84 LUMBER

Help with Printers

1.

If your printer stops working
OR
If you need to add a printer
OR
If you need to print from POS

2.

Find this sticker

FLEX TECHNOLOGY GROUP   ID# FTG 12345

FOR SUPPLIES, CONTACT
1-888-353-9774 OR
ORDERS@FLEXTG.COM

FOR SERVICE, CONTACT
1-888-353-9774
SERVICE@FLEXTG.COM

IF THIS ASSET MOVES, PLEASE EMAIL US AT
EQUIPMENTUPDATES@FLEXTG.COM

PLEASE DO NOT REUSE LABEL

Read off the 'FTG' number to the tech you speak with.
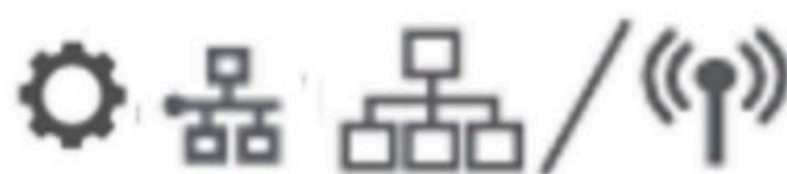
3.

If the printer does not have a Flex Sticker, locate the 'IPv4 Address' within the printer's settings

4.

You can either:

a. Print a **Configuration Report,** it should appear as '*IPv4 Address*'

Print a configuration page to test the printer.

   a. On the printer control panel, press the OK button.

   b. Open the **Reports** menu.

   i. **c.** Select **Configuration Report**.

b. Look up the IP Address in the Network settings:
   i. Go to the Printer's Network settings; look for any of these symbols.

5.

IP Addresses appear as:

'10.123.45.114' OR 10.109.84.156

*To look up your specific printer model, check our guides here!
https://84connect.com/Help/printers.html

6.

*If the IPv4 address shows up as '0.0.0.0' OR '169.x.x.x'

PLEASE DOUBLE-CHECK THE PRINTER IS CONNECTED TO AN ETHERNET PORT ON THE WALL