

How To Verify/Reset the TCIP/IP Connection

April 2020

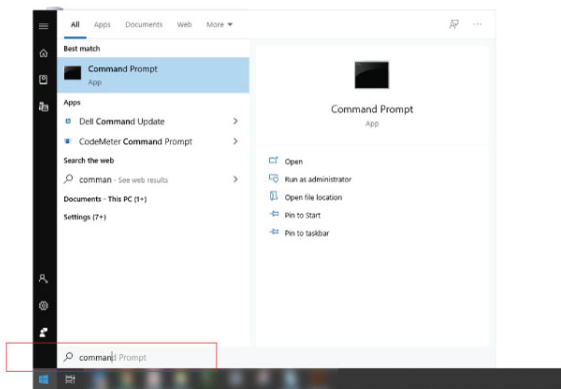
A. Connect the printer to the computer using an Ethernet cable

If you are connected to the printer through a modem, router, or gateway and you are experiencing connectivity issues, try connecting directly to the printer to eliminate the intermediate devices as a possible cause.

See p.03 for examples of how you can connect to the printer.

B. Open Command Prompt application

Click the Start button on your PC, start typing "Command" and you should see the Command Prompt application appear.



You can also find the Command Prompt application in this folder:

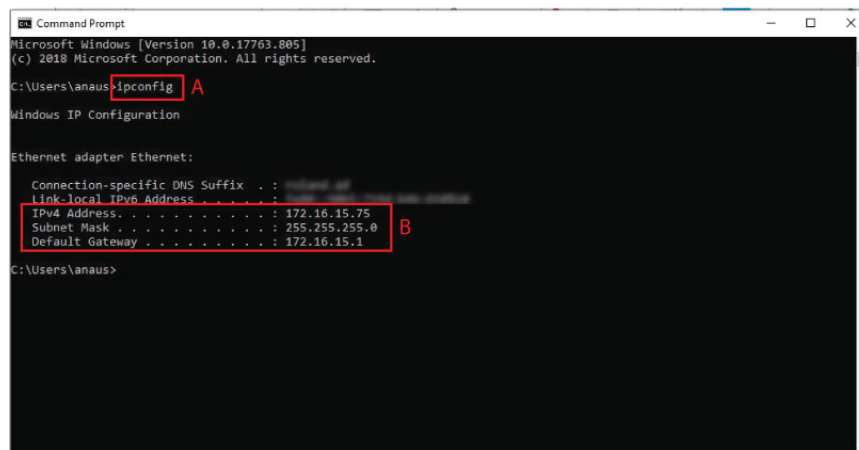
C:\Users\[USER ACCOUNT]\AppData\Roaming\Microsoft\Windows\Start Menu\Programs\System Tools

C. Retrieve list of IP configurations

Type in "ipconfig" (no quotations) and press Enter key (A)

You should see listed under "Ethernet adapter Ethernet" or Ethernet adapter Local Area Connection" the following numbers (B):

- IPv4 Address
- Subnet Mask
- Default Gateway



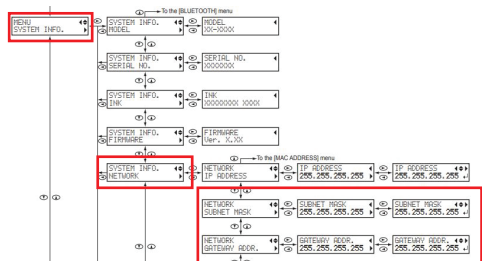
If you do not see either of those configurations when you run "ipconfig":

- Confirm the printer is powered on
- Confirm the Ethernet cable is securely inserted into the port on the printer – you should see a **steady green light** and a **flashing orange light** near the port
- Restart your modem/gateway/router/computer/printer
- Try connecting the printer directly to the computer with the Ethernet cable
- Try replacing the Ethernet cable

D. Enter the Subnet Mask and Gateway into the printer

Enter the Subnet mask and Gateway exactly as it appears in the Command Prompt into your printer, press Enter to set each number.

To access Subnet mask and Gateway in the printer menu: Menu > System Info > Network > Subnet Mask/Gateway



E. Enter the IP address into the printer

For the IP address, you will need to **change the last three digits to something OTHER than what is shown in Command Prompt.**

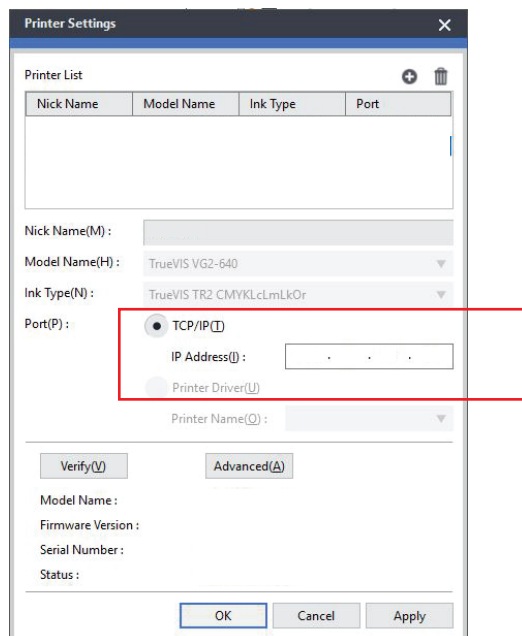
For example, if the IP address shown in Command Prompt is 172.16.15.75,

an appropriate IP address to enter in the printer would be 172.16.15.050.

To access IP Address in the printer menu: Menu > System Info > Network > IP Address

F. Connect to Versaworks

Enter the IP address into Versaworks to connect. **Use the IP address that is in the printer,** not the one listed in Command Prompt.



Common ways to connect your computer to both the internet and a Roland printer

Note: You do not need to be connected to the internet to connect to the printer.

