IMPACT PRINTERS

TROUBLESHOOTING INSTALLED PRINTERS

Before running any additional steps, first try cycling the Power on the printer, and checking the Network connection cables.
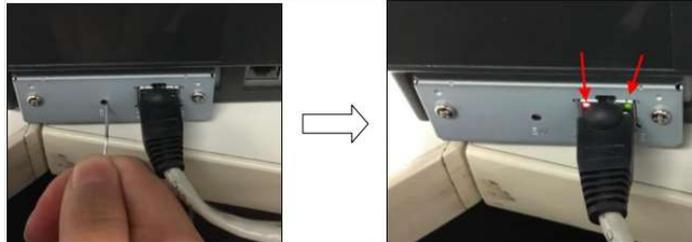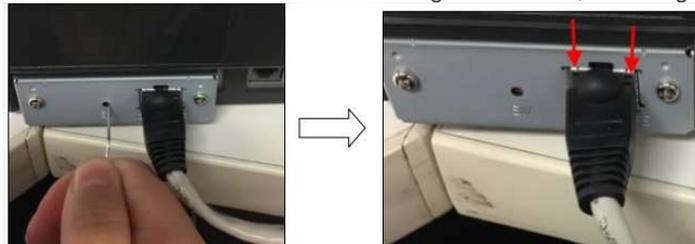
1. Star Micronics SP700

Factory Reset

1. Confirm the power cord and Ethernet cable are plugged into the back of the printer.
2. Turn the printer on and confirm you have solid green light for power
3. On the back of the printer where the Ethernet cable plugging into the NIC card, there will be a "SW" red button.

4. With a small screwdriver or pin, you will press the "SW" button until both the NIC LED lights start blinking, then let go of the "SW" button. Both NIC LED lights will be solid.
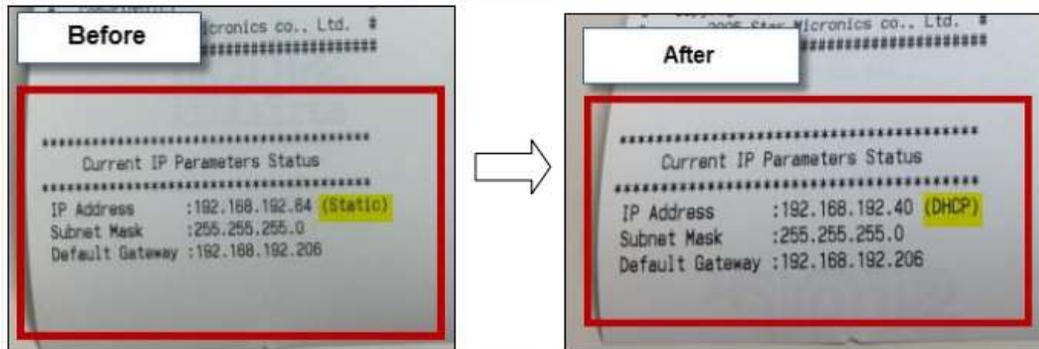

5. Press the "SW" button one more time until the both NIC LED lights turn OFF, then let go of the "SW" button.

6. Wait until the both NIC LED lights come back ON and depending on the printer model, it might make a clicking noise.

7. Confirm with a self-test page that the printer was able to reset the NIC card properly.
   a. To perform a self-test page, turn off the printer
   b. Hold the "feed" button on the front of the printer while turning the printer on.
   c. Let go of the "feed" button when makes a beep sound once, the printer will start to print out two pages.

Setting Printer to a Static IP Address

1. Plug the ethernet cable into the back of the printer (ensure the other end of the Ethernet cable is connected to the router or a switch leading to the router).
2. Turn the printer **On**. A green light should be visible on the front of the printer.
3. Turn the printer **Off**.
4. Press and hold the **paper feed** button while turning the printer back **on**. A beep will be heard shortly after turning the printer back on, then the printer-head will adjust, and once the second beep has been heard, release the paper feed button. **T**wo reports will print out, the second report will have a header along the lines of "Network Card…" and at the bottom of the paper there will be an IP Address, Subnet Mask, and Default Gateway. The first report can be discarded.
5. Launch an Internet Browser on the same network as the printer.
6. Type the IP Address from the second report from the printer into the address bar; press enter. The Star Micronics Network Utility will load
7. Click **Login**
8. Enter the default **Username** and **Password**.
   d. **Default Username**: root
   e. **Default Password**: public
9. Click **IP Parameters**
10. Enable **Static //following addresses are fixed**.
11. Type in a static IP Address that is outside of the DHCP range of the router.
12. Type in the Subnet Mask (typically 255.255.255.0, but also located on the report from the printer).
13. Type in the Default Gateway (the IP Address of the router).
14. Click **Submit**.