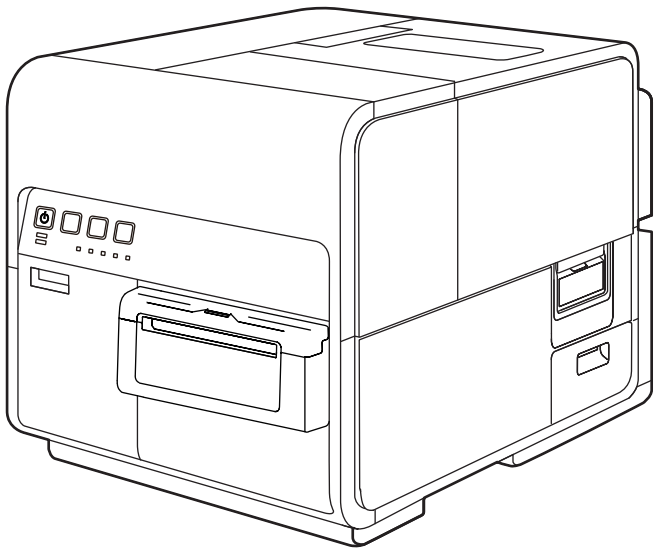
TOSHIBA

BC400P-SS02-QM-S

COLOR LABEL PRINTER

Installing Software



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Before You Begin

Conventions

The following marks are used in this manual.

Warning	Instructions that, if ignored, could result in death or serious personal injury caused by incorrect operation of the equipment. These must be observed for safe operation.
Caution	Instructions that, if ignored, could result in personal injury or material damage caused by incorrect operation of the equipment. These must be observed for safe operation.
Important	Instructions including important information. To avoid damage and injury or improper use of the product, be sure to read these indications.
Note	Instructions including notes for operation and additional explanations.
	Indicates an operation that must not be performed. Read these items carefully, and make sure not to perform the described operations.

Sample Screens

The sample BC400P-SS02-QM-S printer driver screens displayed in this manual were created with Windows 10.

Installing Software

After installing this printer at the installation site, install the printer driver in the computer.
The accessory Printer Software DVD-ROM contains the printer driver and manual. Follow the instructions below to install the printer driver.

System Requirements

The printer driver and User's Guide require a personal computer with the following system requirements:

■ Operating system (OS)

Windows 10 (32bit/64bit)
Windows 11

■ Hard disk space

Printer driver: 50 MB or more

Installing the Printer Driver

The printer can be connected to a computer with a USB connection or an Ethernet local area network (LAN) connection.

- To connect the printer with a USB cable, please read: [Using the Printer via a USB Cable (P.3)]
- To connect the printer to an Ethernet local area network, please read: [Using the Printer via a LAN Cable (P.8)]

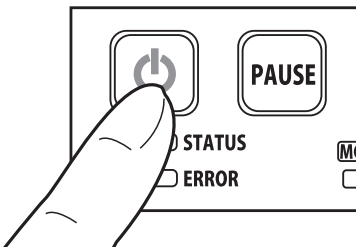
■ Using the Printer via a USB Cable

Important

- This printer is USB 2.0 (High Speed) compatible.
- A USB cable does not come with this printer. Use a commercially available USB cable that is compatible with your computer.
- Do not connect the USB cable before installing the printer driver. After starting installation of the printer driver, connect the USB cable when instructed by a message shown computer screen during the printer driver installation.

1 Turn off the printer.

Press and hold the power key for at least 1 second.



2 If the printer is connected to the computer via USB cable, disconnect the USB cable.

3 Turn the computer on and log in to the computer as the user with Administrator authority.

Important

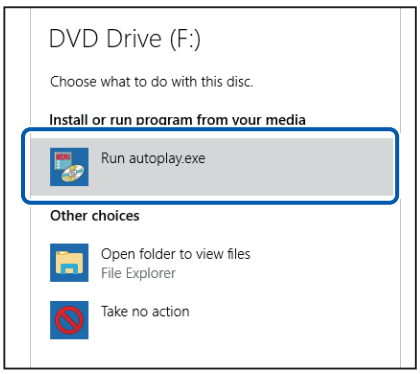
- System administration authority is required for printer driver installation.
- Have Anti-virus programs and other resident programs closed prior to starting the printer driver installation.

4 Insert the "Printer Software DVD-ROM" into the computer.

Important

- If the computer does not have a DVD-ROM drive, the printer driver can be downloaded from the support area of the Toshiba Tec Corporation web site (https://www.toshibatec.com) and then installed.

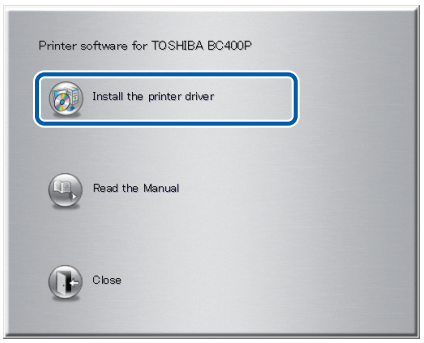
5 Click [Run autoplay.exe].



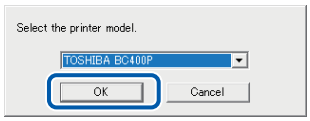
Note

- A user account control dialog box may appear. In this case, click [Yes].
- The installation start window may not appear depending on the DVD-ROM drive auto run setting. In this case, go through the following.
  1. Double-click the DVD-ROM icon in [This PC] (or [Computer]).
  2. Double-click [autoplay.exe].

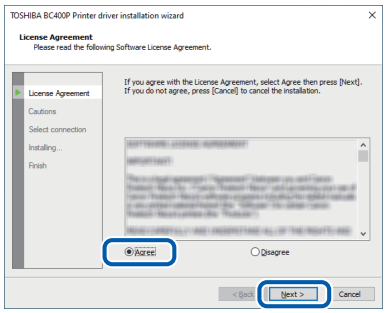
6 Click [Install the printer driver].



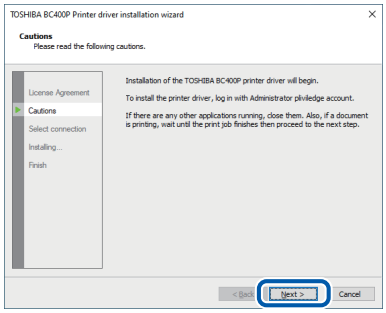
7 Confirm this printer is selected and click [OK].



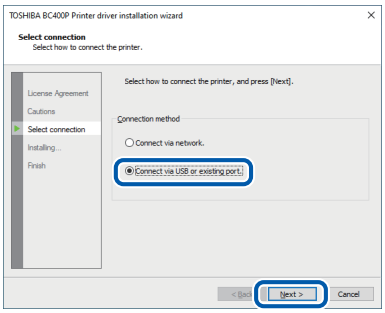
8 Read the software license agreement, select [Agree], and then click [Next].



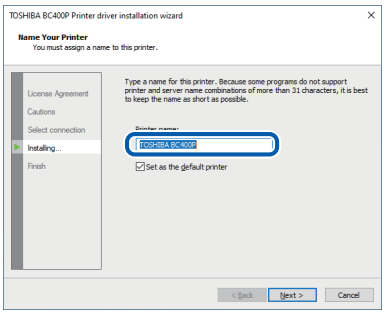
9 Read the Cautions and then click [Next].



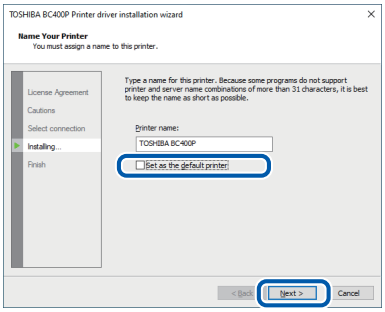
10 Select [Connect via USB or existing port] and then click [Next].



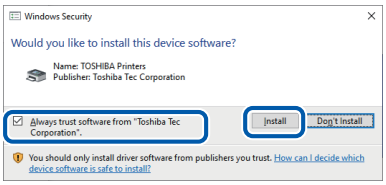
11 To change the printer name, enter a new printer name in "Printer name."



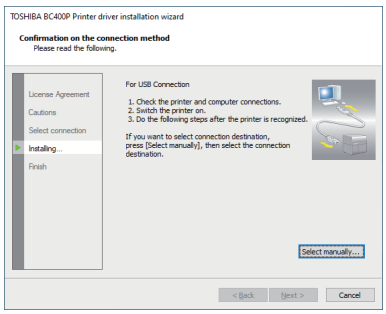
12 When this printer is not the default printer, uncheck the checkbox then click [Next].



13 Check [Always trust software from "Toshiba Tec Corporation."] checkbox and then click [Install].



14 When the next window is displayed, turn the printer on and connect computer and printer with USB cable.



When the printer is recognized, installation will begin.

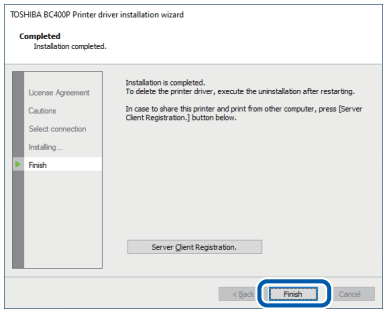
Note

- If the computer, connected to the printer by USB cable, is linked to a network, it may take some time to recognize the printer.
- If you would like to select the connection destination by yourself, click [Select manually...] and select the connection port.

Important

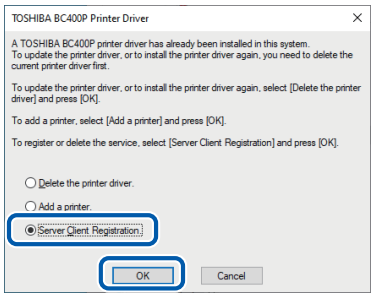
- The USB cable is hot-swappable. However, it should be noted that the USB cable should not be connected or disconnected in the following cases:
  - When the computer is being booted (before the desktop appears)
  - When the printer is printing
  - When the printer driver is being installed
- When disconnecting the USB cable with the computer or printer powered, be sure to remove the USB plug on the computer side (USB hub side) in advance. When reconnecting the USB cable, wait for at least 5 seconds after disconnecting it. If you connect the USB cable too early, the printer may malfunction.

15 Click [Finish].



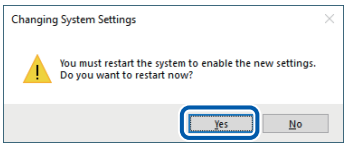
Note

- If the printer driver was installed in a computer to be used as a print server, click [Server Client Registration].
- The server client can be registered after completion of installation of the printer driver.
  1. Start DVD-ROM.
  2. Click [Install the printer driver.].
  3. Select [Server Client Registration].
  4. Click [OK].



- To delete the server client registration, perform steps 1-4 of the server client registration procedure. A confirmation message of the service deletion appears.

16 Remove "Printer Software DVD-ROM", and then click [Yes].



Rebooting of the computer starts automatically.

Note

- When [No] is selected, be sure to restart Windows prior to using the printer.

Installation of the printer driver via a USB cable is completed.

■ Using the Printer via a LAN Cable

Important

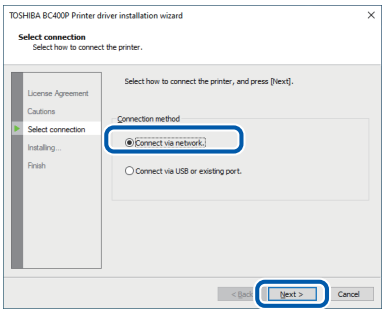
- A Ethernet cable does not come with this printer. Use a commercially available Ethernet cable that is compatible with your computer.
- Use a Category 5e or better twisted pair Ethernet cable.
- Connection to a corporate LAN must be made by a network administrator.
- If several printers will be connected to the same network, configure the printers one at a time. If several printers are turned on and configured at once, the default IP address assigned to each printer will overlap and will prevent the use of the network.

1 Check that the printer is powered on.

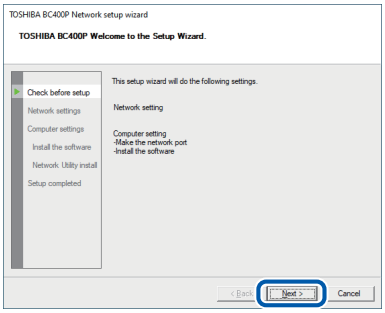
If the printer is turned off, press the power key to turn the printer on.

2 Go through steps 3 to 9 of the procedure for using the printer via a USB cable. (→ P.4)

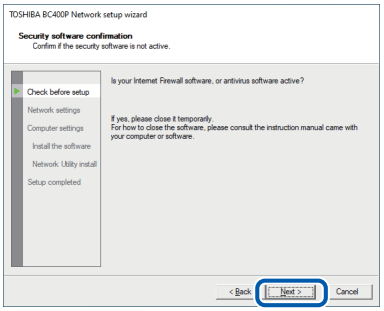
3 Select [Connect via network] and then click [Next].



4 Click [Next].



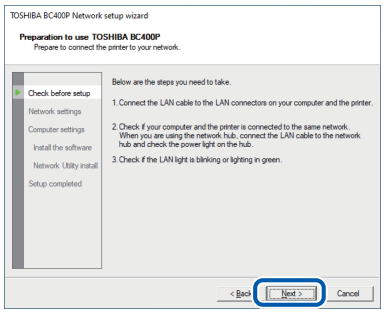
5 Confirm the instruction regarding the security software which is shown on the screen, and then click [Next].



Note

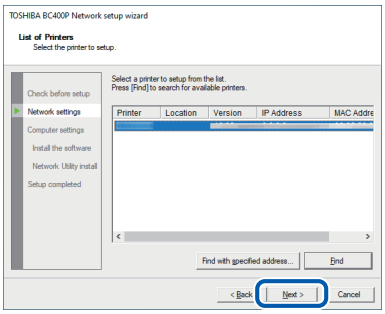
- If [Windows Firewall settings] dialog box appears, click [Yes].

6 When the below window is displayed, connect the printer to the computer with LAN cable and then click [Next].



It starts to search for this printer.

7 When the below window is displayed, select this printer and click [Next].



Important

- If no printer name is displayed after printer search:

  If no printer name is displayed after printer search, click [Find].
  If no printer name is displayed again, there may be a problem in the network environment. Contact the network administrator. Possible causes are as follows:

  – This printer and the computer are installed on different networks, and therefore the computer cannot find this printer.
  – If the IP address necessary for network operation is not set, connection to the network could fail.

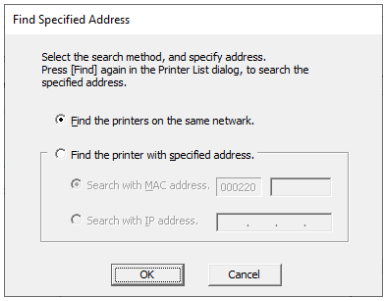
  If no printer name is displayed due to the above reasons, connect this printer and the computer on the same network, and set the IP address. After setting the IP address, click [Find] again.

Important

- To search for the printer with IP address specified:

  Click [Find with specified address...] button on the screen in step 7.

  Select [Find the printer specified address.] radio button on the screen that appears, and then enter MAC address or IP address. The MAC address and IP address* can be confirmed with the output setting value. For more details, refer to "Checking Setting Values" in User's Guide.



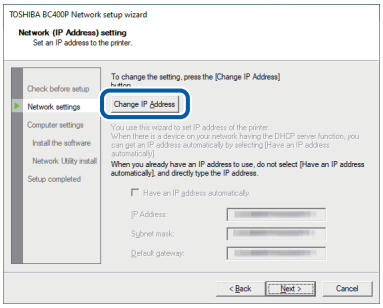
* If the IP address is automatically assigned by a DHCP server, the IP address that is printed when the printer settings are printed and the actual IP address will be different.

8 Set IP address of the printer.

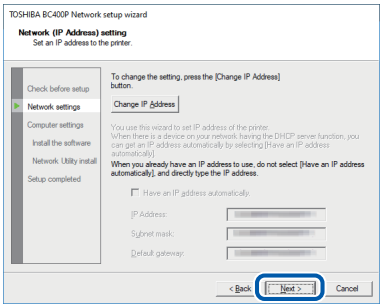
Important

- When changing IP address, contact the network administrator.

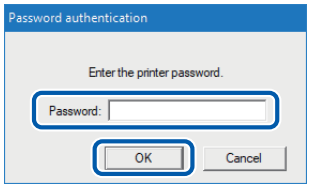
●To change IP address:
Click [Change IP Address] to proceed to step 9.



●Not to change IP address:
Click [Next] to proceed to step 11.



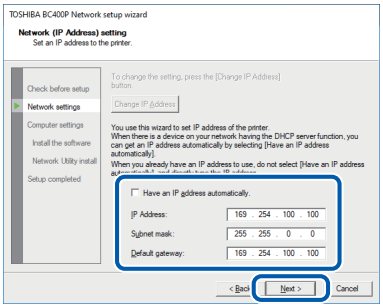
9 Enter the password and then click [OK].



Important

- When changing the IP address, it is necessary to enter a password for the network setup. Contact the network administrator.
- The password can be changed with the network utility after completing of installation. (Default password: admin). For more details, refer to "About the Network Utility" in User's Guide.

10 Change IP address and then click [Next].



Note

- IP address shown now is the default IP address.
- When there is a device having DHCP server function on the network:

  Checking "Have an IP address automatically" checkbox gets IP address automatically.

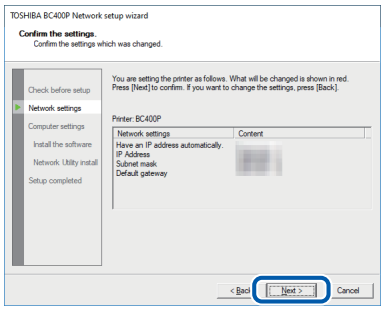
Important

- When there is no device having DHCP server function on the network, note the following:

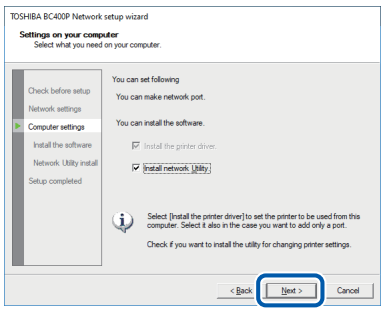
  If there are two or more identical printers (this printer) on the same network, IP address may be duplicated.

  – Do not check "Have an IP address automatically" checkbox.
  – Change the default IP address to an address of your choice.

11 Confirm the network settings which are shown on the screen, and then click [Next].



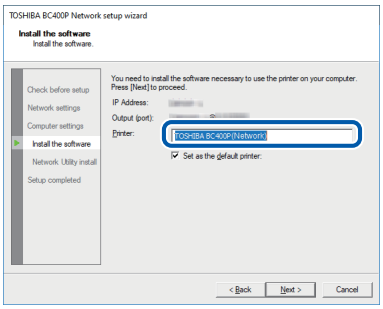
12 Click [Next].



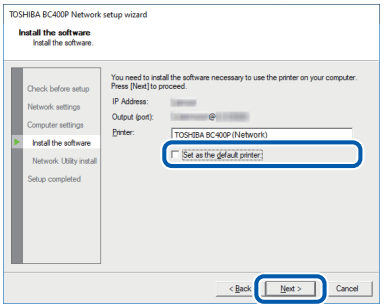
Important

- The network utility is a tool for configuring network settings for the printer. The network utility is required when changing IP address. Be sure to install it (do not uncheck "Install network Utility" checkbox).
- For how to use the network utility, refer to "About the Network Utility" in User's Guide.

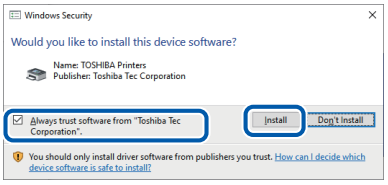
13 To change the printer name, enter a new printer name in "Printer name."



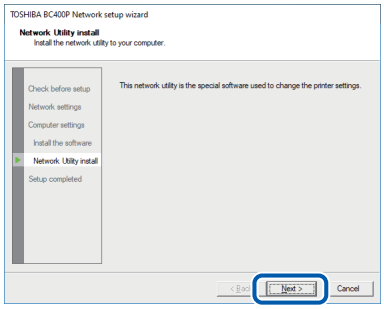
14 When not set as the default printer, uncheck the checkbox then click [Next].



15 Check [Always trust software from "Toshiba Tec Corporation."] checkbox then click [Install].

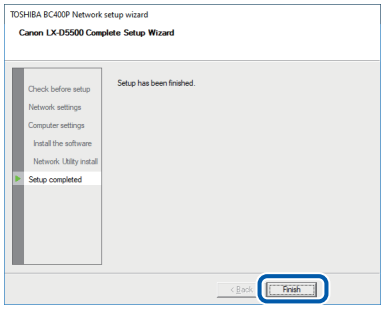


16 Click [Next].



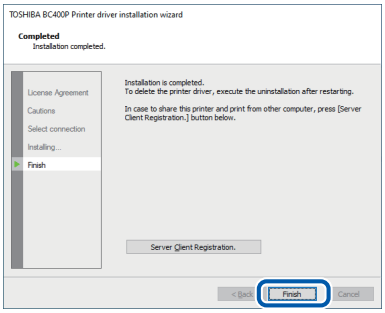
The network utility will be installed.

17 Click [Finish].



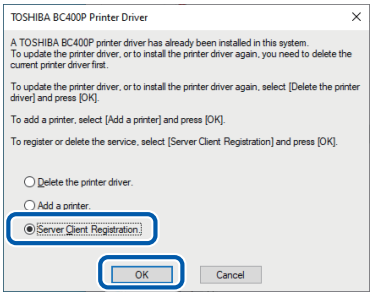
The installation of the printer driver will begin.

18 Click [Finish].



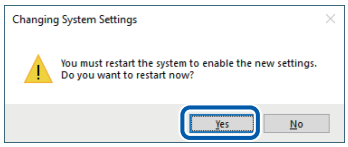
Note

- If the printer driver was installed in a computer to be used as a print server, click [Server Client Registration].
- The server client can be registered after completion of installation of the printer driver.
  1. Start DVD-ROM.
  2. Click [Install the printer driver.].
  3. Select [Server Client Registration].
  4. Click [OK].



- To delete the server client registration, perform steps 1-4 of the server client registration procedure. A confirmation message of the service deletion appears.

19 Remove "Printer Software DVD-ROM", and then click [Yes].



Rebooting of the computer starts automatically.

Note

- When [No] is selected, be sure to restart Windows prior to using the printer.

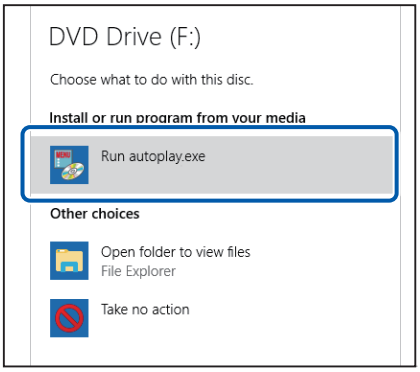
Installation of the printer driver via a LAN cable is completed.

Readling the Manual

When reading the Manual stored on DVD-ROM, follow the procedure below.

1 Set the "Printer Software DVD-ROM" in the computer.

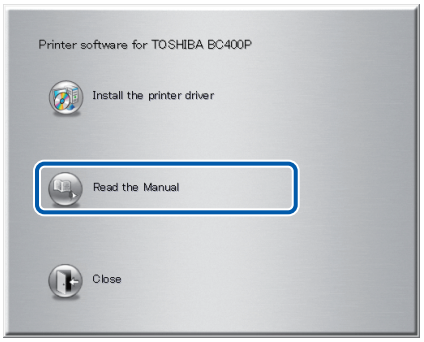
2 Click [Run autoplay.exe].



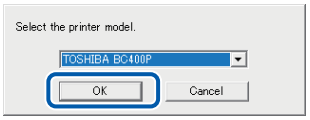
Note

- A user account control dialog box may appear. In this case, click [Yes].
- The installation start window may not appear depending on the DVD-ROM drive auto run setting. In this case, go through the following.
  1. Double-click the DVD-ROM icon in [This PC] (or [Computer]).
  2. Double-click [autoplay.exe].

3 Click [Read the Manual].



4 Confirm this printer is selected and click [OK].



The folder containing the Manual appears.

Toshiba Tec Corporation

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BU22002400-EN
R220521Z2800-TTEC
Ver00-F Issued in Sep, 2022

PRINTED IN JAPAN