How to recover problems that can not be printed after Windows10 Update

- ● **In case of Bluetooth printer**

- ● **In case of USBPrinterClass printer**

- ● **In case of OPOS**

● In case of Bluetooth printer

After Windows10 Update, execute the pairing again because the pairing is released.

> For the pairing method, refer to "Pairing with Bluetooth in Windows".
> In case of using TSP100IIIBI, refer to "TSP100IIIBI Online Manual".
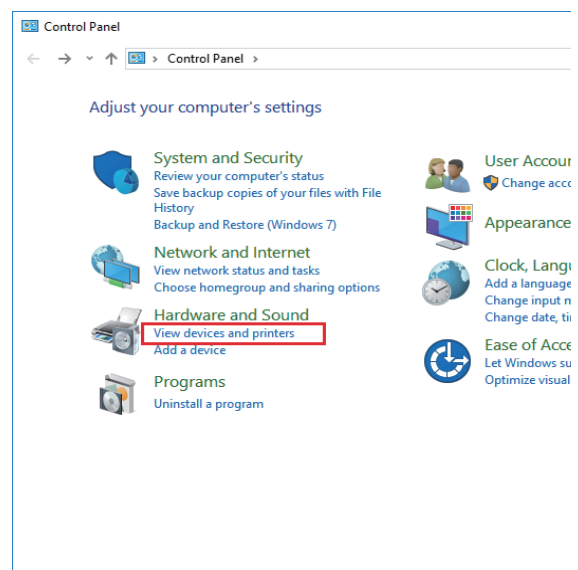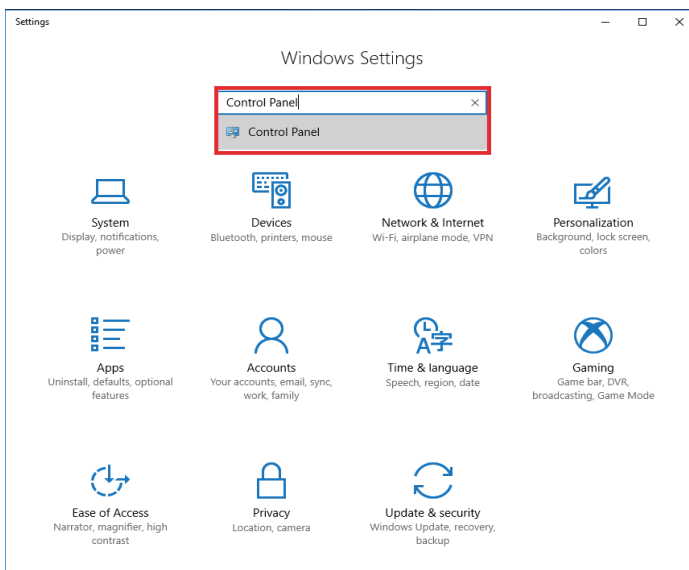> Or, refer to the included "Software Manual".

If you can not use the printer after re-pairing again, the COM port number may be different.
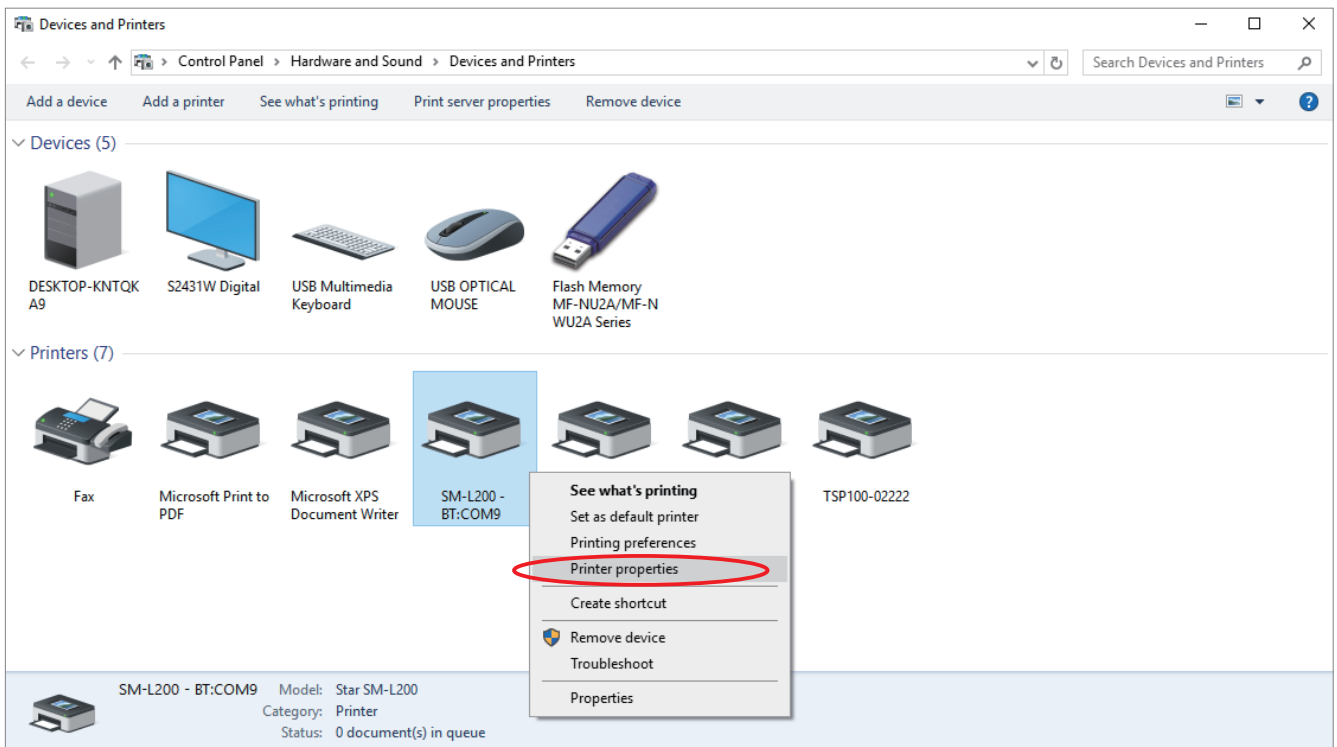
1 Check the COM port number of using printer.

How to check the COM port number of using printer.

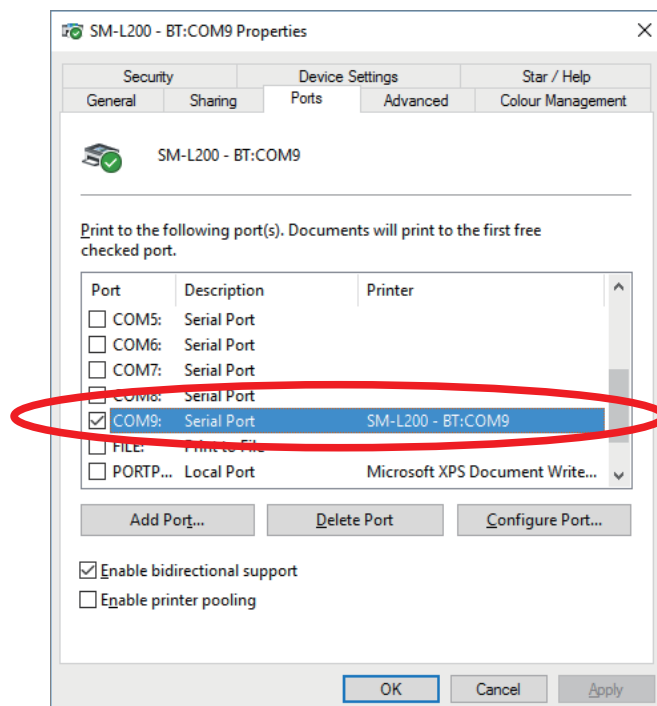✽ **In case of using Using printer driver**

1-1 Click "Control Panel"- "View devices and printers"

1-2 Select using printer, and then right-click , and click "Printer properties".

1-3 Click "Ports" tab then Check the COM port number of using Printer.

✽ In case of using OPOS

If you are using futurePRNT, please check the procedure in the above (In case of using printer driver).

1-1 Run your Printer Utility and check the COM port number of the red frame below.

2 After Windows10 Update, execute the pairing again because the pairing is released.
For the pairing method, refer to "Pairing with Bluetooth in Windows".

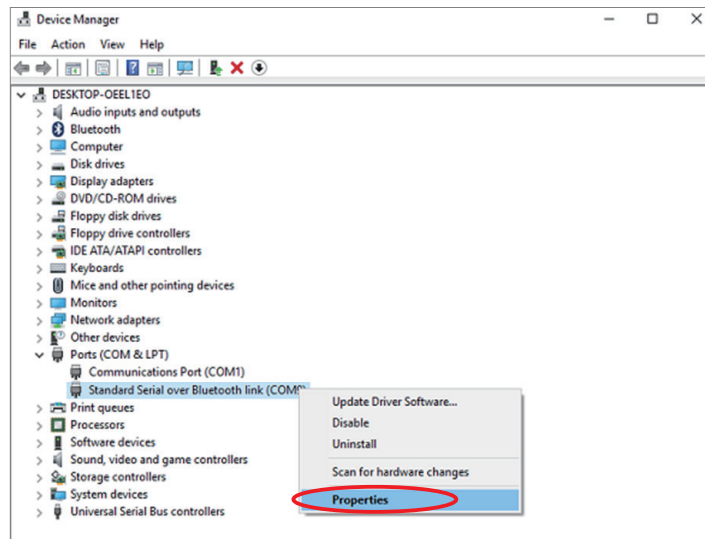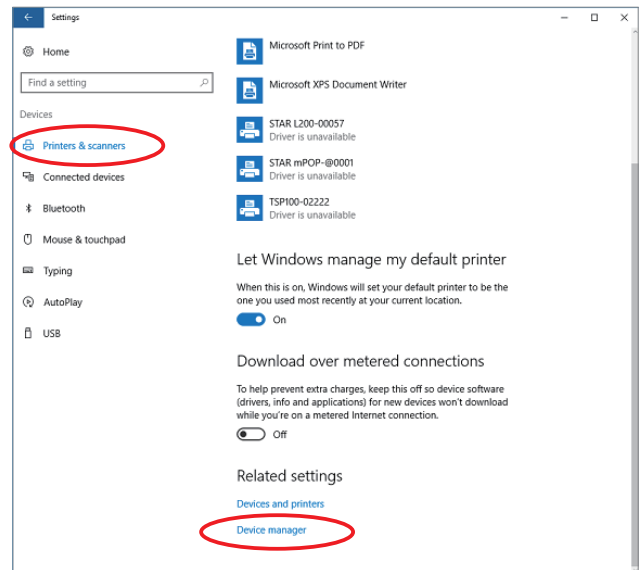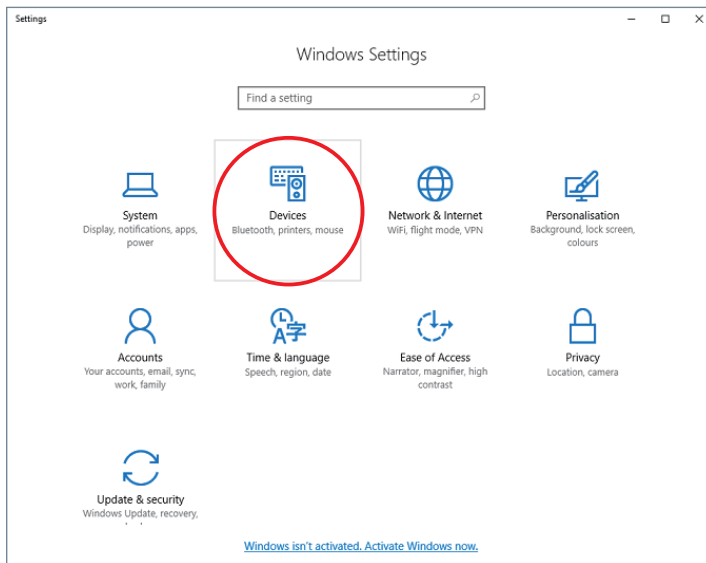**Memo:** In case of using TSP100IIIBI, refer to "TSP100IIIBI Online Manual".

3 Check the COM port number created by re-pairing and the COM port number confirmed in step 1.
If the confirmed COM port number is different, please proceed to and after step 4.
If the confirmed COM port number is the same, proceed to and after step 5.
For the confirmation method of the COM port number created by the pairing, refer to step 5 procedure in "Pairing with Bluetooth in Windows".

4 Start Device Manager and change the COM port number created by re-pairing to the COM port number confirmed in step 1.
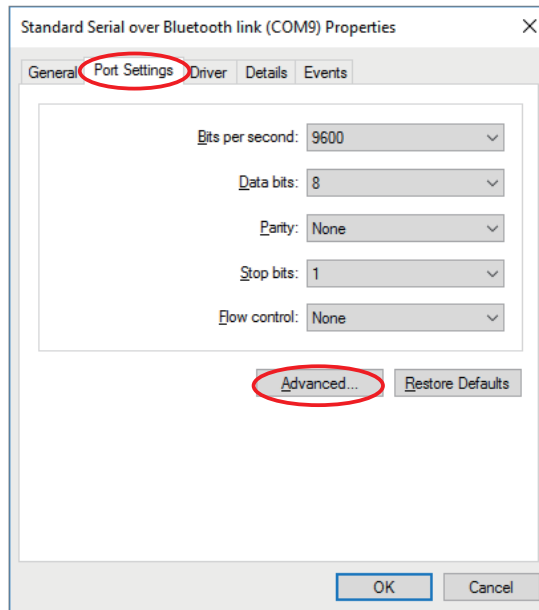
How to change the COM port number :

4-1 Select the COM port number confirmed in step 3 in the list of "Port (COM and LPT)" of the device manager and open the property screen by right clicking.
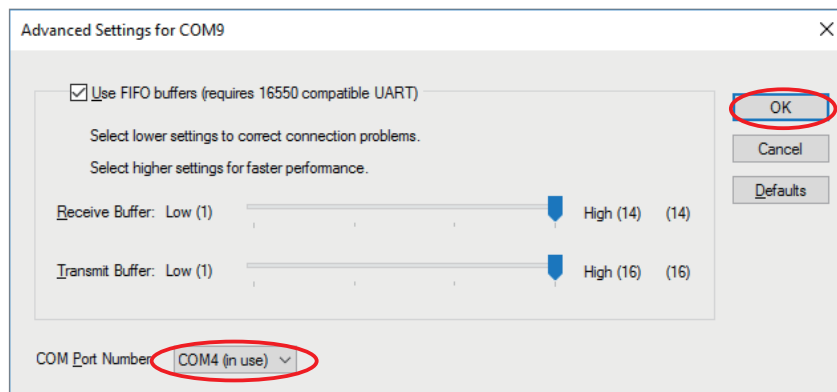
Device Manager: Click "Settings"- "Devices" - "Printers & scanners" - "Devices manager"
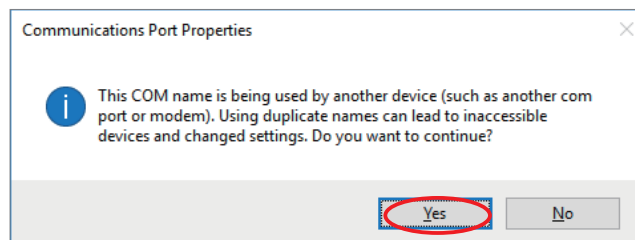
4-2 Open the "Port settings" tab on the property screen and click "Advanced...".

4-3 Change the COM port number to the COM port number confirmed in step 1 and click "OK".

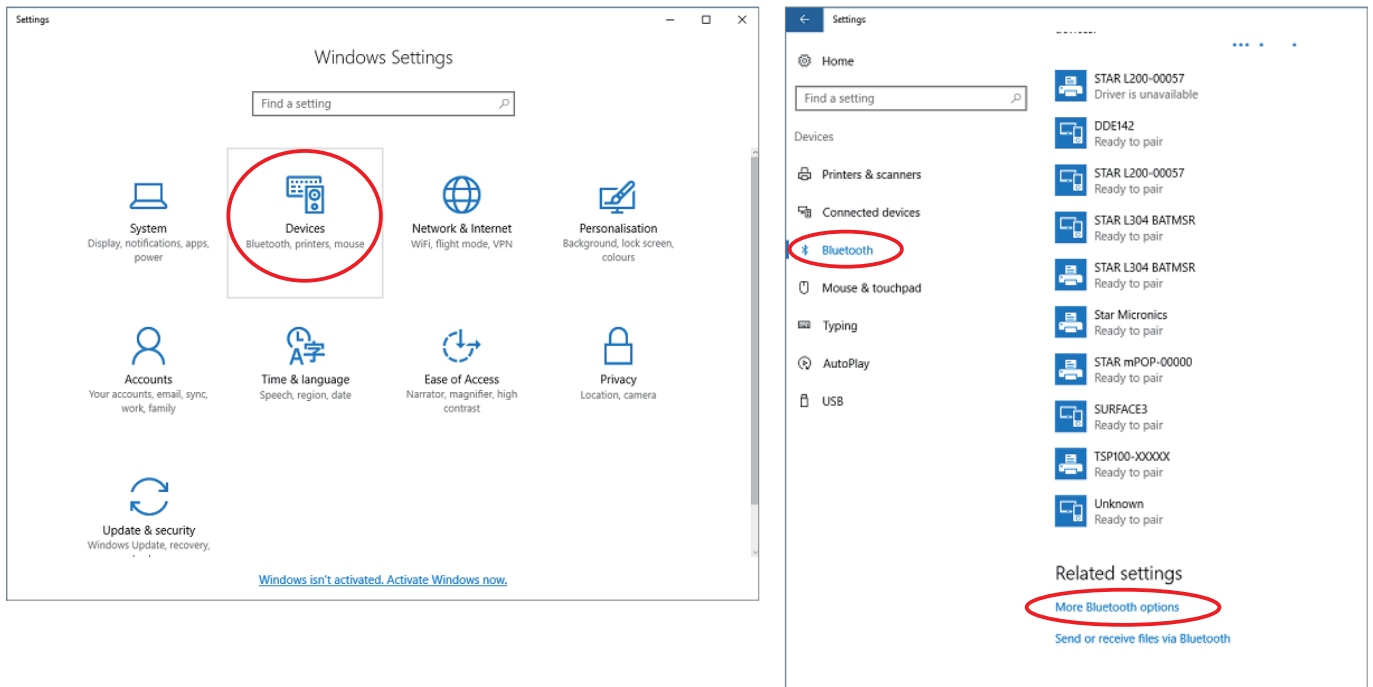When clicking "OK", the message dialog is displayed, please click "Yes".

5 Perform the test printing.
If the test printing fails, please proceed to and after step 6.

6 Delete the outgoing COM port of the Blutooth device and add the outgoing COM port again.
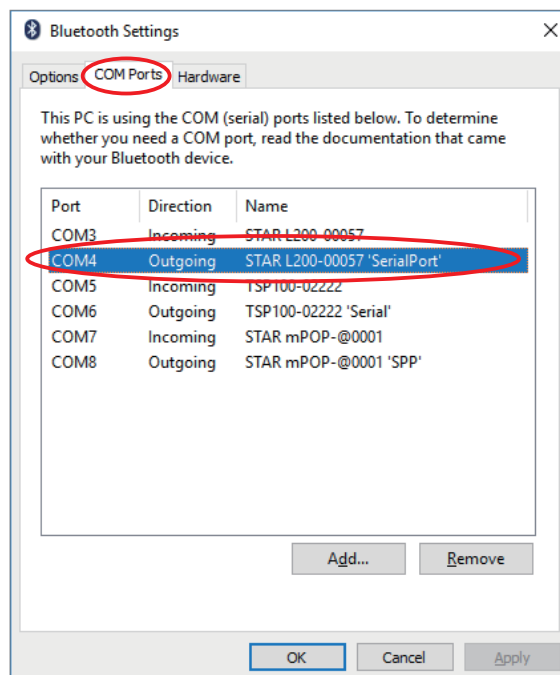
How to delete the outgoing COM port of the Blutooth device and add the outgoing COM port again :

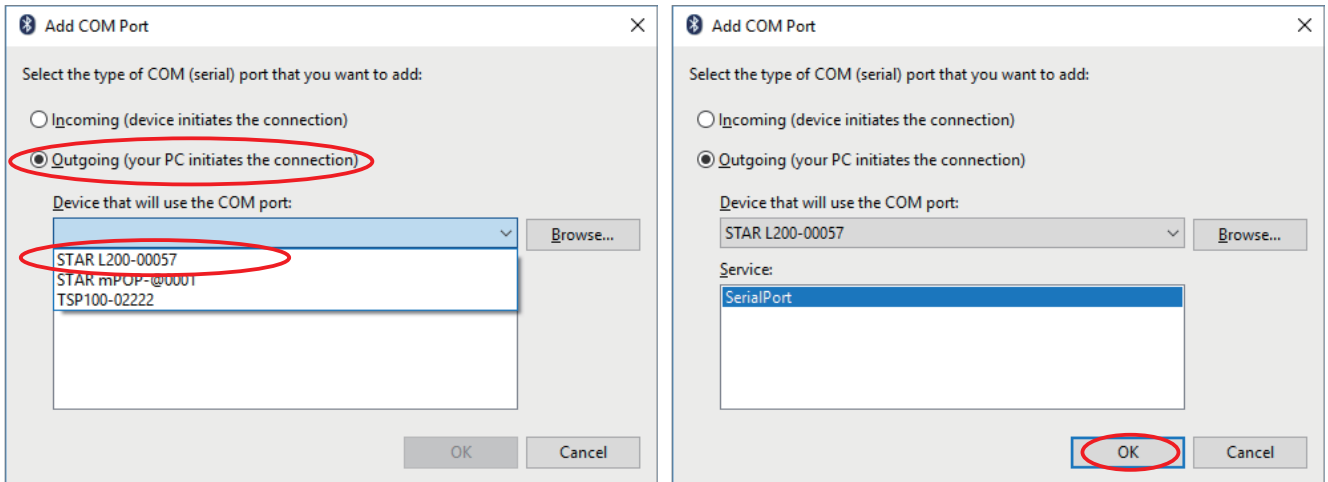6-1 Click "Settings"- "Devices" - "Bluetooth" - "More Bluetooth options"

6-2 Delete the outgoing COM port of the paired device.
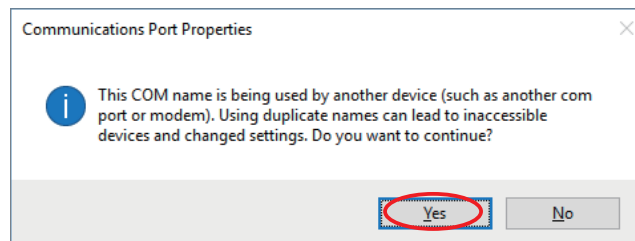**Make a note of the outgoing COM port you want to delete.**

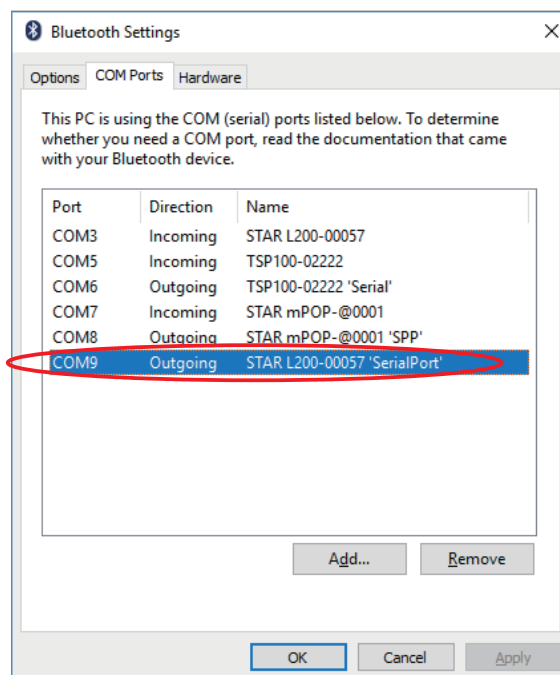6-3 After deleting, click "Add" button.

6-4 When the "Add COM port" dialog is displayed, select "Outgoing", select the paired device from the list of "Device that will use the COM port:", and click "OK".

When clicking "OK", the message dialog is displayed, please click "Yes".

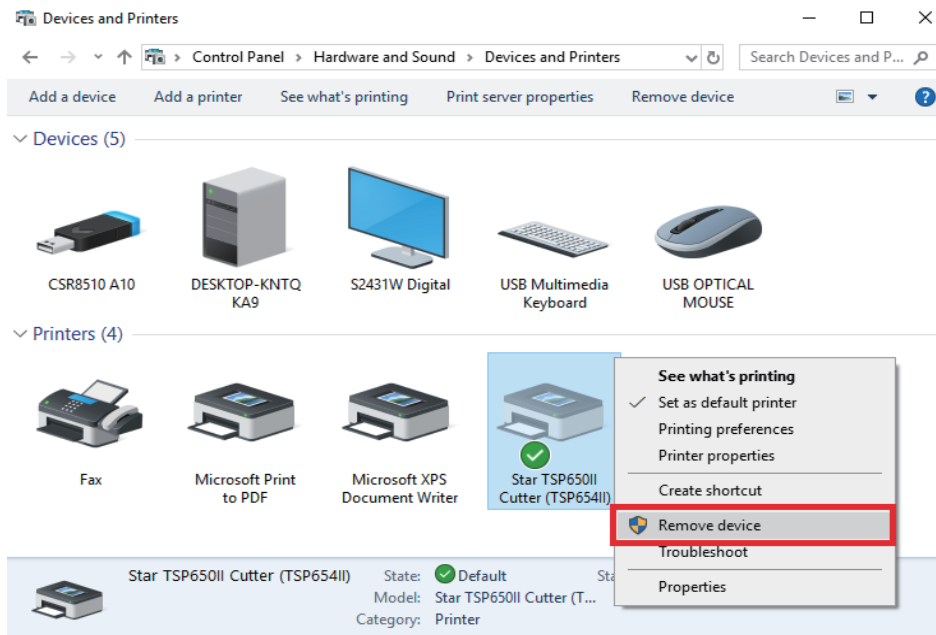6-5 Confirm that outgoing COM port is added to "Bluetooth Settings".

6-6 If the added outgoing COM port is different from the deleted outgoing COM port, perform step 4 and change the outgoing COM port number.

7 Finish.

● In case of USBPrinterClass printer

After Windows10 Update, the USB printer may not be available.
To create the usb printer queue, proceed as follows.

1 Check the COM port number of using printer.

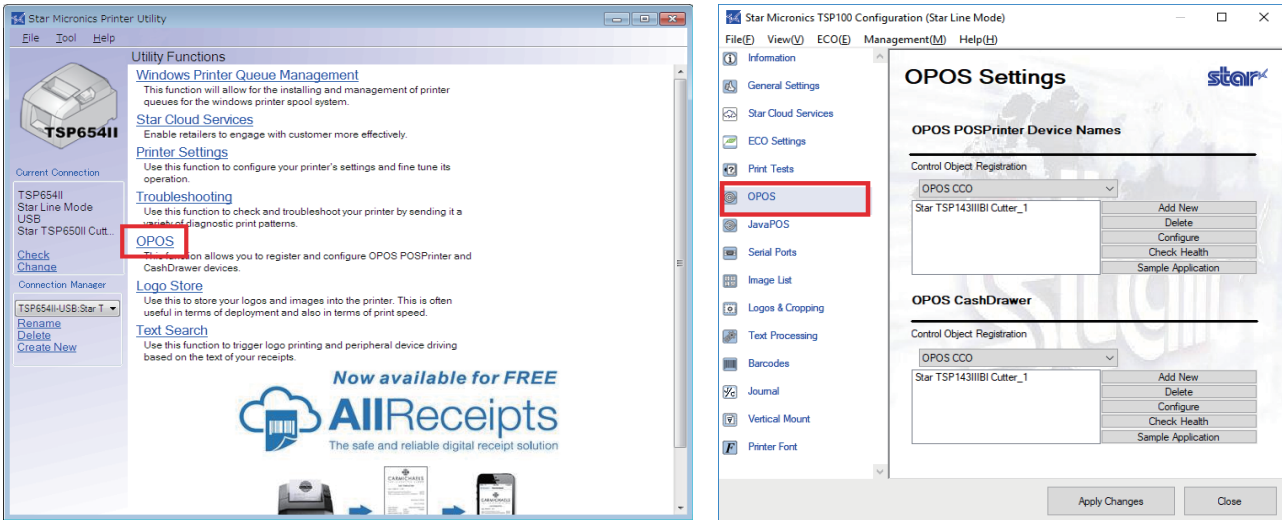**2** Select using printer, and then right-click, and click "Remove device".

3 When you turn the printer on again, the Plug and Play feature automatically starts the installation of the printer driver and creates the printer queue.

4 Perform the test printing.

5 Finish.

● In case of OPOS

After Windows10 Update, the registration of "Control object" of the device registered with utility may be unregistered, then registered devices may not be used.

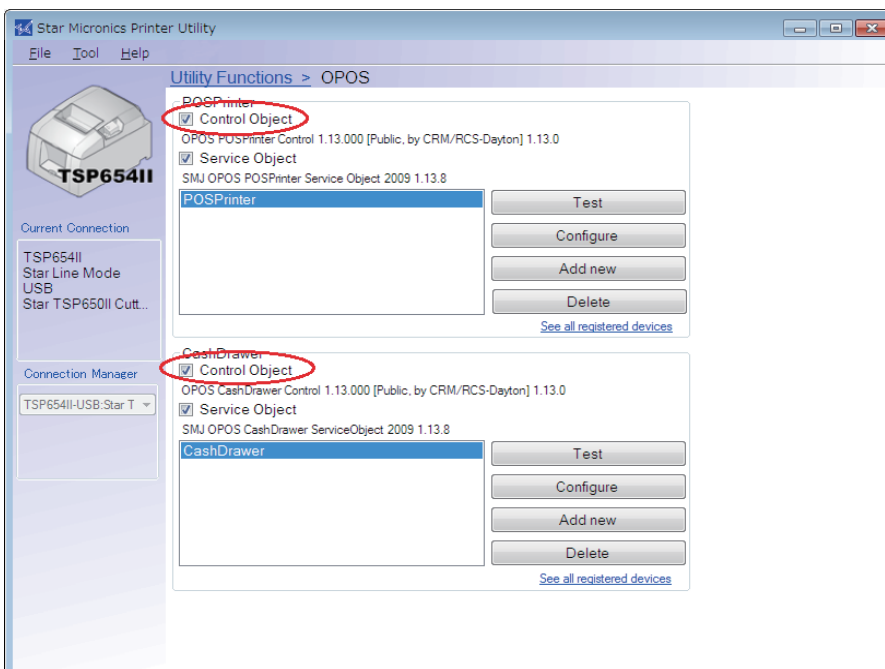To confirm the control object registration status, proceed as follows.

1   Run your Printer Utility and click the OPOS of the red frame below.

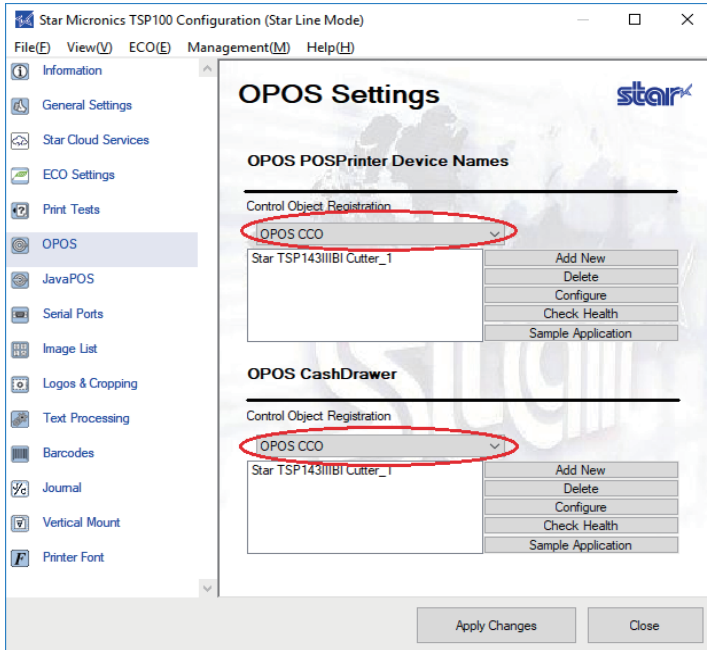**2**   To confirm the control object registration status.

✱ **In case of using Star Printer Software**

If the checkbox of "Control object" of registered device is unchecked, check the checkbox again.
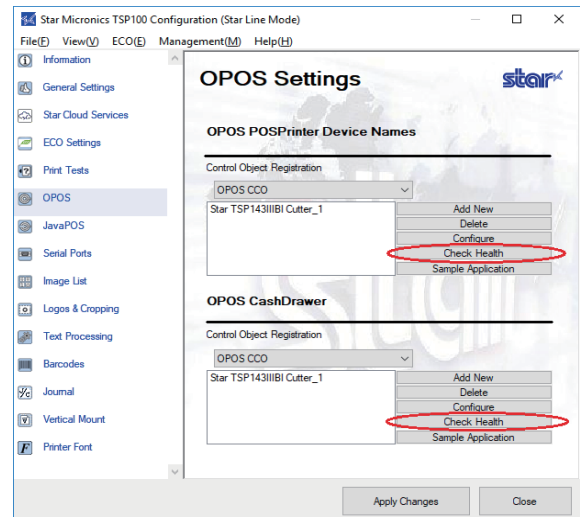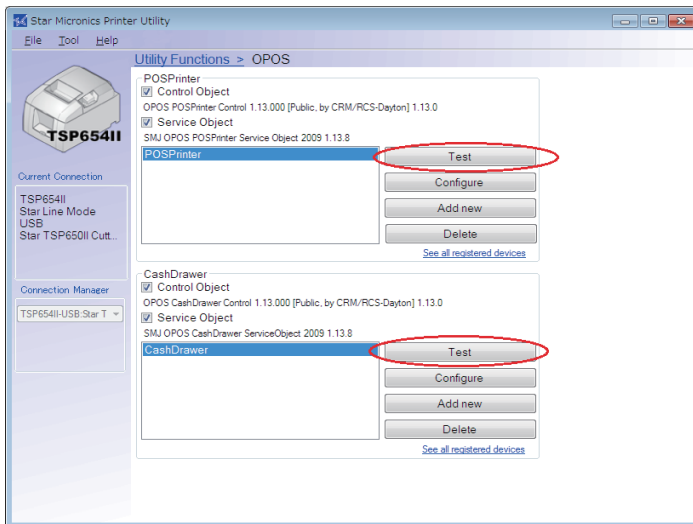
✱ In case of using futurePRNT

If "Control Object Registration" is "Not Selected", please register the control object again.

3 Please execute the following "test"or "Check Health" button and confirm that the registered device can be used.

4 Finish.