Hardware Setup Guide

Receipt Printers, Card Readers & Connected Devices

A step-by-step guide for clients setting up hardware before go-live — including Star Micronics receipt printer configuration, Stripe card reader pairing, and troubleshooting the most common issues.

Audience	Clients and their IT teams setting up hardware independently
Applies to	Star Micronics TSP100IV receipt printer, Stripe S700/S710 card reader
Testing URL	app.musesoftware.ai/hardware-testing
Support	support@musesoftware.ai

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Before You Start: Hardware Overview

Muse is 100% browser-based, so it runs on virtually any device with a screen and an internet connection — iPads, Mac laptops, PCs, or purpose-built POS stations. Most peripheral hardware does not connect directly to your computer; it communicates over the internet. Understanding this before you purchase or set up hardware will save significant time and avoid the most common mistakes.

How Each Device Connects

Device	How It Connects
Credit Card Reader	Does NOT connect to your computer. Communicates over the internet via Stripe.
Receipt Printer	Does NOT connect to your computer. Communicates over the internet via CloudPRNT.
Cash Drawer	Connects to the receipt printer (not the computer) via RJ11 phone jack.
Barcode / QR Scanner	Connects to your computer via USB or Bluetooth.
Label Printer	Connects directly to your computer via USB.
Membership Card Printer	Connects directly to your computer. Requires QZ Tray software.

Device Options & Recommendations

Device	Notes & Guidance
Credit Card Reader — Stripe S700	Recommended. Wi-Fi only. Best for fixed front-desk setups. Supports tap, swipe, insert, Apple Pay, Google Pay. Order the cable and charger alongside the reader — they do not ship with it by default.
Credit Card Reader — Stripe S710	Optional upgrade. Wi-Fi + cellular backup. Choose this if you need mobility (outdoor events, roaming sales) or want a failover if Wi-Fi goes down.
Receipt Printer — TSP100IV (LAN) Model 39473010	Alternative. Connects via ethernet cable only. Choose this if your printer will always be near a router and you prefer a wired connection. 39473010 Star Micronics TSP100IV | POSGuys.com
Receipt Printer — TSP100IV (WLAN) Model 39473810	Recommended. Connects to your router wirelessly. Best for most setups. Star Micronics TSP100IV only — no other model is supported. 39473810 Star Micronics TSP100IV | POSGuys.com
Cash Drawer	Optional. Star Micronics CD5 Max recommended. Muse has no direct hardware requirement — any cash drawer with a standard RJ11 phone jack connector will work with the TSP100IV.
Barcode / QR Scanner	Recommended, not required. Must support 2D scanning (QR codes) for ticket scanning. If only scanning membership cards or retail barcodes, a standard 1D scanner is sufficient. The Zebra DS2278-SR is one example that works well — a budget scanner from Amazon works just

	as well, as long as it supports 2D/QR and is compatible with your device (USB or Bluetooth).
Label Printer	Optional. Dymo LabelWriter 5XL only.
Membership Card Printer	Optional. Evolis Primacy 2 (~$2,000). Contact the Muse team before purchasing.

> ⚠ **TSP100IV comes in two versions — check before you order**
>
> The Star Micronics TSP100IV is sold as two distinct versions: LAN (ethernet only) and WLAN (Wi-Fi capable).
>
> If your client wants a wireless printer, you must order the WLAN version specifically — the LAN version cannot be made wireless later.
>
> The product listing will state one or the other explicitly (e.g., "TSP100IV LAN" or "TSP100IV WLAN"). Read the listing title and specs carefully before purchasing.

Where to Purchase

Muse's preferred hardware vendor is POS Guys. They carry all recommended models, offer a longer return window than most retailers, and stock models pre-configured for compatibility with Muse.

🔗 **Preferred vendor:** posguys.com/Muse-Software.asp

Amazon may carry some items at a lower price, but verify carefully that you are selecting the correct model variant — particularly for scanners (2D vs. 1D) and receipt printers (LAN vs. WLAN). Incorrect purchases are a leading cause of setup delays.

> ☑ **Set up in Sandbox right away — you have a 15-day return window**
>
> As soon as hardware arrives, set it up in Sandbox to confirm it works before your go-live date.
>
> POS Guys offers a no-questions-asked exchange within 15 days of delivery, so testing early gives you time to swap out a wrong or defective unit at no cost.
>
> After the 15-day window closes, standard return and restocking fees apply.

> ☑ ✉ **Review your hardware order with the Muse team before purchasing**
>
> Before placing any hardware order, send your cart or order summary to the Muse team for a quick review.
>
> This takes only a few minutes and can prevent costly mistakes — wrong scanner type, wired instead of wireless printer, or an unsupported model.
>
> You can do this via email or raise it in your weekly check-in

> ⚠ **Plan ahead — receipt printer setup takes 30–45 minutes**
>
> The receipt printer is the #1 source of support tickets and go-live delays.
>
> Complete this setup at least 3–5 days before your go-live date so any issues can be resolved in time.

Do not leave this until the day before.

Prerequisite: Stripe must be connected first

Before registering any card reader or receipt printer in Muse, ensure your Stripe account is connected.

Go to: Muse Portal → Settings → Settings → Integrations and confirm Stripe shows as connected.

Part 1: Stripe Card Reader Setup

Muse exclusively uses Stripe card readers. The Stripe S700 is the standard recommendation. Setup takes approximately 15 seconds once the reader is powered on and connected to Wi-Fi.

Reader Model	Notes
Stripe S700	Recommended. Wi-Fi only. Supports tap, swipe, insert, Apple Pay, Google Pay.
Stripe S710	Optional. Wi-Fi + cellular backup. Useful for outdoor events or as a failover if Wi-Fi goes down.
BBPOS WisePOS E	Supported as a legacy device. No functional difference for most use cases.

Order the cable and charger with your S700

The Stripe S700 cable and charger do not ship with the reader by default — they must be ordered separately alongside it.
Confirm these are added to the order before checking out through your Stripe account, or the reader will arrive with no way to power it.

Mobile Tap to Pay is not supported

Stripe M2 / Mobile Tap to Pay is not compatible with Muse.
A physical Stripe hardware reader (S700, S710, or BBPOS WisePOS E) is required — Muse cannot process payments through a phone's built-in tap-to-pay feature.

Where to purchase

Card readers must be purchased directly through your Stripe account — not through Muse or any third party. Log into Stripe → Hardware to order.

Pairing a Card Reader

1. In Muse, go to Settings → Settings → Integrations → Card Readers.
2. Click Register New Card Reader.
3. On the S700 reader, swipe in from the left edge of the screen.
4. Tap Settings and enter the PIN: 07139.
5. Type the three words (with hyphens) into the Muse pairing code field.
6. Give the reader a name (e.g., Front Desk Reader 1) and click Save.
7. The reader screen will show "Searching for updates" then return to the standard screen — this means it is connected.

Testing the Card Reader

You do not need to process a real transaction to confirm the reader is working.

8. On the Museum Floor, add any item to a transaction and click Pay Now.
9. Select Card as the payment method.
10. If the card reader screen displays the transaction total, the reader is successfully connected.
11. Click Cancel — no charge is made.

Wi-Fi and network notes

• Card readers do not need to be on the same Wi-Fi network as your computer — they communicate through the Stripe API.
• If you have separate staff and POS SSIDs, this is fine and actually recommended for PCI compliance.
• The S700 currently supports Wi-Fi 5. If your network has been upgraded to Wi-Fi 6, ensure backwards compatibility mode is enabled on your access points.
• In an emergency (power or ISP outage), a mobile hotspot will work as a temporary connection for both the reader and the POS computer.

Understanding Stations

A Station in Muse is the combination of a card reader and a receipt printer assigned to a specific point of sale. Stations are how Muse creates the audit trail — tracking which device processed each transaction.

Scenario	How it works
One card reader, multiple stations	A single card reader can be paired to multiple stations simultaneously. If two staff members are both using the same physical reader, that is fine.
Moving a reader to a new location	You do not need to re-pair the reader. Just claim the appropriate station on the Museum Floor. The reader stays paired to Muse permanently.
Staff swapping at the same desk	Create separate station logins (e.g., VS Short, Volunteer Short) so staff can claim and release stations without logging each other out. Multiple logins can share the same card reader and receipt printer at the same time.
Printer knows where to print	Each station is linked to a specific receipt printer. When a transaction is processed on a station, Muse sends the print job to that station's printer — not to all printers.
Remote or mobile stations	Create a Mobile Station on the Museum Floor with no printer assigned. Any paired card reader can be used. As long as the reader is on Wi-Fi, it will work anywhere.

Label your hardware

Once you have multiple card readers and receipt printers, label each device clearly (e.g., a piece of tape on the back).

It is easy to confuse which reader or printer corresponds to which station, especially after moving devices around.

Part 2: Receipt Printer Setup

Muse receipt printers work over the internet using Star Micronics CloudPRNT technology — they are not physically connected to your computer. This means setup requires three distinct credentials that link your printer to your Muse account. Getting any one of these wrong is the most common reason printers do not work at go-live.

⚠ Version III does not support CloudPRNT — only version IV works

Muse only supports the Star Micronics TSP100IV. The earlier TSP100III does not support CloudPRNT and cannot be used with Muse.

If a client already owns a Star Micronics printer, do not assume it will work — verify it is explicitly the version IV model before relying on it for go-live.

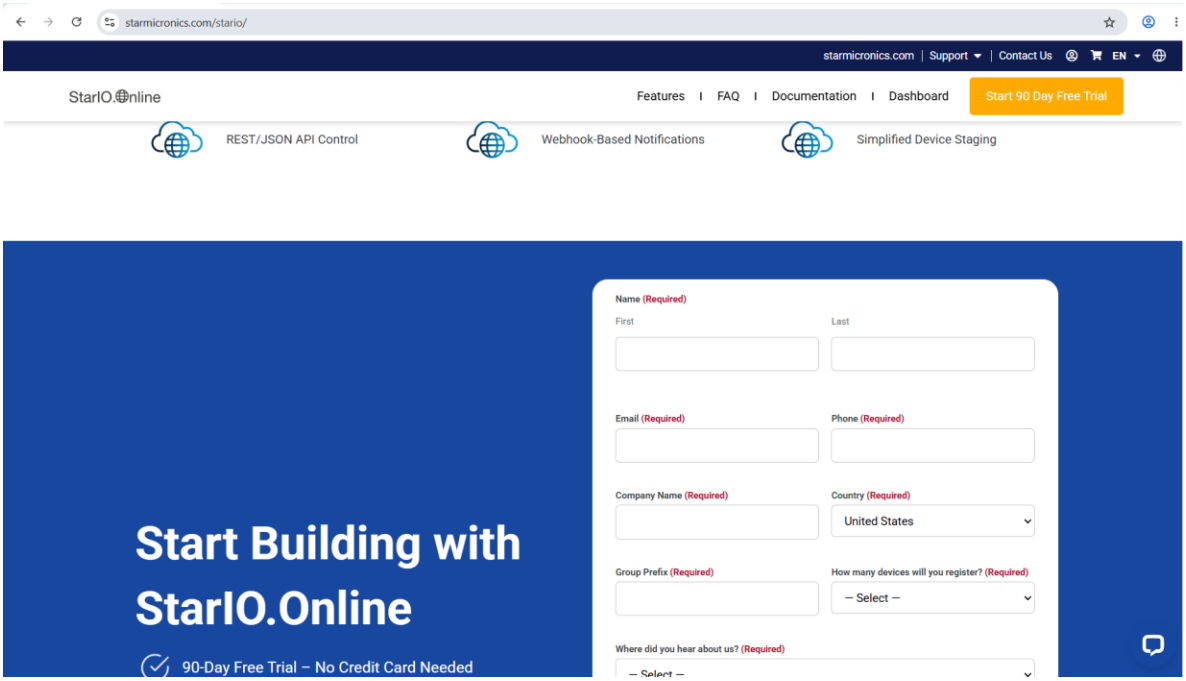
The version is printed on the underside of the printer and on the original packaging/model number (e.g., 39473810, 39473010).

ⓘ The three values you will need

1. API Key — generated from your Star Micronics StarIO account
2. Group Path — the last segment of your CloudPRNT URL (e.g., "museapp")
3. Access Identifier — an 8-character code printed by your printer after CloudPRNT is enabled

Step 1: Create Your Star Micronics Account

1. When creating a password, use letters and numbers only — special characters (!, @, #, etc.) are not accepted and will cause an error.
2. Click Go to your Star IO Dashboard and log in with the account you just created.
3. If login fails, click Forgot Password — do not create a duplicate account.
4. Accept the privacy policy agreements when prompted.

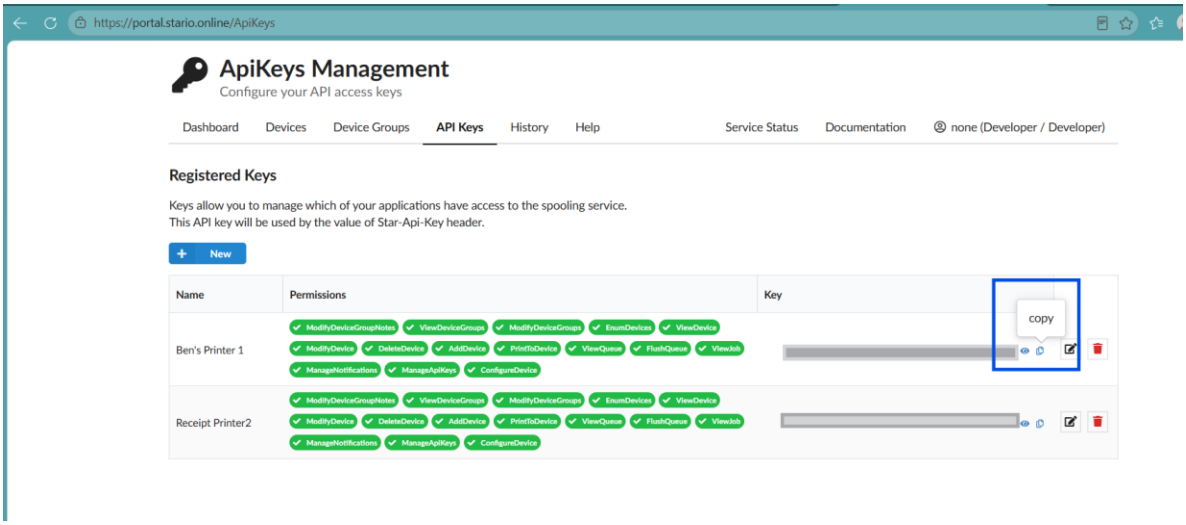


Step 2: Get Your API Key and Group Path

Both of these values live in your Star IO Dashboard. You do not need the physical printer to complete this step.

API Key

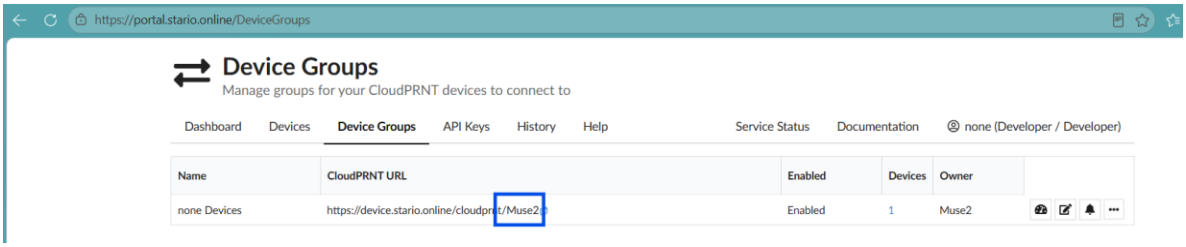
5. In the Star IO Dashboard, click the API Keys tab.
6. Click + New to generate a new API key. Give it any name (e.g., your organization name). When prompted to select permissions, check all boxes or click Select All to ensure full access.
7. You only need one API key — it covers all printers on your account.
8. Copy the key and paste it somewhere safe (a notes app or text file). You will enter it into Muse shortly.



> ⚠ **Common mistake: copying the wrong characters**
>
> The API key is a long string of letters and numbers. Copy it using the copy icon in the dashboard — do not type it manually.
>
> If you copy any extra spaces or characters, the connection will fail.

Group Path

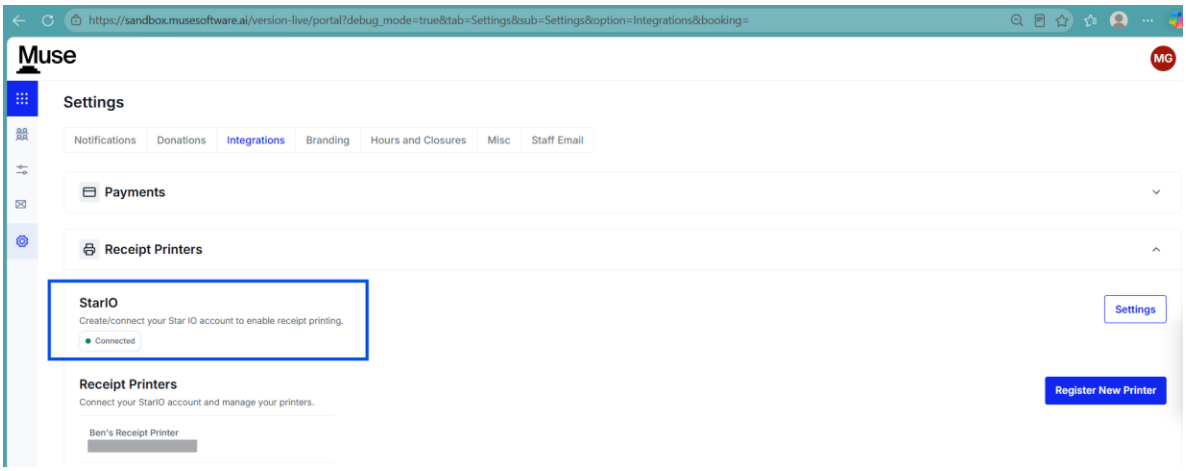
9. Click the Device Groups tab in the Star IO Dashboard.
10. Look at the CloudPRNT URL shown (it will look like: https://device.stario.online/cloudprnt/museapp).
11. Copy only the last word — the part after the final slash. In the example above, that is museapp. This is your Group Path.



> ⚠ **Common mistake: copying the full URL**
>
> You only want the last segment — not the full URL.
>
> Correct: museapp
>
> Incorrect: https://device.stario.online/cloudprnt/museapp

Step 3: Enter API Key and Group Path into Muse

12. In Muse, go to Settings → Settings → Integrations.
13. Scroll to the Receipt Printers section.
14. Enter your API Key and Group Path into the appropriate fields.
15. Click Save Changes.
16. If the connection is successful, Muse will display a "Connected" confirmation next to Star IO.



Connected to Star IO? You are halfway there.

A "Connected" status means your Muse account is linked to the Star IO cloud.
You still need to register your individual printer — that is Part 2 below.

Step 4: Physical Printer Setup — Enable CloudPRNT

Now you will configure the printer itself to communicate with the Star IO cloud. Have your printer and an ethernet cable ready.

What you need for this step

- The Star Micronics TSP100IV printer (version IV — see warning above)
- An ethernet cable (required for initial setup — see note below)
- A router or network switch with an available port
- A computer connected to the same network (Wi-Fi is fine for the computer)

USB will not work — ethernet is required

Muse communicates with the receipt printer over the internet via CloudPRNT. A USB connection to your computer will not work, even for initial setup.
If your printer is the WLAN model, you may connect it wirelessly after setup. If you have the LAN model, a physical ethernet cable to your router is required at all times.
If your printer is currently connected via USB, disconnect it and connect it to your router via ethernet before continuing.

17. Connect the printer to your router using an ethernet cable.
18. If you have a cash drawer, connect it to the printer now using the RJ11 (phone jack) connector.
19. Hold down the Feed / Multi-function button on the front of the printer.
20. While holding the button, turn on the power switch on the back.
21. The printer will print multiple receipt segments. Find the segment that shows an IP address (it will look like 192.168.x.x). Keep this receipt.

22. On a computer connected to the same network, open a web browser.
23. Type the IP address from the receipt into the browser address bar (e.g., http://192.168.1.45) and press Enter.
24. Log in using the default credentials: Username: root | Password: public
25. In the left navigation, under Network Configuration, click CloudPRNT.
26. Update the settings as follows:

Setting	Value
CloudPRNT	ENABLE
Server URL	Paste the FULL CloudPRNT URL from your Star IO Device Groups tab (e.g., https://device.stario.online/cloudprnt/yourname) — the entire URL, not just the last word
Polling time	5
HTTP Response Timeout	60

⚠ Server URL vs. Group Path — easy to confuse

These two fields use the same URL but different parts of it:

• Server URL (entered on the printer web page): the FULL URL — https://device.stario.online/cloudprnt/yourname

• Group Path (entered in Muse): only the LAST WORD — yourname

Pasting the last word into the Server URL field is the most common setup error and will prevent the printer from connecting.

27. Click Submit. The printer will automatically print a new receipt.

- From the printed receipt: look for an 8-character code in an address like xxxx-XXXXXXXX@print.starmicronicscloud.com. The code is the 8 characters between the hyphen and @print.
- From the Star IO Dashboard (easier): go to the Devices tab — your printer will now appear. The Access Identifier is the third value shown in the device row. Copy it directly from here.

☑ Get the Access Identifier from the dashboard — no receipt needed

You do not need to save or decipher the printed receipt. After clicking Submit, your printer will appear on the Devices tab in the Star IO Dashboard.

The Access Identifier is listed there and can be copied cleanly at any time — even days later.

This is the recommended approach.

⚠ The Access Identifier is exactly 8 characters

Whether you read it from the receipt or the dashboard, verify it is 8 characters — letters and numbers only.

Correct: 5E544A2B
Incorrect: xxxx-5E544A2B@print.starmicronicscloud.com
Incorrect: 5E544A2B@print.starmicronicscloud.com

Step 5: Register the Printer in Muse

28. In Muse, go to Settings → Settings → Integrations.
29. In the Receipt Printers section, click Register New Printer.
30. Enter the Access Identifier (the 8-character code from the receipt).
31. Add a Label that identifies the station this printer will serve (e.g., Front Desk 1, Gift Shop).
32. Click Save.

☑ Test immediately after registering

Go to app.musesoftware.ai/hardware-testing, enter your three values, and click Print.
If a test receipt prints, your setup is complete.
If nothing prints, go to the Troubleshooting section at the end of this guide.

⚠ You cannot edit a printer entry after saving

Once a printer is registered, only the Muse team can delete or edit the entry.
If you entered incorrect values, contact support@musesoftware.ai and include the label name you used.
Do not register duplicate printers — it creates confusion and clutters the system.

Part 3: Other Devices

Cash Drawer

- Connect the cash drawer to the receipt printer using the RJ11 (phone jack) connector before powering on the printer.
- The cash drawer opens automatically when a cash transaction is processed in Muse.
- There is also a manual Open Cash Drawer button on the Museum Floor.
- For audit trail purposes, always connect the cash drawer to the printer — this logs every drawer-open event in Muse.
- Recommended model: Star Micronics CD5 Max.
- Muse has no direct hardware requirement for the cash drawer itself — any cash drawer with a standard RJ11 phone jack connector will work with the TSP100IV.

Barcode / QR Code Scanner

- The scanner connects to your PC via USB or Bluetooth and is treated as a keyboard input — no special drivers needed.
- Your scanner must support 2D / QR code scanning if you plan to scan printed tickets.
- If you only need to scan membership cards and retail barcodes (1D), a standard barcode scanner is sufficient.
- To test your scanner: open Notepad (Windows) or TextEdit (Mac), point the scanner at any barcode or QR code, and scan. If characters appear in the text editor, the scanner is working correctly.
- Example model: Zebra DS2278-SR, available via posguys.com/Muse-Software.asp or any retailer. This is one example, not a requirement.

Any 2D/QR scanner that fits your device will work

There is no requirement to buy a specific model or a specific price point. A budget scanner from Amazon works just as well as a $490 model.

The only two requirements: 2D / QR code capability, and compatibility with your device (USB or Bluetooth).

Bluetooth vs. USB for iPad setups

If you are running Muse on an iPad, USB barcode scanners will not connect directly.

Purchase a Bluetooth-enabled 2D scanner instead.

Label Printer (Dymo LabelWriter 5XL)

- Connects directly to your PC via USB.

- Only Dymo brand label printers are supported. Individual Dymo models should be tested using the hardware testing page before go-live.
- After connecting, confirm the printer appears in your computer's printer list before testing in Muse.

Label size

Muse prints a fixed label size of 1⅛" × 3½". Ensure your label stock matches this size.
Recommended label: DYMO LabelWriter Mailing Address Labels, SKU SAP_30252.

Label product: dymo.com — LabelWriter Mailing Address Labels (SAP_30252)

Membership Card Printer (Evolis Primacy 2)

- Requires QZ Tray software to be installed on the connected PC. QZ Tray is free — Muse covers the license.
- Download and install QZ Tray, then approve it when prompted. No further configuration is needed.
- After installing, note the exact printer name as it appears in your operating system's printer settings. You will enter this name in Muse.
- Go to Muse → Settings → Integrations → Card Printer, enter the printer name, configure your card layout, and click Save Configuration.
- The Evolis Primacy 2 is the officially supported model (~$2,000). Other ID card printers may work but are not guaranteed.

Not ready to invest in a dedicated card printer? Use the bulk export instead

If your organization prints membership cards on standard letter-size punch-out card sheets, Muse supports a bulk export as an alternative to a dedicated card printer.
This is a good fit for clients who print cards in batches rather than one at a time at the front desk, and who are not ready to purchase an Evolis Primacy 2.
Ask the Muse team about setting up the bulk export format for your punch-out sheet layout.

Part 4: Troubleshooting

This section covers the most common support issues. Work through these steps before contacting Muse support — most receipt printer problems can be resolved without assistance.

Receipt Printer: Nothing Prints

Check 1 — Is the printer online?

1. Log in to your Star IO Dashboard (stario.online).
2. Click the Devices tab.
3. Your printer should show a status of Online. If it shows Offline, the printer is not connected to the internet.

> ⚠ **Offline printer**
> If the printer shows as Offline, check that:
> • The ethernet cable is firmly connected to both the printer and the router
> • The router is functioning normally
> • The CloudPRNT settings on the printer match exactly what is in your Star IO dashboard

Check 2 — Is the Star IO account connected in Muse?

4. In Muse, go to Settings → Settings → Integrations.
5. The Star IO section should show "Connected."
6. If it does not, re-enter your API Key and Group Path and click Save.

Check 3 — Is the Access Identifier correct?

This is the most common error. The Access Identifier must be exactly 8 characters.

7. In Muse, go to Settings → Settings → Integrations → Receipt Printers.
8. Find the printer entry and check the Access Identifier field.
9. If it contains more than 8 characters, or includes an @ symbol, a hyphen, or an email address, the wrong value was entered.
10. Contact support@musesoftware.ai — the Muse team can delete the incorrect entry so you can re-register with the correct value.

> ℹ **What the correct Access Identifier looks like**
> ☑ Correct: 5E544A2B (8 characters, letters and numbers only)
> ✗ Incorrect: xxxx-5E544A2B@print.starmicronicscloud.com
> ✗ Incorrect: 5E544A2B@print.starmicronicscloud.com
> ✗ Incorrect: -5E544A2B

Check 4 — Is your individual printer registered?

Being connected to Star IO does not automatically mean your specific printer is registered. Both steps must be completed.

11. In Muse, go to Settings → Settings → Integrations → Receipt Printers.
12. Confirm your printer appears in the list with the correct label.
13. If it is missing, complete the registration steps in Part 1, Step 5.

Receipt Printer: Connected but Still Not Printing

This can happen when the Star IO account shows "Connected" in Muse but a specific API key has an issue.

14. Log in to your Star IO Dashboard.
15. Go to API Keys and click the eye icon to reveal your API key.
16. In Muse, go to Settings → Settings → Integrations and reveal your stored API key using the eye icon.
17. Compare the two values character by character. If they differ, update the value in Muse and click Save.

When in doubt, re-enter all three values from scratch

Copy all three values fresh from the Star IO Dashboard: API Key, Group Path, and Access Identifier.
Delete the existing printer registration, re-enter all values in Muse, and test again.
This resolves the majority of persistent printing issues.

Card Reader: Not Connecting or Disconnecting

Symptom	Resolution
Reader won't pair	Ensure you are typing the pairing words exactly as displayed, with hyphens. Generate a new pairing code if the current one expires.
No cash option at checkout	You must complete a Cash In first to start the audit trail. Go to the station gear icon → Cash In. Even $0 works. The cash payment option will then appear at checkout.
Reader disconnects during the day	Check that the reader is on a stable Wi-Fi network. Consider placing it on a dedicated POS SSID. Ensure the network access point supports Wi-Fi 5 backwards compatibility if Wi-Fi 6 hardware is in use.
POS and reader can't communicate	Card readers communicate via the Stripe API — they do not need to be on the same local network as your computer. If they are on different SSIDs, this is expected and fine.
DNS resolution errors (Mac)	If the Mac running Muse cannot find the reader, change the Mac's DNS settings to Google DNS: 8.8.8.8 and 8.8.4.4. This resolves issues with routers that block Stripe's local discovery addresses.

Barcode Scanner: Not Reading

Symptom	Resolution
Scanner beeps but nothing appears in Muse	Open Notepad/TextEdit and scan a barcode. If text appears, the scanner works — the issue may be focus or cursor position in Muse.
Scanner does not read QR codes	The scanner may only support 1D barcodes. Purchase a 2D-compatible scanner (e.g., Zebra DS2278-SR, or any similar 2D/QR-capable model) for ticket scanning. Some scanners also require 2D mode to be activated — check the manufacturer website or scan a setup barcode from the scanner manual.
Bluetooth scanner not connecting on iPad	Ensure Bluetooth is enabled on the iPad. Unpair and re-pair the scanner. USB scanners will not work with iPads.
Scanner works but USB hub not recognized	Try plugging the scanner directly into the computer rather than through a USB hub. Some scanners require direct connection for power and signal.

Quick Reference

Hardware Testing Page

Use this page to test your receipt printer, card reader, and scanner before go-live:

app.musesoftware.ai/hardware-testing

Recommended Hardware Summary

Device	Where to Purchase
Stripe S700 Card Reader (+ cable & charger)	Purchase via Stripe account → Hardware
TSP100IV (WLAN) Model 39473810 (Receipt Printer)	39473810 Star Micronics TSP100IV | POSGuys.com
TSP100IV (LAN) Model 39473010 (Receipt Printer)	Alternative. Connects via ethernet cable only. 39473010 Star Micronics TSP100IV | POSGuys.com
Star Micronics CD5 Max (Cash Drawer)	posguys.com/Muse-Software.asp — or any cash drawer with an RJ11 connector
Barcode / QR Scanner	Example: Zebra DS2278-SR via posguys.com/Muse-Software.asp — or any 2D/QR-capable scanner compatible with your device
Dymo LabelWriter 5XL + Mailing Address Labels (SKU SAP_30252)	posguys.com/Muse-Software.asp, any retailer, or dymo.com for labels
Evolis Primacy 2 (Card Printer)	~$2,000 — contact Muse team before purchasing. Alternative: bulk export to standard punch-out card sheets.

Go-Live Checklist

Complete these at least 3–5 days before go-live

- ☐ Stripe account connected in Muse (Settings → Integrations)
- ☐ Star Micronics account created at stario.online
- ☐ API Key copied from Star IO Dashboard
- ☐ Group Path copied from Star IO → Device Groups
- ☐ Receipt printer confirmed to be TSP100 version IV (not III), correct LAN/WLAN version ordered
- ☐ Receipt printer ethernet-connected to router and powered on
- ☐ CloudPRNT enabled on printer (ENABLE, Server URL, Polling: 5, Timeout: 60)
- ☐ Access Identifier (8 characters) copied from printed receipt
- ☐ API Key, Group Path, and Access Identifier entered in Muse
- ☐ Printer registered and labeled in Muse
- ☐ Test receipt prints successfully from hardware testing page

☐ Stripe S700 (with cable and charger) paired and shows transaction total when card payment is initiated
☐ Barcode scanner reads QR code (test in Notepad/TextEdit first)
☐ Cash drawer connected to printer via RJ11 and opens on cash transaction
☐ Hardware order reviewed within 15-day POS Guys exchange window in case a swap is needed

Contact Support

If you have worked through this guide and are still experiencing issues, contact the Muse team. Please include:

- Your organization name and which device is causing the issue
- A description of what you have already tried
- The label name of the printer registration in Muse (if relevant)
- A screenshot of the Star IO Dashboard showing the printer status

Email	support@musesoftware.ai
Testing	app.musesoftware.ai/hardware-testing
Star IO	stario.online
Stripe Hardware	dashboard.stripe.com → Hardware