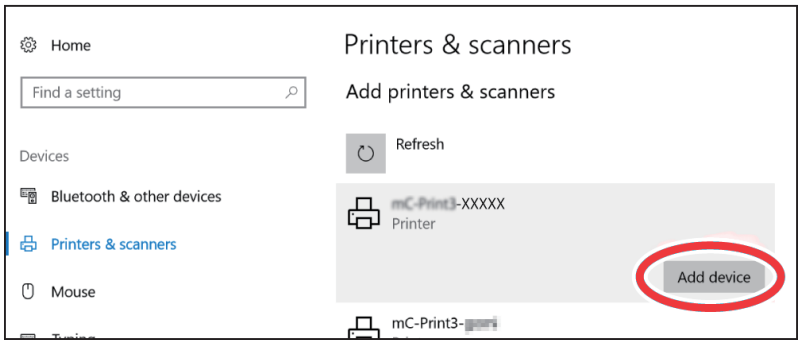


3. Select [Printers & scanners] - [Add a printer or scanner].

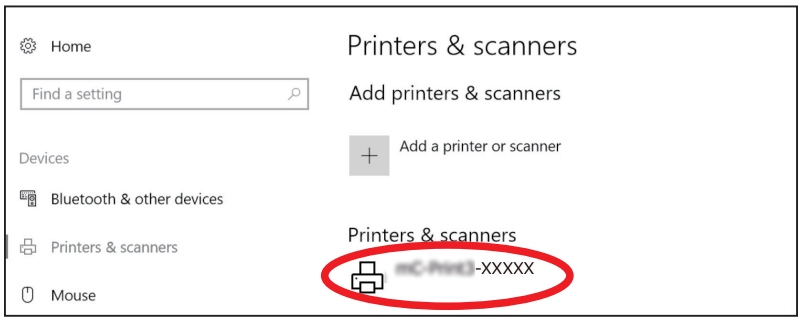


4. Select the Bluetooth device name, and click or tap [Add a device].
   If the Bluetooth device name was changed, then select the device name that it was changed to.

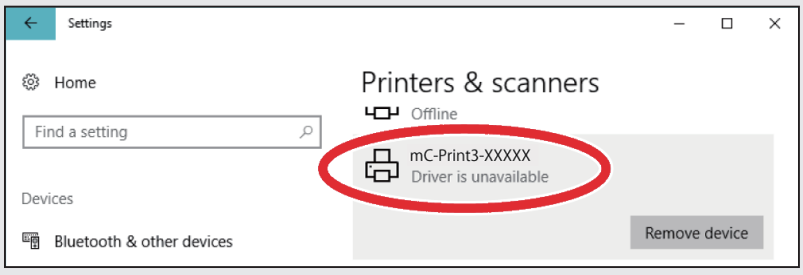
> **Checking the printer's Bluetooth address**
> The Bluetooth address is listed on the test print sheet.
> Please refer to the separate manual "Online Manual" for the test printing method.



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".

Appendix 2. List of functions that cannot be transferred from futurePRNT

If this software is installed on an environment that futurePRNT is used, a part of the settings of futurePRNT can be transferred by using a transfer tool “Migration Assistant”.
The following is a list of functions supported by futurePRNT that are not transferable to this software.

- Paper Size (Printer Driver)
- ECO Settings (Top Margin to First Line)
- ECO Settings (On demand)
- JavaPOS
- Virtual TCP/IP Ports
- Virtual Serial Ports
- Text Processing
- Barcodes
- Printer Font
- Journal
- Write Printer API
- Logo Printing and Cropping (Marge Image)
- Logo Printing and Cropping (Cropping)
- Logo Printing and Cropping (Logo printing position)
- USB Serial Number
- Star Micronics Cloud
- Vartical Mount (if not using Windows Printer Driver)
- Clone Serial Number

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