

AI-100 Series

Printer LAN Online Manual

Revision 1.0.0.0

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1 Introduction

1.1 Overview

This manual describes how to configure and how to use the printer LAN used by the AI-100 Series printer. Read this manual thoroughly to ensure you use the product correctly and safely.

When using a Windows printer driver via the LAN, you need to configure the LAN information and create a original TCP/IP ports for this printer. You can configure these settings easily by using the "Printer LAN Settings Tool".

1.2 Related Documents

Related documents are shown in the following table. Refer to them as necessary.

Document name	Reference folder/file name
Installation Guide	\\Manual\\Software\\English\\AI100_InstallGuide_en.pdf
User's Manual	\\Manual\\Hardware\\English\\AI100_UsersManual_en.pdf
Windows Driver User's Guide	\\Manual\\Software\\English\\AI100_WindowsDriverGuide_en.pdf

1.3 System Requirements

➤ Printer settings

- LAN: Enable

<Guide> The factory default value is "Enable".

Refer to the instruction manual for the printer for details on how to configure this setting.

➤ Host hardware

- (1) Personal computers equipped with the following interfaces and running a supported operating systems (OSs).

- LAN interface

- (2) The ".NET Framework 2.0" or higher is required in order to use this tool.

If it is not installed, obtain and install the ".NET Framework 2.0" from the Microsoft website.

➤ Operating system (OS)

- Microsoft® Windows® XP Professional (*1)
- Microsoft® Windows® XP Home Edition (*1)
- Microsoft® Windows Vista® Enterprise (*2)
- Microsoft® Windows Vista® Business (*2)
- Microsoft® Windows Vista® Ultimate (*2)
- Microsoft® Windows Vista® Home Premium (*2)
- Microsoft® Windows Vista® Home Basic (*2)
- Microsoft® Windows® 7 Ultimate (*3)
- Microsoft® Windows® 7 Enterprise (*3)
- Microsoft® Windows® 7 Professional (*3)
- Microsoft® Windows® 7 Home Premium (*3)
- Microsoft® Windows® 7 Starter (*3)
- Microsoft® Windows Server® 2003, Enterprise Edition (*4)
- Microsoft® Windows Server® 2003, Standard Edition (*4)
- Microsoft® Windows Server® 2008, Enterprise Edition (*5)
- Microsoft® Windows Server® 2008, Standard Edition (*5)
- Microsoft® Windows Server® 2008 R2, Enterprise Edition (*6)
- Microsoft® Windows Server® 2008 R2, Standard Edition (*6)
- Microsoft® Windows® Embedded for Point of Service (*7)
- Microsoft® Windows® Embedded POSReady 2009 (*8)

<Guide> 64-bit OSs are also supported.

*) WEPOS 2009

For using the LAN interface

Please add the "Management and Monitoring Tool" component.

➤ Execution criteria

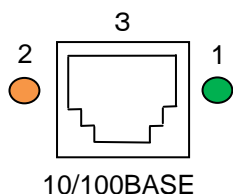
Administrator privileges are required in order to run this tool.

Log into the Administrators account to run.

1.4 Description of Equipment

1.4.1 Names and operation of each component

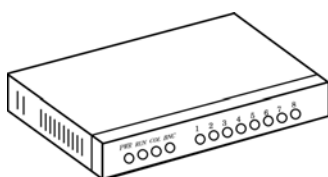
Panel unit



- (1) S (Speed) LED (Green)
Turns on when the connection is detected as 100BASE-TX.
Turns off when not connected or when the connection is detected as 10BASE-T.
- (2) L/A (Link/Act) LED (Orange)
Turns on when a link is established as 100BASE-TX or 10BASE-T.
Flashes when receiving a packet.
- (3) Network port (auto detects 10BASE-T/100BASE-TX)
Connects to the network cable. (Category 5 or higher for a 100BASE-TX network)

1.4.2 Connecting to a network

In order to connect the printer LAN to a network, prepare the following items.



Ethernet hub



Network cable

*If you are using the printer in a 100BASE-TX network, prepare an Ethernet hub and network cable (category 5 or higher) that support 100BASE.

<How to connect to the network>

- (1) Check that the printer is turned off.
- (2) Connect the network cable to the printer LAN network port (10BASE-T/100BASE-TX).
- (3) Connect another network cable to the Ethernet hub.
- (4) Turn the printer on, and check the S LED on the printer LAN.

1.5 How to Use This Manual


The AI-100 Series printer is used as an example for the explanations in this document.

Furthermore, the product names of the operating systems (OSs) listed in "1.3 System Requirements" are abbreviated as follows.

- *1: Windows XP
- *2: Windows Vista
- *3: Windows 7
- *4: Windows Server 2003
- *5: Windows Server 2008
- *6: Windows Server 2008 R2
- *7: WEPOS
- *8: WEPOS 2009

Since the operating procedures (explanations) may vary depending on the OS, read these expressions as the OS you are using by referring to the following.

<All Programs>

OS	Procedure
Windows Vista Windows 7	Click the button with the Windows logo  in the bottom left of the Desktop screen and select [All Programs].
Windows XP Windows Server 2003 Windows Server 2008 Windows Server 2008 R2 WEPOS WEPOS 2009	Click [Start] in the bottom left of the Desktop screen and select [All Programs].

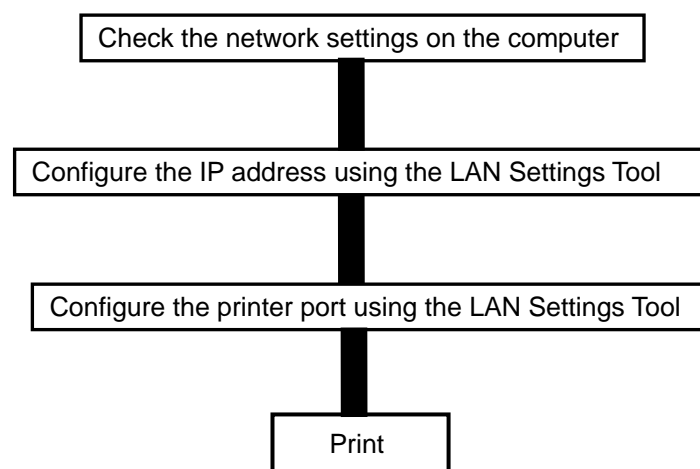
1.6 Trademarks

Company names and product names given in this document are registered trademarks or trademarks of their respective companies.

2 Using the Printer LAN in a Windows XP/Vista/7/Windows Server 2003/2008/2008 R2/WEPOS/WEPOS2009 Environment

This section describes how to connect to the printer LAN and print using TCP/IP in a Windows XP/Vista/7/Windows Server 2003/2008/2008 R2/WEPOS/WEPOS2009 environment.

The procedure for printing using the printer LAN over the TCP/IP protocol is as follows.



*Install the printer driver on the computer you are using in advance.

*Administrator privileges are required to configure the settings.

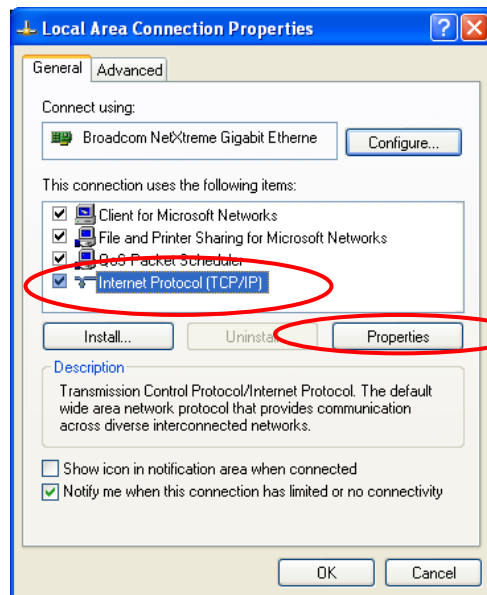
*If you are using Windows 7 or Windows Server 2008 R2 and the [User Account Control] screen appears, select [Yes].

<Guide> If you are printing using the regular print client on Windows XP, Windows Server 2003, Windows Vista, Windows 7, Windows Server 2008/2008 R2, or WEPOS/WEPOS2009, refer to "Printing Using the Regular OS Print Client".

On Windows XP/WEPOS

Check that the [Internet Protocol (TCP/IP)] has been added to Windows XP/WEPOS.

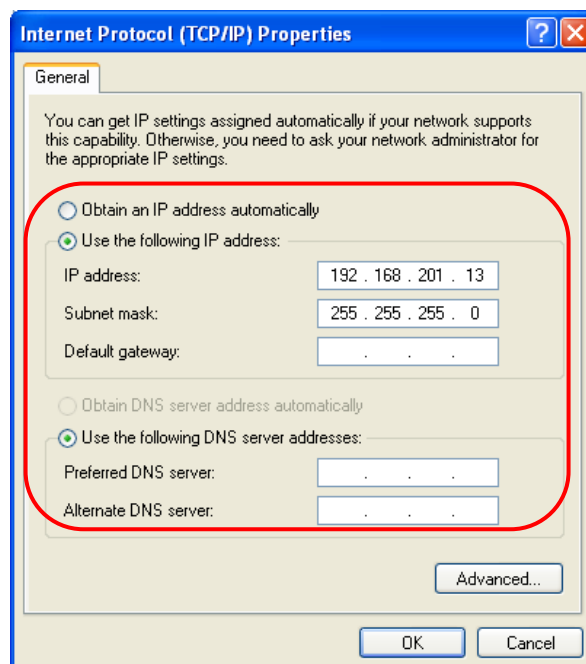
1. Select [Start] - [Control Panel] - [Network and Internet Connections] - [Network Connections].
2. Open the [Local Area Connection] properties.
3. Check that the [Internet Protocol (TCP/IP)] has been added.



Click [Properties].

* If [Internet Protocol (TCP/IP)] is not in the list, click [Install] and select [Select Network Component Type] - [Protocol] - [Internet Protocol (TCP/IP)] to add it.

4. In [General], check that the settings have been configured to match your network environment.



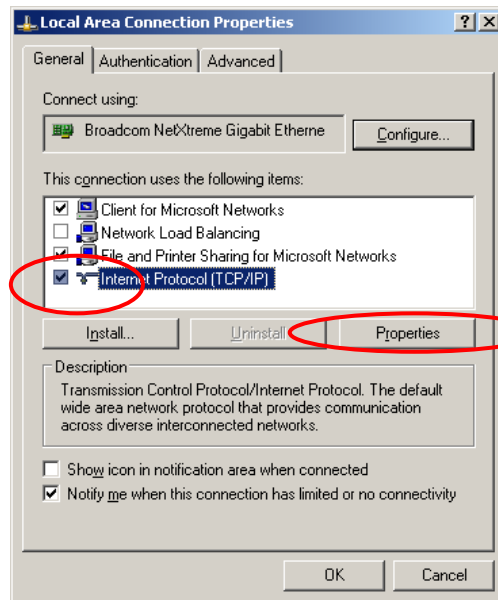
On Windows Server 2003

Check that the [Internet Protocol (TCP/IP)] has been added to Windows Server 2003.

1. Select [Start] - [Control Panel] - [Network Connections] - [Local Area Connection].

2. Open the [Local Area Connection] properties.

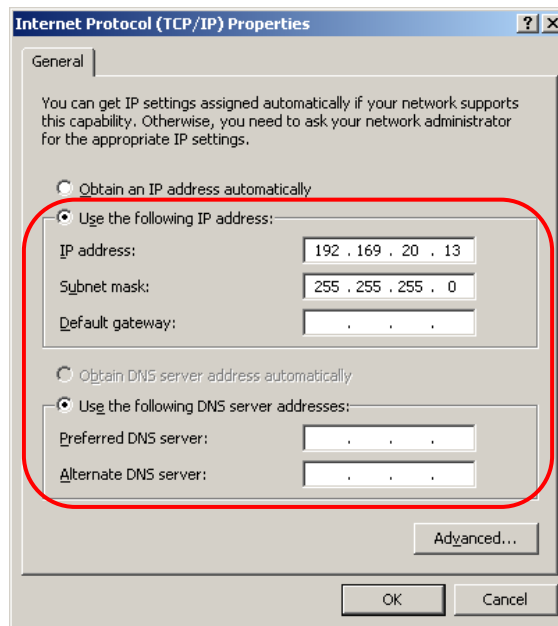
3. Check that the [Internet Protocol (TCP/IP)] has been added.



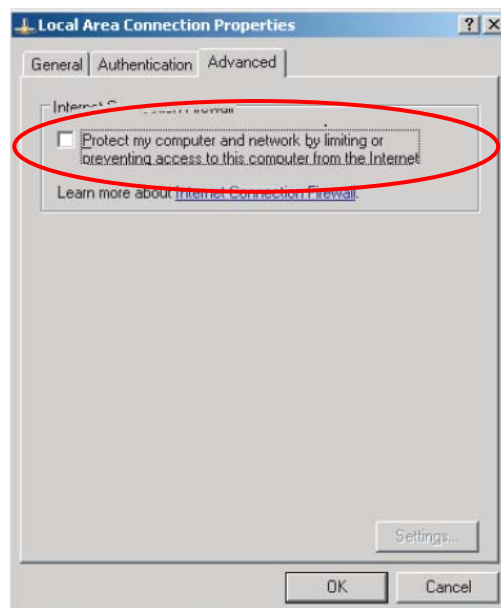
Click [Properties].

* If [Internet Protocol (TCP/IP)] is not in the list, click [Install] and select [Select Network Component Type] - [Protocol] - [Internet Protocol (TCP/IP)] to add it.

4. In [General], check that the settings have been configured to match your network environment.



<Guide> If you are using the TCP/IP protocol on a Windows Server 2003 system, clear the [Protect my computer and network by limiting or preventing access to this computer from the Internet] check box in [Local Area Connection properties] - [Advanced].



On Windows Vista/7/Server 2008/2008 R2

Check that the [Internet Protocol Version 4 (TCP/IPv4)] has been added to Windows Vista/7/Server 2008/2008 R2.

1. Select [Start] (*1) - [Control Panel] - [Network and Internet] - [Network and Sharing Center] - [Manage network connections] (*2) - [Local Area Connection].

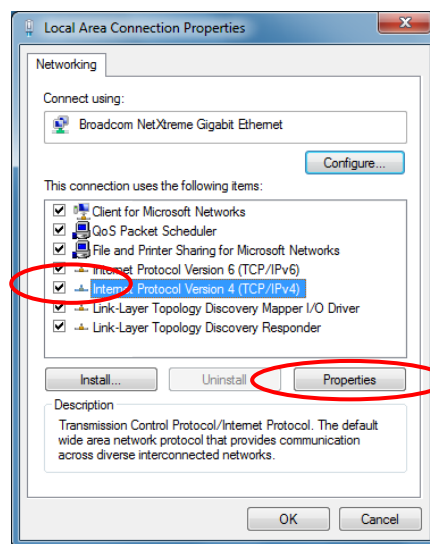
(*1): Displays as a Windows logo in the bottom left of the screen.

(*2): On Windows 7/Server 2008 R2, [Change adapter settings].

2. Open the [Local Area Connection] properties.

<Guide> If the [User Account Control] screen appears, select [Continue].

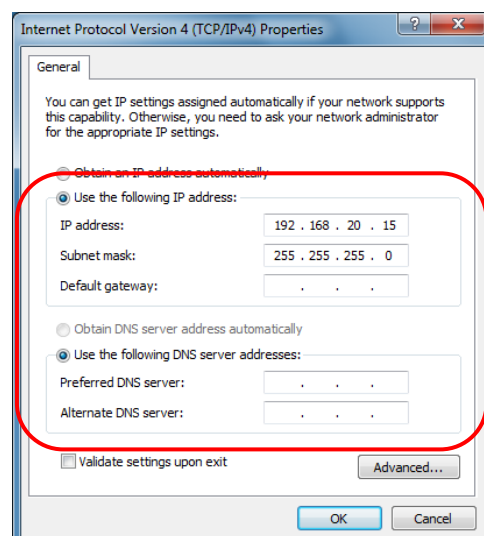
3. Check that the [Internet Protocol Version 4 (TCP/IPv4)] has been added.



Click [Properties].

* If [Internet Protocol Version 4 (TCP/IPv4)] is not in the list, click [Install] and select [Select Network Component Type] - [Protocol] - [Internet Protocol Version 4 (TCP/IPv4)] to add it.

4. In [General], check that the settings have been configured to match your network environment.



3 Simple Configuration Using the Printer LAN Settings Tool

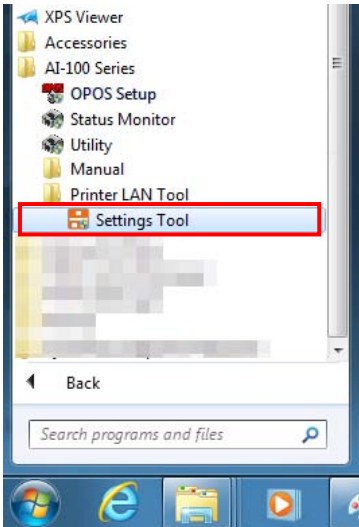
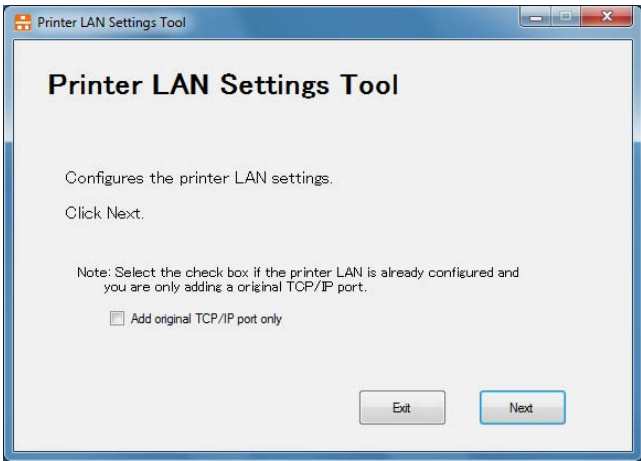
3.1 Installation and Uninstallation

For details on how to install and how to uninstall, refer to "2 Installation" "4 Uninstallation" in the "Installation Guide".

3.2 Operating Procedures

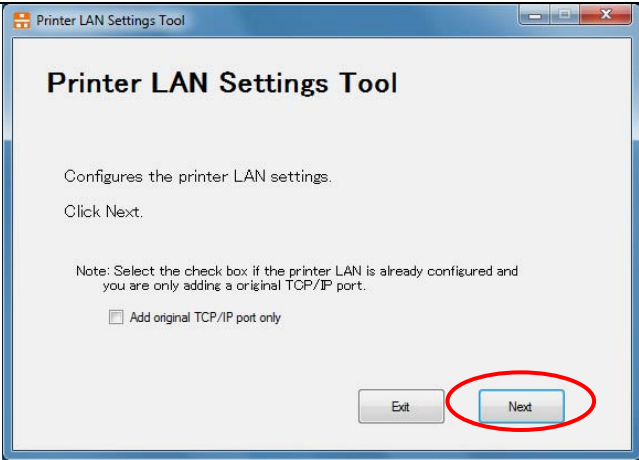
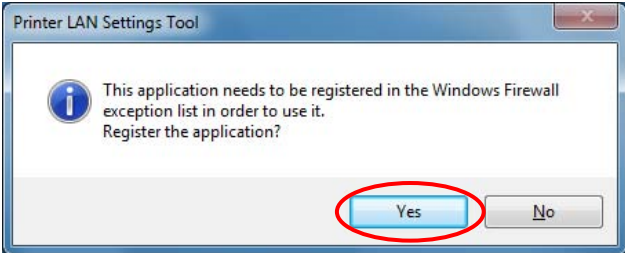
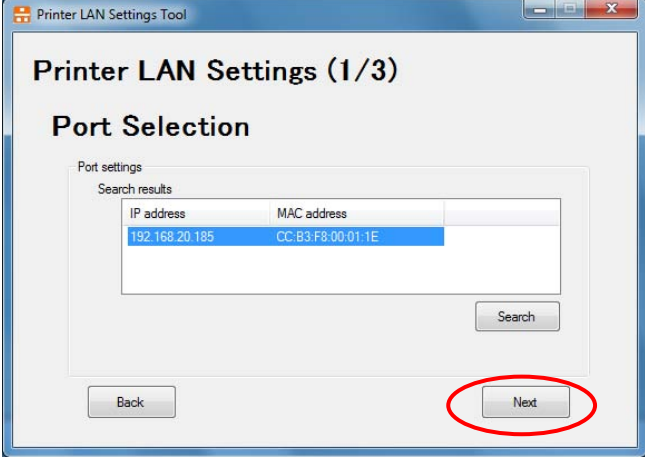
3.2.1 Starting

Start the LAN Settings Tool once the installation is complete. The following describes how to start the tool. If the [User Account Control] dialog box is displayed, click [Allow] or [Yes].

1		<p>Click [AI-100 Series] → [Printer LAN Tool] → [Setup Tool] from All Programs (*) in the Windows Start menu.</p> <p>Note: Refer to [All Programs] in "1.5 How to use this manual" for details on how to display this screen in each OS.</p>
2		<p>The main screen of the tool is displayed.</p> <p>Note: Refer to "3.2.2 Printer LAN Settings" and "3.2.3 Adding a Original TCP/IP Port" for details on how to perform each of the operations.</p>

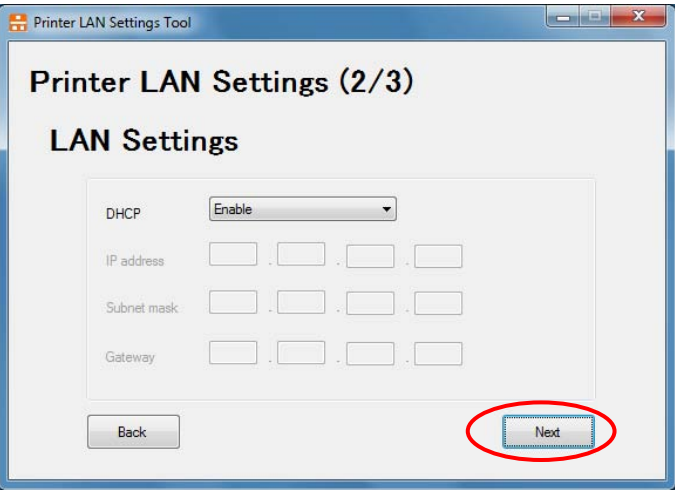
3.2.2 Printer LAN Settings

This section describes how to configure the simple IP address in the printer LAN by using this tool.

1	 The screenshot shows the 'Printer LAN Settings Tool' window. It contains the title 'Printer LAN Settings Tool', a description 'Configures the printer LAN settings.', and an instruction 'Click Next.'. Below this is a note: 'Note: Select the check box if the printer LAN is already configured and you are only adding a original TCP/IP port.' followed by a checkbox labeled 'Add original TCP/IP port only'. At the bottom are 'Exit' and 'Next' buttons, with the 'Next' button circled in red.	<p>Configure the printer LAN settings. Click [Next].</p> <p>Note: If you are only adding a Original TCP/IP port, select the [Add Original TCP/IP port only] check box and then click [Next]. Refer to section 3.2.3.</p>
2	 The screenshot shows a Windows Firewall exception dialog box. It contains an information icon and the text: 'This application needs to be registered in the Windows Firewall exception list in order to use it. Register the application?'. At the bottom are 'Yes' and 'No' buttons, with the 'Yes' button circled in red.	<p>When this screen is displayed, click [Yes].</p>
3	 The screenshot shows the 'Printer LAN Settings (1/3)' window with the 'Port Selection' tab. It includes a 'Port settings' section with a 'Search results' table. The table has two columns: 'IP address' and 'MAC address'. The first row is highlighted with a blue background and contains the values '192.168.20.185' and 'CC:B3:F8:00:01:1E'. Below the table is a 'Search' button. At the bottom of the window are 'Back' and 'Next' buttons, with the 'Next' button circled in red.	<p>Select the printer to configure from among the search result and click [Next].</p> <p>Note: If a list of search results is not displayed, click [Search].</p> <p>Note: Check the labels displayed on the printer for the MAC address.</p> <p>Note: If you search printer set as "Enable" of DHCP under network environments which do not have DHCP server, the printer's IP address displays "0.0.0.0".</p>

4

(1) To acquire the IP address automatically from a DHCP server



Configure the IP address.

- To acquire the IP address automatically from a DHCP server

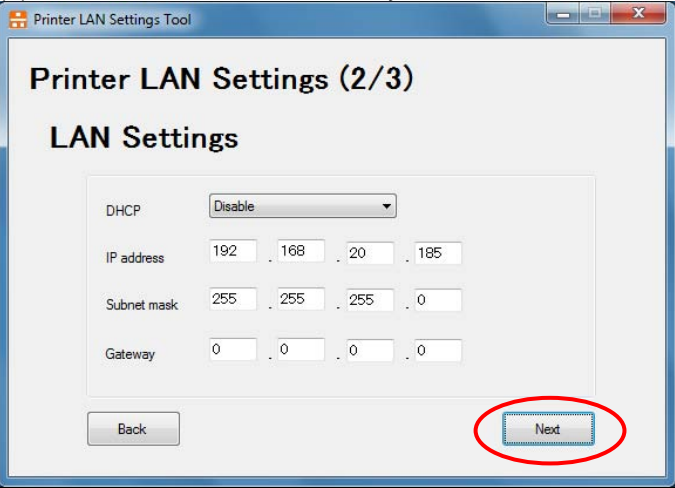
Set DHCP to "Enable".

- To set the IP address manually

Set DHCP to "Disable", and set the "IP address", "Subnet mask", and "Gateway" as needed.

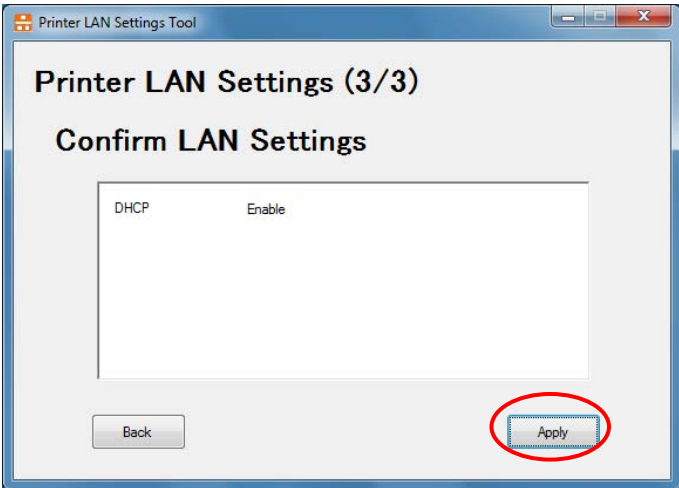
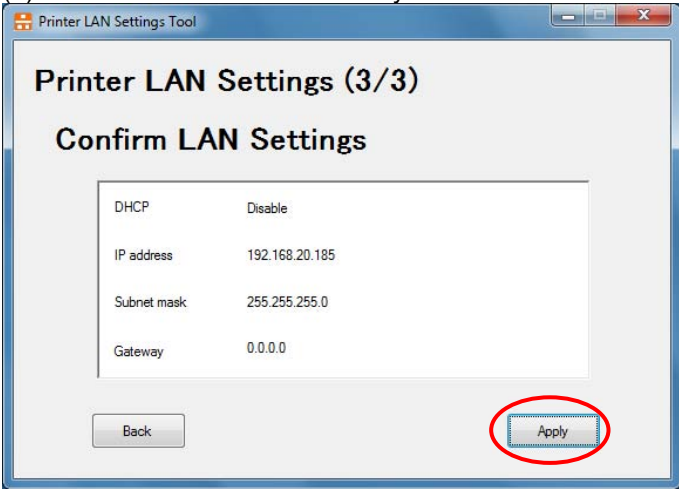
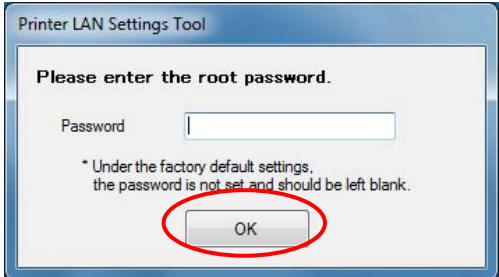
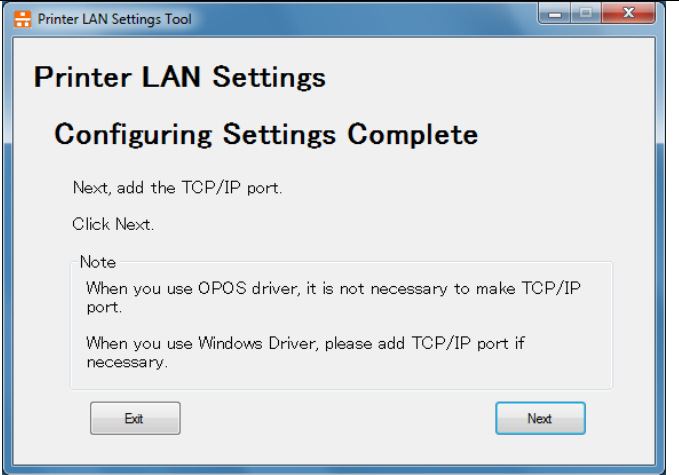
After configuring the settings, click [Next].

(2) To set the IP address manually



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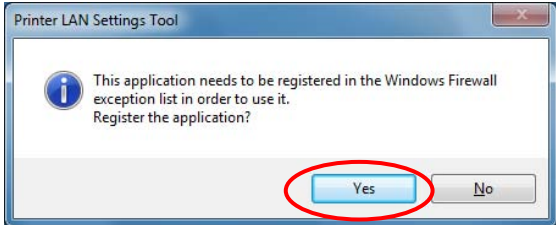
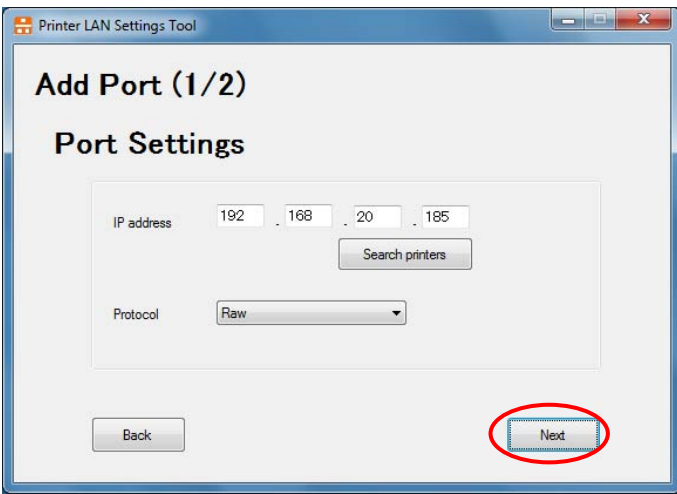
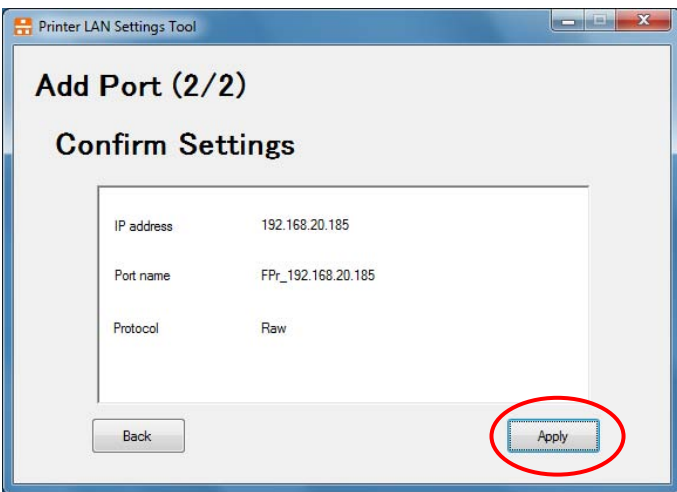
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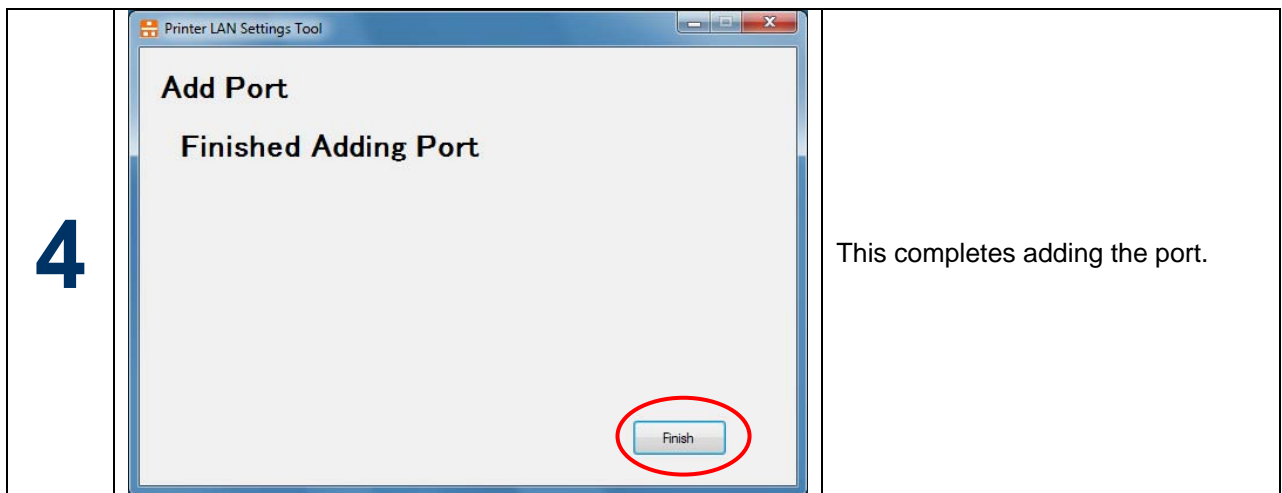
<div>5</div>	<div><div>(1) To acquire the IP address automatically from a DHCP server</div><div></div><div><div>(2) To set the IP address manually</div><div></div></div></div>	<div>Confirm the settings and click [Apply].</div>
<div>6</div>	<div></div>	<div>Enter the "root password" set in the printer server and click [OK].</div> <div>Note: Under the factory default settings, the password is not set and you should leave it blank.</div>
<div>7</div>	<div></div>	<div>This completes the settings.</div> <div>To also create a "Original TCP/IP Port", click [Next].</div>

Note: If you want to change any other detailed settings, you can change them by using a web browser. For details, refer to "5. Configuring Using a Web Browser".

3.2.3 Adding a Original TCP/IP Port

This section describes how use this tool to add the " Original TCP/IP Port" needed when using the Windows driver with the LAN interface.

1	 The screenshot shows a Windows Firewall registration dialog box titled "Printer LAN Settings Tool". It contains an information icon and the text: "This application needs to be registered in the Windows Firewall exception list in order to use it. Register the application?". At the bottom, there are two buttons: "Yes" and "No". The "Yes" button is circled in red.	<p>When this screen is displayed, click [Yes].</p>
2	 The screenshot shows the "Add Port (1/2)" window of the "Printer LAN Settings Tool". It has a title bar and a "Search printers" button. Under "Port Settings", the IP address is set to 192.168.20.185 and the protocol is set to Raw. At the bottom, there are "Back" and "Next" buttons. The "Next" button is circled in red.	<p>Set the IP address, port name, and protocol.</p> <p>Note: You can also specify the IP address by searching for the printer using [Search printers].</p> <p>Click [Next].</p>
3	 The screenshot shows the "Add Port (2/2)" window of the "Printer LAN Settings Tool". It has a title bar and is titled "Confirm Settings". It displays the settings: IP address: 192.168.20.185, Port name: FPr_192.168.20.185, and Protocol: Raw. At the bottom, there are "Back" and "Apply" buttons. The "Apply" button is circled in red.	<p>Confirm the settings and click [Apply].</p>

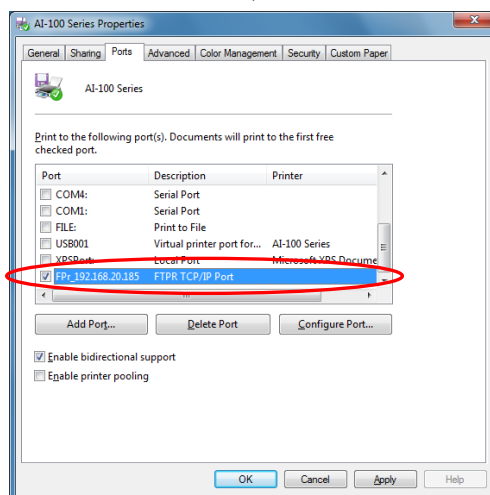
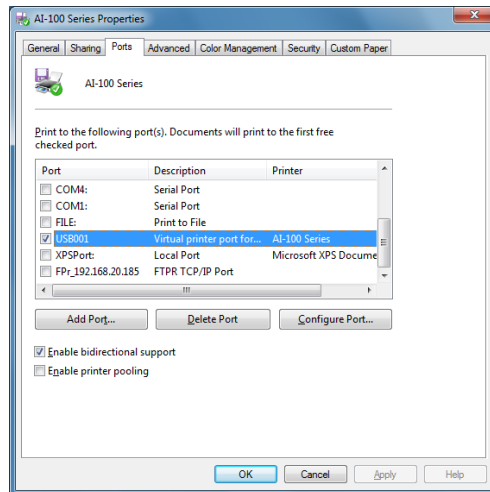


*In case you add port with this tool, Windows driver's port change is necessary.
Please change the port, according to "3.2.4 Change of port".

3.2.4 Change of port

Here we explain procedures for changing port to be printed.

- (1) Open the [Printer Folder].
- (2) Open the "AI-100 Series" properties.
- (3) Click the [Ports] tab.
- (4) The following property screen is displayed.



- (5) Select the Port created.
- (6) Click [Apply]

4 Printing Using the Regular OS Print Client

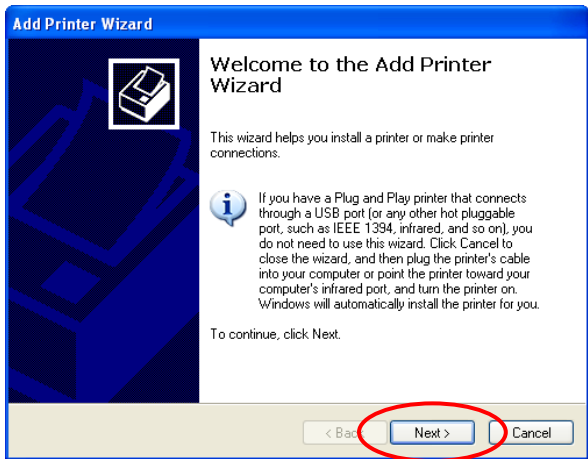
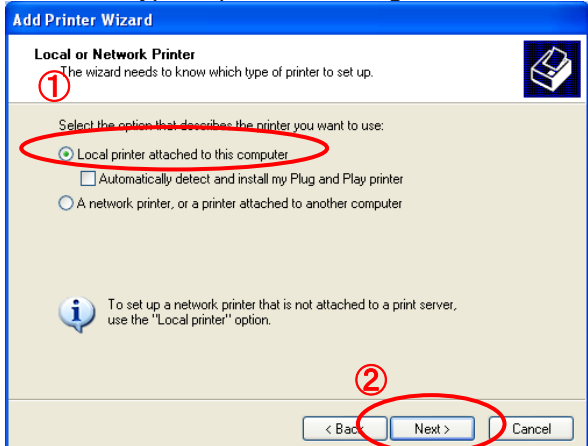
This section describes how to print using the regular OS print client function.

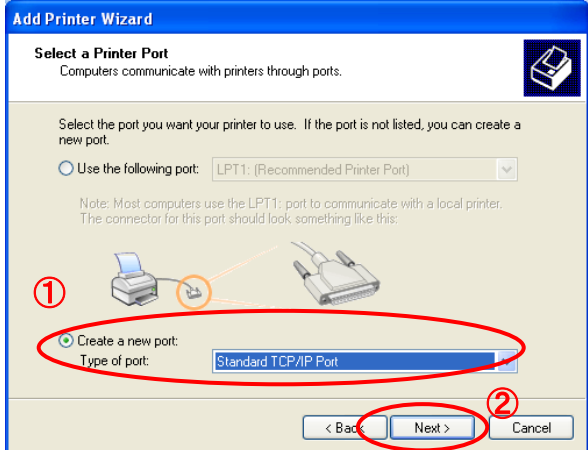
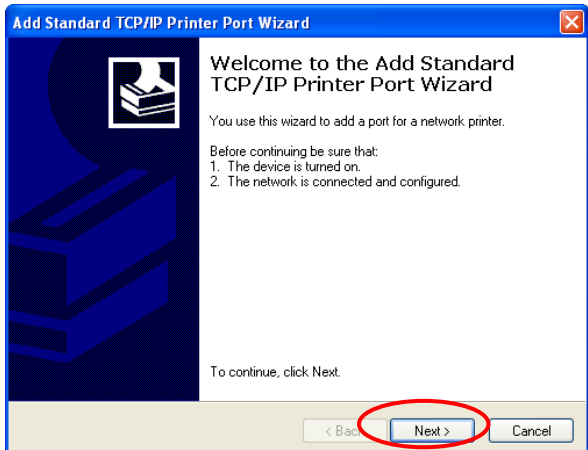
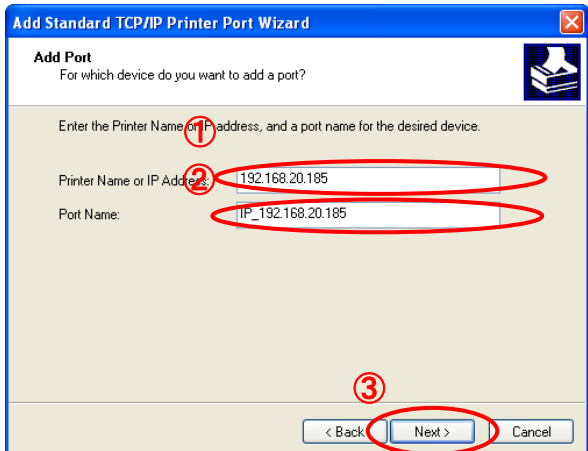
- * Install the printer driver in advance on the computer you are using.
- * Printing by IPP port with OS standard is not supported.

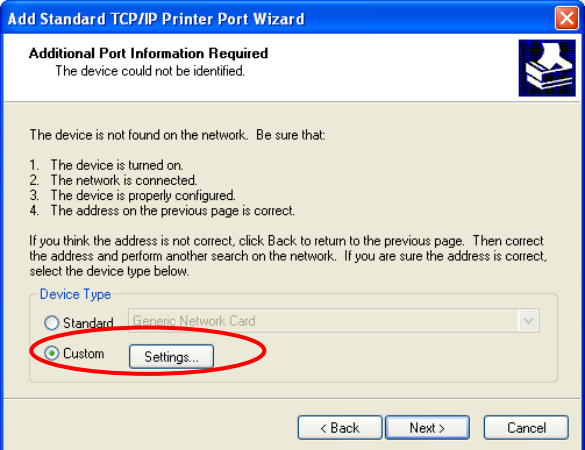
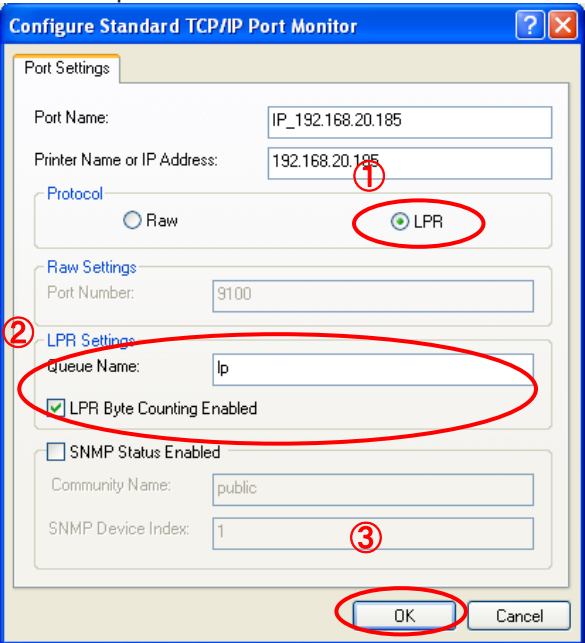
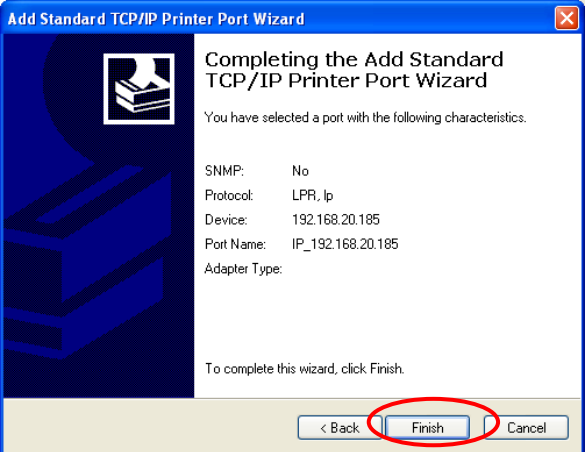
Add a printer

OS	Procedure
Windows 7/Server 2008 R2	Click [Start] * - [Devices and Printers] - [Add a printer]. * Displays as a Windows logo in the bottom left of the screen.
Windows Vista	Click [Start] * - [Control Panel] - [Printers] - [Add a printer]. * Displays as a Windows logo in the bottom left of the screen.
Windows Server 2008	Click [Start] - [Control Panel] - [Printers] - [Add a printer], and select [Run as administrator]. If the [User Account Control] screen appears, select [Continue]. If [Run as administrator] does not appear when you right-click [Add a printer], select [Add a printer].
Windows XP / Server 2003 / WEPOS / WEPOS 2009	Click [Start] - [Printers and Faxes] - [Add a printer]. * For Windows XP Home Edition Click [Start] - [Control Panel] - [Printers and Other Hardware] - [Printers and Faxes] - [Add a printer].

- * Since the following description is given using the screens from Windows XP Professional, the screens may differ if you are using Windows XP Home Edition, Windows Server 2003, Windows Vista, Windows Server 2008, Windows 7, and Windows Server 2008 R2, WEPOS/WEPOS2009.

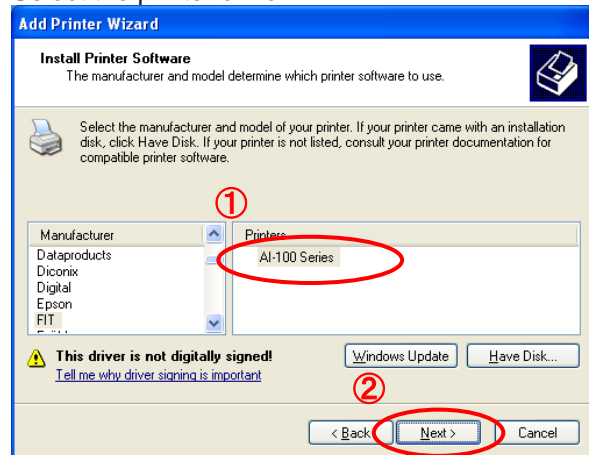
1		<p>Open [Start] - [Printers and Faxes], and click [Add a printer].</p> <p>Click [Next].</p>
2		<p>① Select [Local printer attached to this computer], and clear the [Automatically detect and install my Plug and Play printer] check box.</p> <p>② Click [Next].</p> <p>* If you are using Windows Vista/7/Server 2008/2008 R2, the screens in Step 4 and Step 8 are not displayed.</p>

<p>3</p>	<p>Select the printer port.</p> 	<ol style="list-style-type: none"> ① Select the [Create a new port] option, and select [Standard TCP/IP Port] as the type. ② Click [Next].
<p>4</p>	<p>The Add Standard TCP/IP Printer Port Wizard starts.</p> 	<p>Click [Next].</p> <p>* If you are using Windows Vista/7/Server 2008/2008 R2, the screens in Step 4 and Step 8 are not displayed.</p>
<p>5</p>	<p>Add a printer port.</p> 	<ol style="list-style-type: none"> ① Enter the IP address configured in the printer LAN. ② If you are not assigning a name, use the default value (IP_xxx.xxx.xxx.xxx). ③ Click [Next]. <p>* If you are using Windows Vista/7/Server 2008/2008 R2, enter the IP address configured in the printer LAN in [Hostname or IP address]. If you are using the standard value for the port name, [IP_] is not added. Set [Device type] to [AutoDetect], and clear the [Query the printer and automatically select the driver to use] check box.</p>

6	<p>Set the device type.</p> 	<p>Select the [Custom] option and click [Settings].</p>
7	<p>Enter the port information.</p> 	<p>① Select the [LPR] option.</p> <p>② Enter [lp] in the Queue Name, and select the [LPR Byte Counting Enabled] check box.</p> <p>③ Click [OK].</p> <p>* Click [OK] to return to the screen from Step 6, and then click [Next].</p>
8	<p>Confirm the configured details.</p> 	<p>Click [Finish]</p>

9

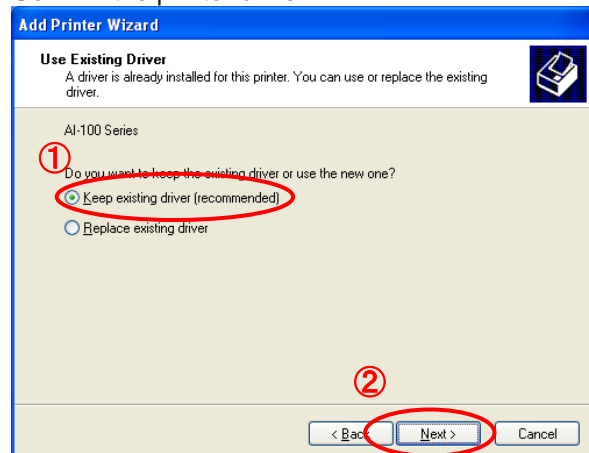
Select the printer driver.



- ① Select the driver for the printer you are using.
- ② Click [Next].

10

Confirm the printer driver.

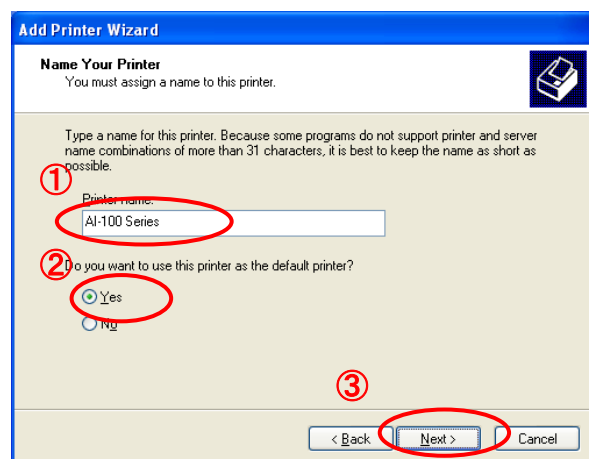


- ① Select from [Keep existing driver] and [Replace existing driver].
- ② Click [Next].

* If you have installed the latest driver separately, select [Replace existing driver].

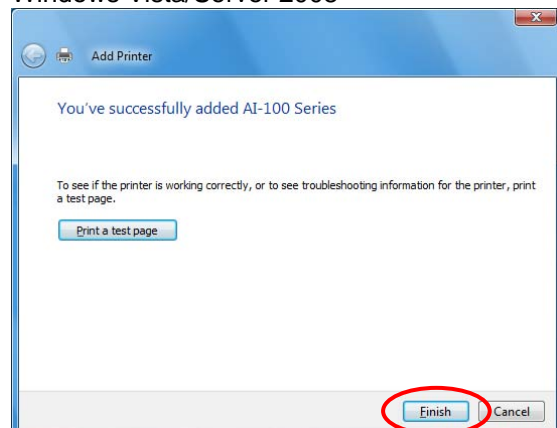
11

Register the printer name.

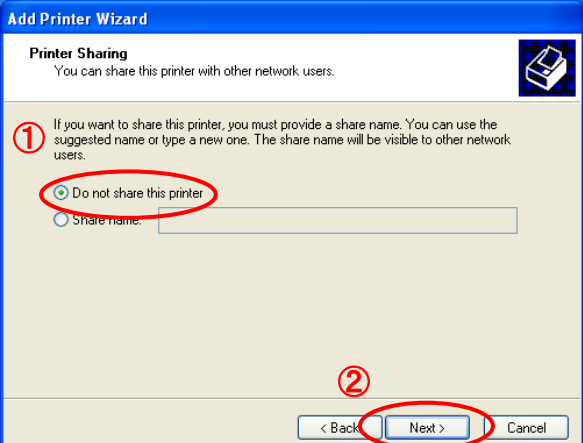
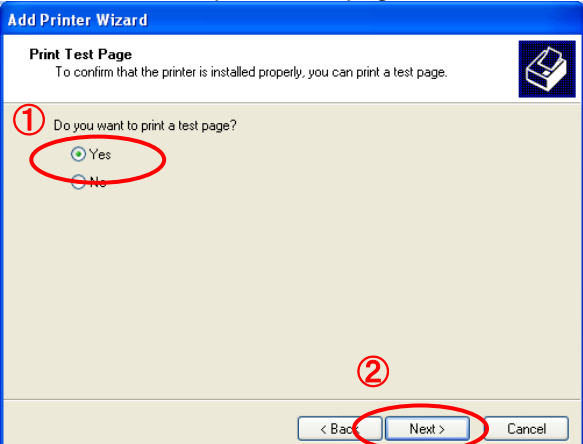
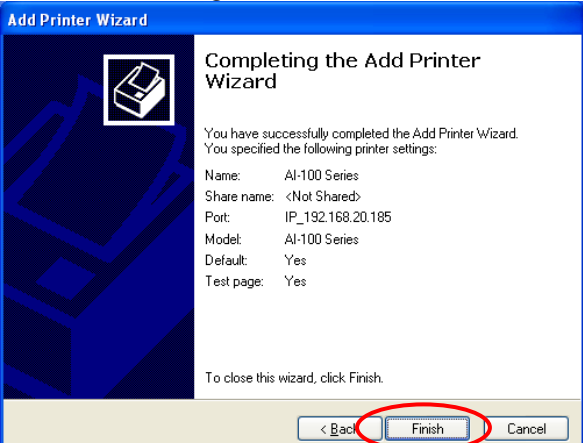


- ① Registers the printer name.
- ② Select whether to use this printer as the default printer.
- ③ Click [Next]

Windows Vista/Server 2008



- * If you are using Windows Vista/Server 2008, clicking [Next] displays the following screen. Click [Finish]. This completes configuring the settings.
- * If you are using Windows Server 2008/2008 R2, clicking [Next] in Step 12 displays the same settings completion screen as the following screen.

<p>12</p>	<p>Select whether to share the printer.</p> 	<p>① Select whether to [Share] or [Do not share] the printer.</p> <p>② Click [Next].</p> <p>* If you will also be using this printer from other computers in the same network, select [Share].</p> <p>* If you are using Windows Server 2008/2008 R2, clicking [Next] displays the settings completion screen. Click [Finish]. Refer to Step 11 for the screen.</p>
<p>13</p>	<p>Select whether to print a test page.</p> 	<p>① To print a test page, select [Yes].</p> <p>② Click [Next].</p>
<p>14</p>	<p>Confirm the settings.</p> 	<p>Click [Finish]</p> <p>If you selected [Yes] in Step 13, the settings are complete if the test page was output correctly from the printer.</p> <p>In the port settings of the printer driver, clear the [Enable bidirectional support] check box.</p>

5 Configuring Using a Web Browser

This section describes how to configure detailed settings using a web browser.

Since the printer LAN is equipped with the HTTP protocol, you can configure detailed settings and change settings by using a web browser. Furthermore, this can also be used to restart the printer LAN remotely.

<Guide> In order to use a web browser, the TCP/IP protocol settings need to be enabled and the IP address needs to be configured in the printer LAN.

Internet Explorer version 6.0 or later is recommended for the web browser.

Furthermore, the display may vary slightly depending on the web browser you are using.

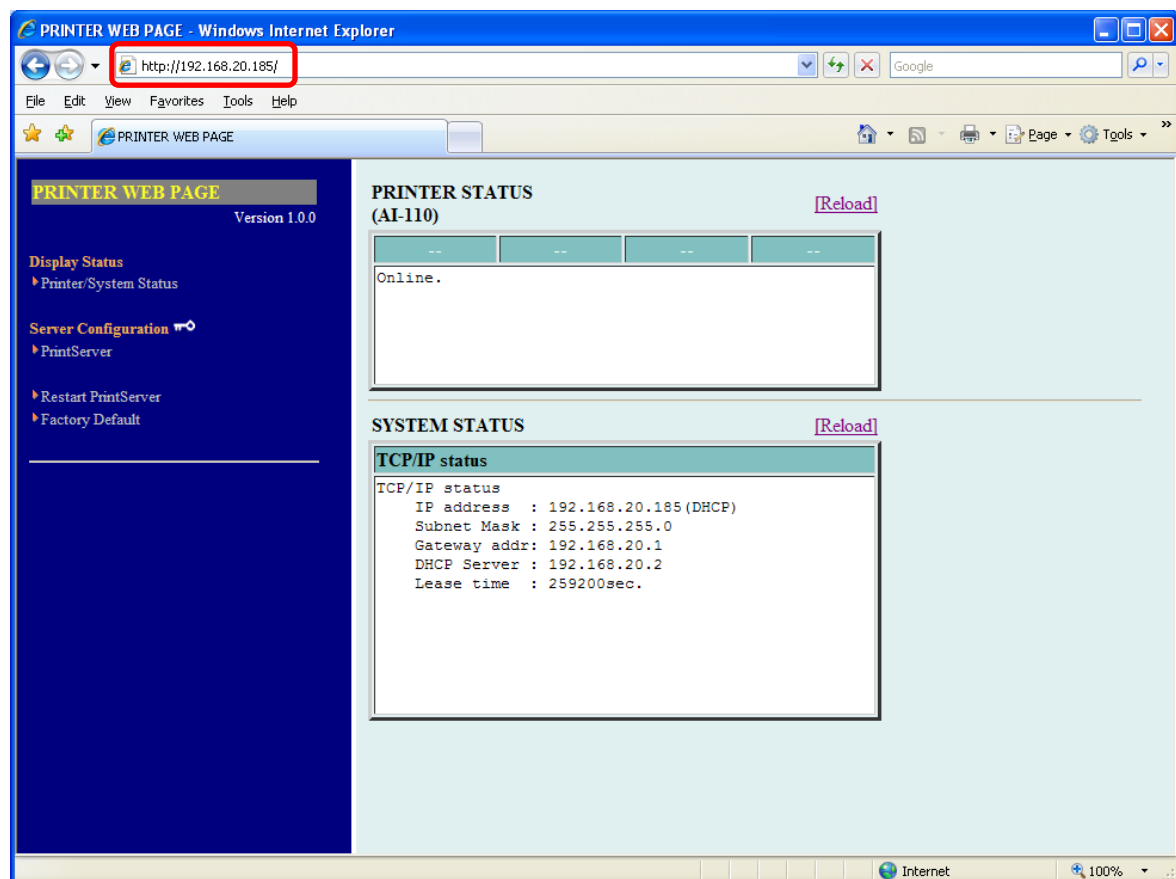
If you change any settings using a web browser, always execute [Restart PrintServer].

5.1 Displaying the Printer LAN Web Page

The Printer LAN web page for configuring settings is displayed as follows.

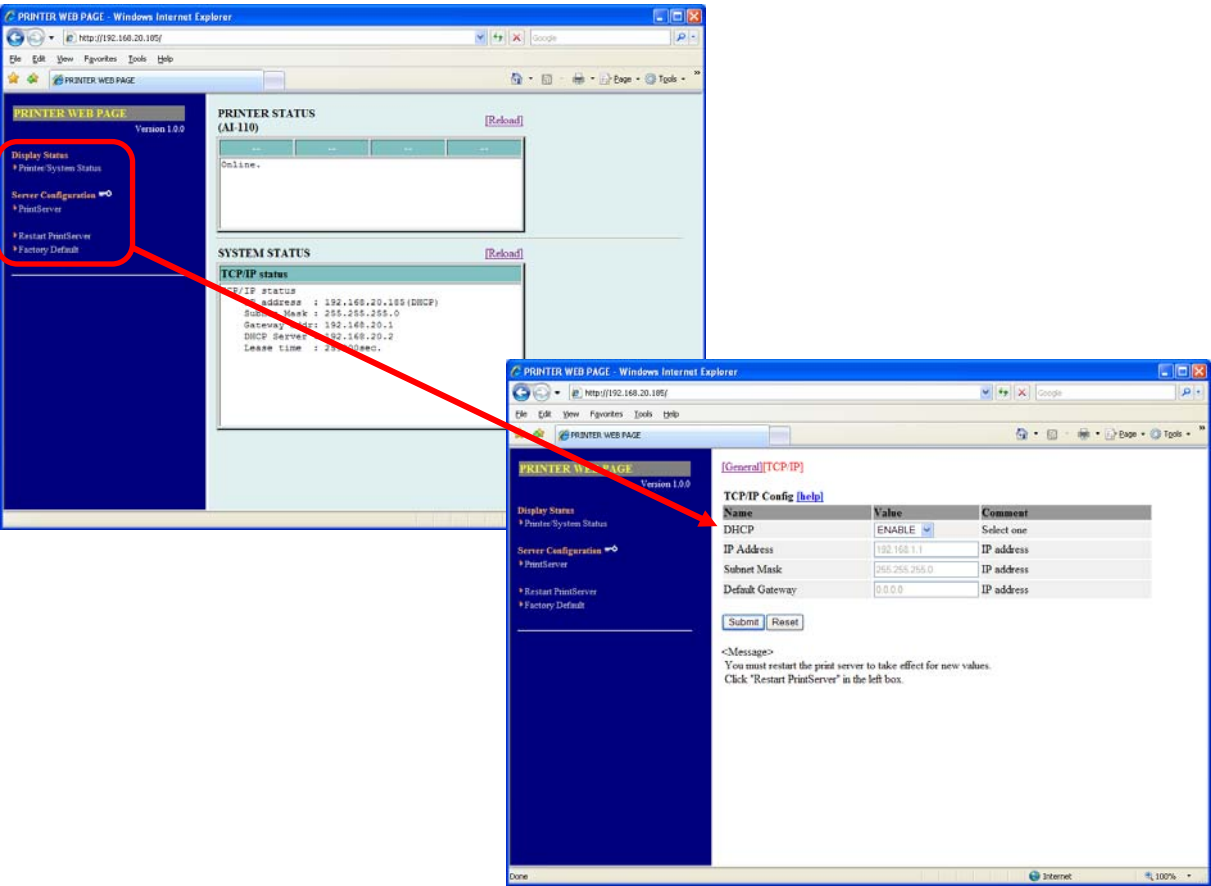
Enter the IP address configured in the printer LAN.

Example: `http://192.168.20.185`



5.2 Configuring Settings from the Printer LAN Web Page

Click the item that you want to configure from the setting items displayed in the web browser to display the settings web page. Enter the setting values for the required items.



5.3 Printer LAN Web Page Menu Structure

Display Status	Printer/System Status	Displays the printer/system status Displaying the printer state and printer LAN setting information
Server Configuration	PrintServer	Configures the settings
	Restart PrintServer	Restarts the printer LAN
	Factory default	Restores the factory default settings

- If the screen for entering the user name is displayed when navigating to an item to change the setting, enter "root".
- If you have updated settings using [Submit] for the updated settings, perform [Restart PrintServer] for the updated settings to restart the printer LAN.
- Initialization
Click [Factory default] to restore the device to the factory default settings.
After executing the initialization, perform [Restart PrintServer] to restart the printer LAN.

5.4 Browser Settings

Print Server Functions

- **General**
Configures general network settings.

Item		Settings details	Factory default setting
General	Change root Password	Sets the password for managing the printer LAN using an ASCII string (7 characters or less). This password is used as the authentication password when configuring settings on the web.	None
	Printer Name	Sets the printer name. (Maximum 31 single-byte characters)	None

- **TCP/IP**
Configures settings such as the IP address for using the TCP/IP protocol.

Item		Settings details	Factory default setting
TCP/IP	DHCP	Sets the DHCP protocol to enabled (ENABLE) or disabled (DISABLE).	ENABLE
	IP Address	Sets the IP address of the printer LAN using the decimal format "xxx.xxx.xxx.xxx".	192.168.1.1
	Subnet Mask	Sets the subnet mask of the printer LAN using the decimal format "xxx.xxx.xxx.xxx". "0.0.0.0" is invalid, and automatically uses the subnet mask corresponding to the IP address.	255.255.255.0
	Default Gateway	Sets the default gateway of the printer LAN using the decimal format "xxx.xxx.xxx.xxx". "0.0.0.0" is invalid.	0.0.0.0

6 Troubleshooting

This section describes problems that may arise when installing the printer LAN and how to resolve these problems.

- Notation used in the text

[Check]

The first things to check if the problem occurs.

[Solution]

The specific method for resolving the problem.

6.1 Problems during Installation

- Configuring the IP address gives a communication error.

[Check 1]

Check that the L/A LED on the printer LAN is correctly lit up.

- Is the printer turned on?
- Check that the network cable is connected correctly.
- Check that the port on the Ethernet hub is not faulty.

[Check 2]

Check that an IP address is assigned to the computer where the settings tool is running.

- In order to check whether communication can be established between the computer you are using and other computers on the network, execute the ping command from the MS-DOS prompt.

<Guide> For details on how to use the ping command, refer to [Check 1] in "Problems in the Windows TCP/IP Environment".

[Check 3]

Check whether the printer LAN has been initialized.

- For details on how to restore the printer LAN to the factory default settings, refer to "Printer LAN Web Page Menu Structure" - "Initialization" in "5 Configuring Using a Web Browser".

[Check 4]

The printer LAN may be configured with an invalid IP address.

- Check that the router and server are not configured with an invalid IP address.
- For a printer LAN configured with an invalid IP address, create a network that does not have any routers or servers (a local network consisting of 1 computer, 1 hub, and the printer LAN connected to 1 printer), configure the computer to have an IP address within the same segment as the printer LAN, then run the tool to change to [Specify an IP address] in the TCP/IP settings and configure a correct IP address. After this, restore the original network.

<Guide> If you have any routers or servers configured with an invalid IP address and the TCP/IP setting in the printer LAN is set to [Automatically acquire an IP address], the printer LAN will automatically be set to an invalid IP address, and you will not be able to change or initialize the IP address.

[Check 5]

The printer LAN might not be in the same segment as the computer for configuring the settings.

- Check that the computer for configuring the settings is in the same segment as the printer LAN.

[Check 6]

Has the printer that the printer LAN is attached to been moved to another network?

The printer may have been moved from a network that has DHCP on the network to another network that does not have DHCP on the network without performing the operation to restore factory defaults.

- Connect from the network before the move and perform the operation to restore factory defaults from the web page.

<Guide>When you are connecting the printer where the printer LAN is attached to another network, always perform the operation to restore factory defaults.

6.2 Problems during Printing

➤ "Unable to print"

[Check 1]

Check the following details, and then perform the setup procedure again.

- Is the printer turned on?
- Is the L/A LED alight on the printer LAN and connected Ethernet hub?
- Please confirm printer interface is set as follows.
LAN : Enable
- Is the network cable connected correctly.
- Is the network cable broken?
- Is the port on the Ethernet hub faulty?

➤ "I want to cancel printing"

[Solution]

To perform reprinting correctly, cancel printing using the following procedure.

- (1) Open the printer used for printing from the printers folder.
- (2) Delete currently printing documents from the spooler.
- (3) Turn the printer off and then on.

➤ "The printer that I want to print to stays idle and the printing goes to another printer"

[Check]

- Has the printer you want to print to been configured with the same IP address as another printer?
- Check the IP address settings, and configure the settings again.

➤ "Printing stops in process"

[Check 1]

- Has the printer that is printing been configured with the same IP address as another printer?

[Check 2]

- Are you sending a large amount of print data?
- If you send a large amount of print data, the printing may stop temporarily. Once some period of time has passed, printing will resume. Please wait.

6.3 Problems in the Windows TCP/IP Environment

➤ "Unable to print"

[Check 1]

If you are using the TCP/IP protocol, use the ping command to check whether there is a response from the IP address allocated to the printer LAN. If there is no response to the ping command, the IP address might not be configured correctly.

Initialize the printer LAN to restore the factory default settings. Next, configure the IP address again.

Example: If ping is executed in MS-DOS in Windows XP

When ping XXX.XXX.XXX.XXX is executed using [Start] - [Programs] - [Accessories] - [Command Prompt], the following is displayed. XXX.XXX.XXX.XXX is the IP address of the printer LAN.

(If there is a response to ping)

Reply from XXX.XXX.XXX.XXX:bytes=32 time<1ms TTL=255

Reply from XXX.XXX.XXX.XXX:bytes=32 time<1ms TTL=255

Reply from XXX.XXX.XXX.XXX:bytes=32 time<1ms TTL=255

Reply from XXX.XXX.XXX.XXX:bytes=32 time<1ms TTL=255

(If there is no response to ping)

Request timed out.

Request timed out.

Request timed out.

Request timed out.

<Guide>For details on how to restore the printer LAN to the factory default settings, refer to "Printer LAN Web Page Menu Structure " - "Initialization" in "5 Configuring Using a Web Browser ".

[Check 2]

The printing destination port of the printer driver you are using might not have been configured. Check the [Ports] in the [Printer properties].

[Solution 1]

If the computer you are using and the printer LAN are not in the same segment, the subnet mask and gateway address settings need to be configured in the printer LAN.

Check that the subnet mask and gateway address are configured correctly in the printer LAN web page.

[Solution 2]

If there is a DHCP server on the network, then since the IP address is allocated automatically, the IP address configured in the printer LAN may be overwritten by each of the servers.

Please set the DHCP as "Disable", and set IP address again.

➤ "An error occurs during printing"

[Check]

If you perform printing while another person is doing a large amount of printing or is printing large size data, you cannot print until the other person has finished printing.

If you have waited for a long time, a timeout error may have occurred.

If this happens, perform the printing again.

If the LAN cable is disconnected during printing and the following message is displayed, reconnect the LAN cable and turn the printer off and then on again.

7 Usage Warnings

This section describes the warnings to take note of when using the Printer LAN Settings Tool.

- When printing to multiple printers from a single PC, the printing might not operate correctly depending on the OS standard TCP/IP port.
If this happens, open the printer properties, clear the “Enable bidirectional support” checkbox in the “Ports” tab, and then click [OK] or [Apply].

8 Revision History

Revision	Date modified
1.0.0.0	First revision (2012/10/15)