

Set Up Your Receipt Printer

| The fussiest part of the whole setup. So we slow down, and get it right the first time.

Step-by-step walkthrough 8 min read Companion to the [11:17 video](#)

I'll be straight with you: the receipt printer is the fussiest part of the whole setup. The good news is it's a once-per-printer job, and there are only two ways to do it. We'll unbox it, power it up, and load paper. Then the wired (Ethernet) way start to finish, and if there's no Ethernet port near your register, the Wi-Fi way right after. Wherever you get stuck, your Rundoo guide is right there with you.

BEFORE YOU START

What you'll need

This walks the **Star Micronics TSP100IV**, the model Rundoo recommends. The printer doesn't come in the standard terminal package, you order it (with the cash drawer and paper) when you're set up for cash sales.

- TSP100IV thermal printer (wired or wireless, both work the same way here)
- Power cable and an outlet
- An Ethernet cable *or* your Wi-Fi name and password, depending on the model
- A roll of 80mm thermal receipt paper
- For Wi-Fi: the **Star Quick Setup Utility** app on your phone (App Store or Google Play)

SHARED START

Unbox, power, and load paper



The TSP100IV. Four things come in the box: the printer, the power cable, an Ethernet cable, and a roll of paper.

1

Place it and power it on

Set the printer on a flat surface near an outlet and your network gear, with room around it to breathe and to feed paper out the front. Tip it up and look underneath, all the connections live in a little bay down there. Plug the round barrel plug into the **Power** connector, then flip the switch on. A blue light comes on up front. It's alive.



The connection bay underneath: the power connector and, next to it, the LAN (Ethernet) port.

2

Load the receipt paper

Press the cover-release button on the top right and the lid pops open. Drop the roll straight in, pull a little paper out past the edge, and snap the cover shut. One thing worth knowing: the paper feeds off the **bottom** of the roll and out the front. So if you ever get a blank receipt, the roll just went in upside down. Flip it and you're good.



Drop the roll in so it feeds off the bottom and out the front, then close the cover firmly.

THE WIRED WAY

Set it up over Ethernet

Wired is the most reliable, so if you've got an Ethernet port near your register, use this one. (No port nearby? Skip to the Wi-Fi section below.)

1

Plug in the Ethernet cable

Back underneath, find the **LAN** port right next to the power. Snap the Ethernet cable in, it's the one with the flat clear clip-in end, and it clicks when it's seated. We plug in first on purpose, because that's how the printer grabs an address from your network.

2

Print the self-test

Have the printer print its own settings. Flip the power switch underneath **off**. Hold down the **Feed** button on the front, and while you're still holding it, flip the switch back **on**. Let go, and a self-test sheet prints out. Keep that sheet, we need two things off it.

3

Find the IP address

On the printout, look for the line **Current IP Parameter Status**. Right under it is the IP address, something like **192.168.1.42**. That's the printer's address on your network. Gut check: if that IP is blank or reads **0.0.0.0**, the printer didn't get on the network, so reseal the Ethernet cable and reprint.

4

Open the printer in your browser

Here's the part people don't expect: you don't need an app. On any device that's on the same network, type that IP address straight into the browser bar and hit go. The printer's own settings page opens right up. Log in with password **public**, and when it asks you to set a new one, use **rundoo** (lowercase) so it matches Rundoo's recommended setting.

5

Turn on Star CloudPRNT

This is how the printer talks to Rundoo, and it's the one place a wrong value bites you later. Open **CloudPRNT** in the menu and set three things:

- Toggle **CloudPRNT Service** on
- Set **Server URL** to **https://device.star.io.online/cloudprnt/rndo**
- Set **Polling Time (Sec.)** to **1**

Then **Save**. The printer reboots itself, so give it a minute to come back.

6

Send Rundoo the MAC or serial

Last hardware step. Flip the printer over and read the label on the back. Send your Implementation Manager (or Rundoo Support) either the **MAC address** or the **serial number**, one is plenty, and we'll tie this exact printer to your store. On a wireless printer, use the **LAN** MAC from the self-test printout, not the **WLAN** MAC in the app, they're different addresses.

7

Run a test print

Moment of truth. In Rundoo, ring up a quick test sale (a non-inventory item at \$0.01 works). On the receipt-printing screen, pick your thermal printer and choose **Print thermal receipt**. A receipt should slide out the front. Refund the test sale afterward to keep accounting clean.

On the print screen, pick your thermal printer and print. If it prints, you're wired up and done.

NO ETHERNET NEARBY?

Set it up over Wi-Fi instead

Same printer, same finish line. The only thing that changes is how it gets on your network.

1

Print the self-test (with no cable plugged in)

Same move as wired, just with nothing in the LAN port: hold **Feed**, flip the power on, and let go once it starts printing. On a Wi-Fi printer, that printout comes with its own little temporary network baked in, called **Simple AP mode**. It's just the printer handing you a way to reach it before it's on your real Wi-Fi.

2

Read the network name and key

On the printout, find the **Wireless LAN** section. You want two things: the network name (SSID), usually something like **Star Micronics** and a few digits, and the encryption key right below it, which is often the last few characters of the MAC address. Jot both down.

3

Join the printer's own network

On your phone or laptop, open Wi-Fi settings and join that Star Micronics network using the key from the printout. For a minute you're connecting straight to the printer itself. That's normal, that's the whole point of the temporary network.

4

Point it at your real Wi-Fi

Open the **Star Quick Setup Utility** app (or browse to the printer's **192.168** address from the printout). Pick your actual store Wi-Fi from the list, type its password, and save. Make sure it's the **same network your registers use**, if Rundoo and the printer land on different networks they can't talk, and that's the most common cause of "set up but not printing."

5

Finish exactly like the wired way

The printer reboots onto your real network and the temporary Wi-Fi disappears on its own. From here it's identical to wired: open the printer in your browser, turn on CloudPRNT, paste the **Server URL**, set polling to **1**, and Save. Send your guide the LAN MAC or serial, then run a test print. Same finish line.

KEEP IT HANDY

The settings that matter

CLOUDPRNT SERVER URL device.stario.online/cloudprnt/rndo Full: https:// in front. Older setups may use a different URL, ask Support.	CLOUDPRNT PASSWORD rundoo Default is "public"; change it to "rundoo" (lowercase).
POLLING TIME 1 second How often the printer checks Rundoo for a receipt.	FEED BUTTON Hold while powering on Prints the self-test / network config sheet. A quick tap just feeds paper.

IF SOMETHING GOES SIDEWAYS

Troubleshooting the common snags

These cover the setup snags people actually hit. For issues that show up after the printer is already paired and working, see [Printer troubleshooting](#).

Most common fixes

- **Printer lost its connection to Stario.** Power the printer off for about 30 seconds, then hold the **Feed** button while powering it back on to run a self-print. The self-print confirms it rejoined the network, and receipt printing resumes on its own.
- **No IP address on the network printout.** Check the Ethernet cable or your Wi-Fi credentials, then reboot the printer.
- **Wi-Fi setup returns "Failed."** Make sure a 2.4 GHz network is available and the SSID and password are exactly right.
- **Printer not visible in Rundoo after setup.** Confirm the printer is on the same network as your register, then double-check the CloudPRNT Server URL from the CloudPRNT step.
- **The IP keeps changing.** Ask your IT person to reserve a static IP for the printer.
- **Paper won't feed, or receipts come out blank.** Reload the roll (it feeds off the bottom and out the front), and close the cover firmly.

Good to know

- **Wrong Wi-Fi network is the #1 gremlin.** Rundoo and the printer must be on the same network. Checking your phone's connected network is a quick sanity check.
- **Wireless printers: use the LAN MAC.** The address that works is the LAN MAC on the self-test printout, not the WLAN MAC shown in the app.
- **Green network light but no QR code on the self-test?** The cable works but the printer hasn't joined the network. Plug into a router, or a *powered* switch, not a passive one.
- **Attaching a cash drawer?** The RJ-12 cable is directional. Match the labeled ends to the drawer and the printer, or the drawer won't pop when receipts print.