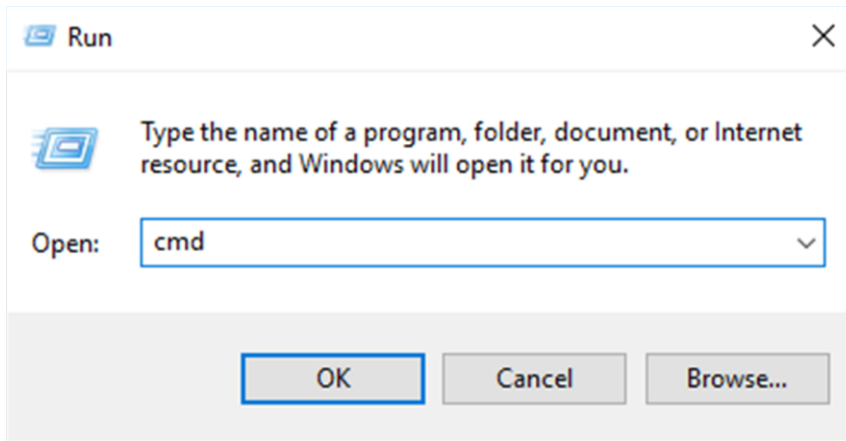


# Troubleshooting

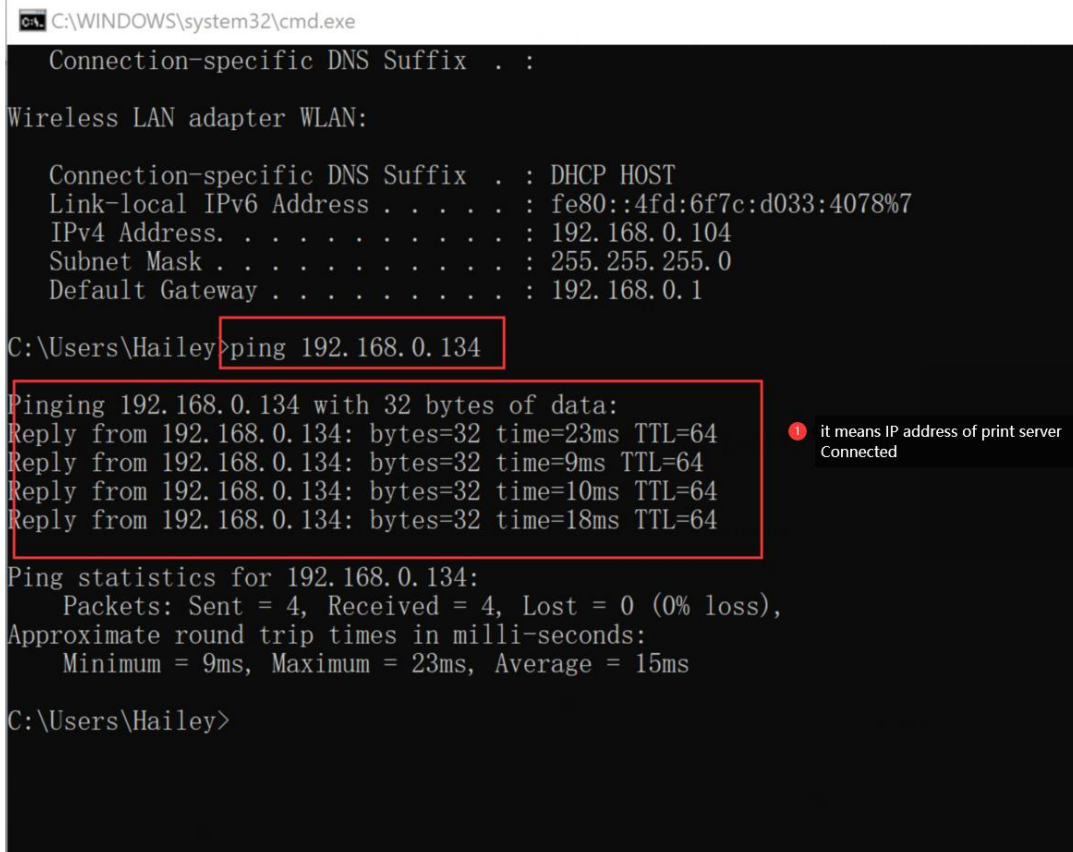
## 1.1. Check Whether the Print Server already Connected to the Ethernet Successfully or Not

Steps: Click "Start" Menu, and input "Run", or use the WIN+R key combination to call the run window, enter "cmd" in the run window, click "Ok"



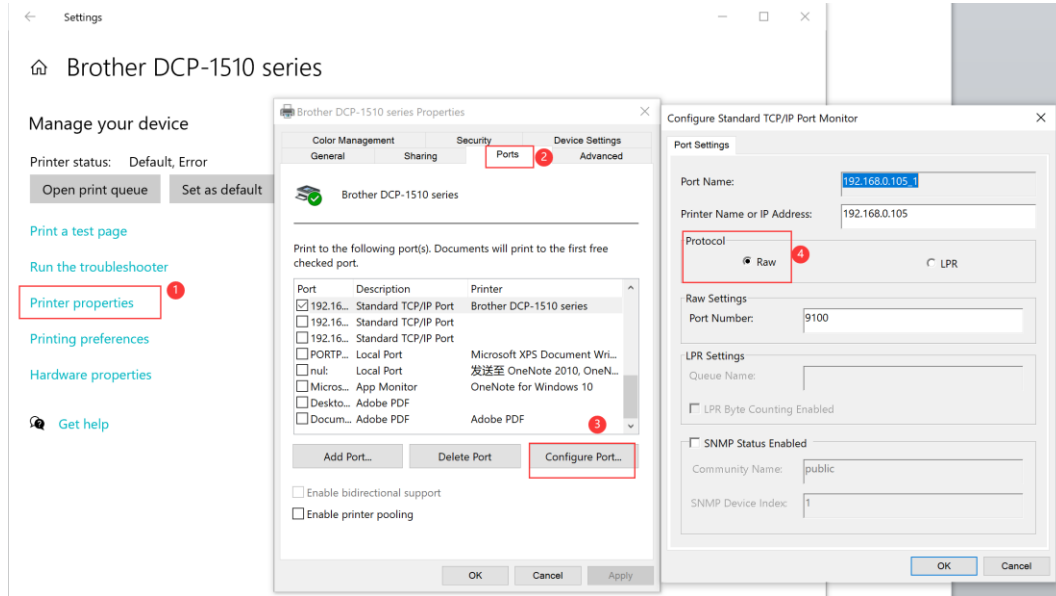
Input PING xxx.xxx.xxx.xxx (print server's IP address)

(Notes: There must have a space between PING and the IP address)

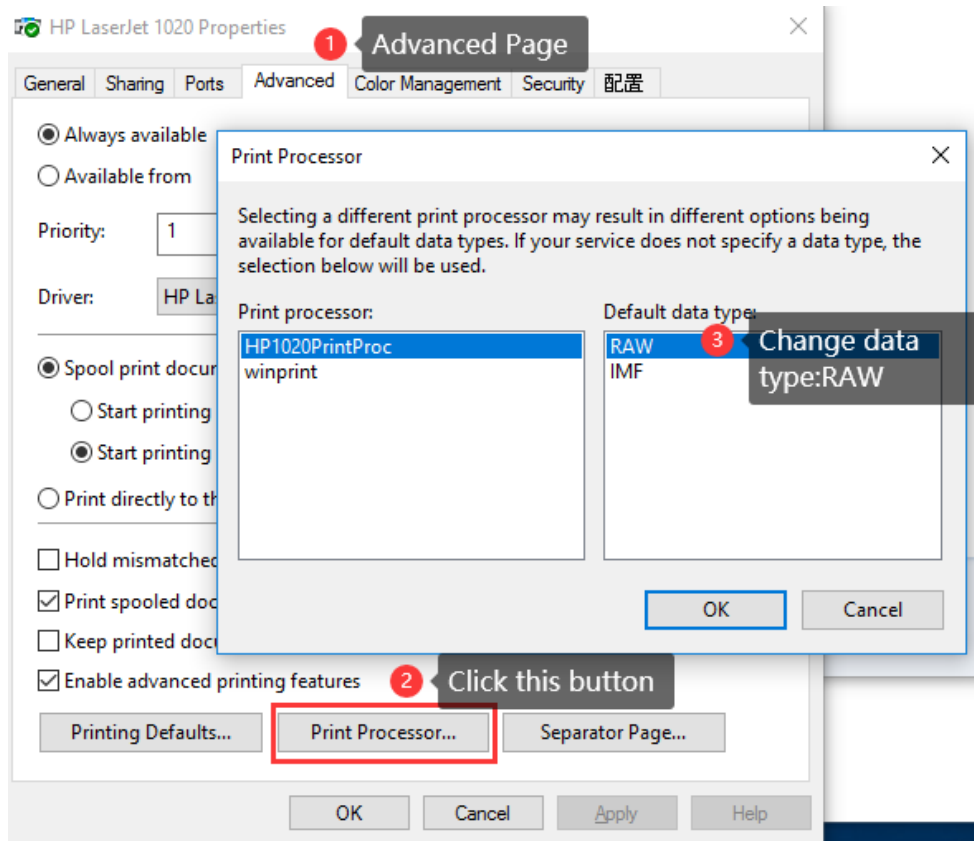


## 1.2. Check Whether Your USB Printer support RAW Protocol or Not

Confirm the printer's default data format "RAW" via "Printer Properties"

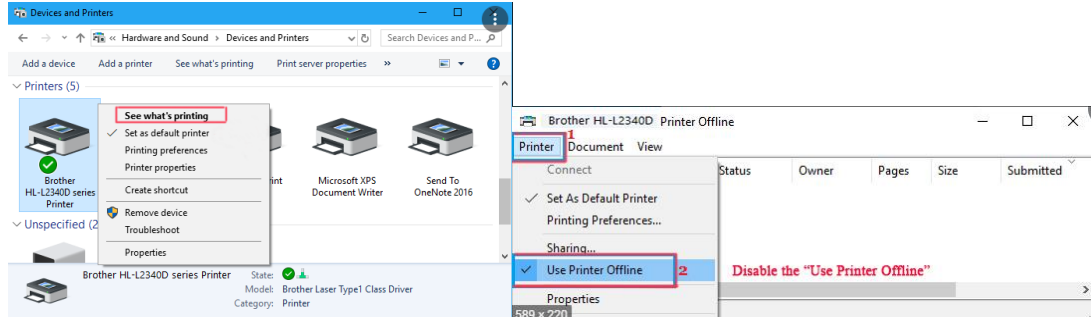


If the USB printer default data format is "IMF", please change it into "RAW" data format as below image shows:

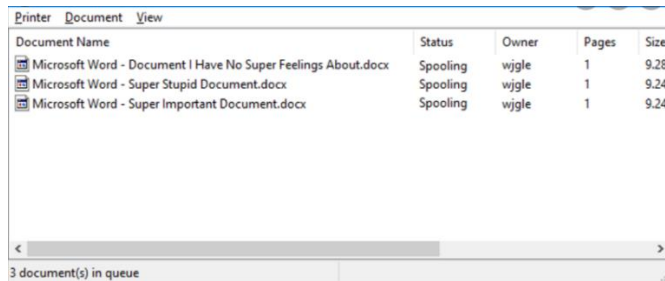


### 1.3. Check the Print Issue of Document Pending

Right Click the target Printer, choose “See what’s printing”, Click the “Printer”, Check whether disabled the “Use Printer Offline” option as shown as below:



**Note:** If there are showing some documents are in queue, please delete all of them.

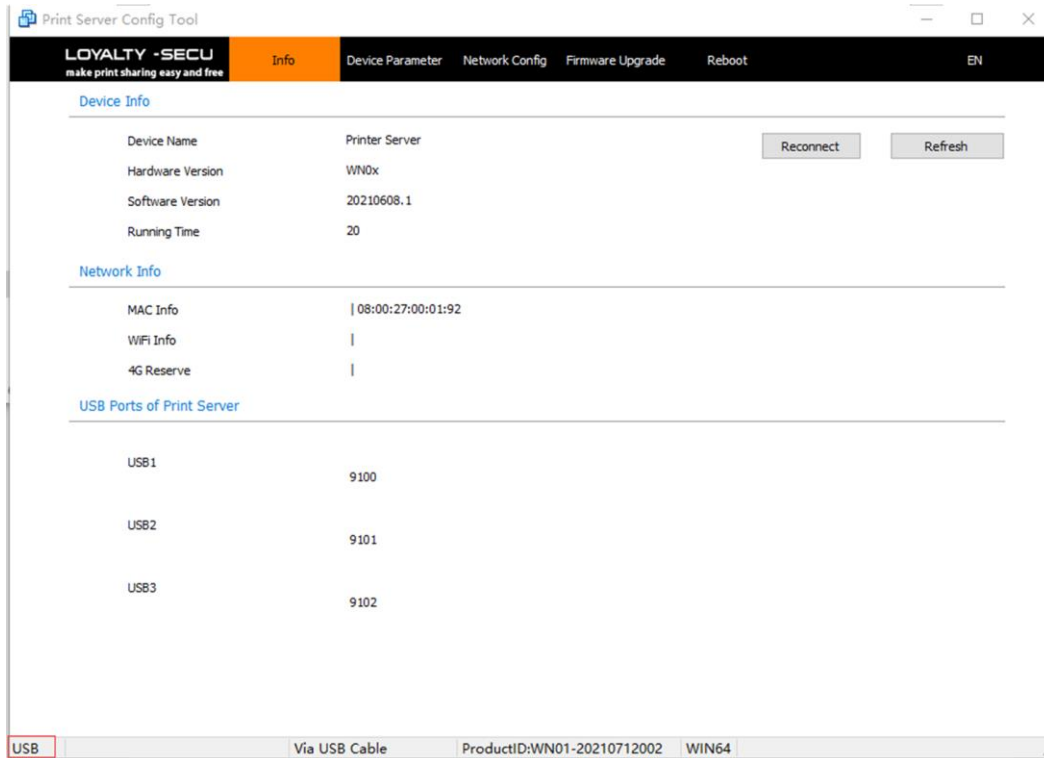


### 1.4. Not Suggest Obtaining an IP Address via DHCP

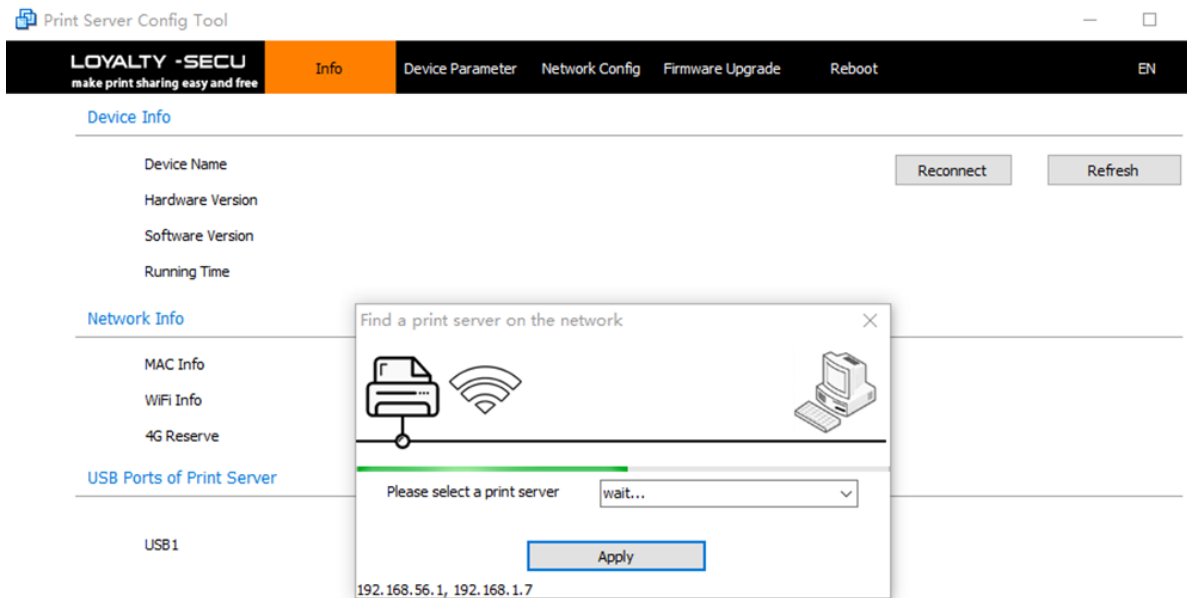
It is easy to forget the IP address and may assign a different IP address for the print server, if we use DHCP to obtain an IP address for print server.

### 1.5. Check Whether the Print Server Config Tool Can Recognize Print Server via Windows OS

After connected to the computer, the print server will automatically power on and start. The entire startup process takes about 20 seconds, then the print server config tool will display USB sign in the lower left corner, indicating that the config tool has been identified the print server as shown as below:



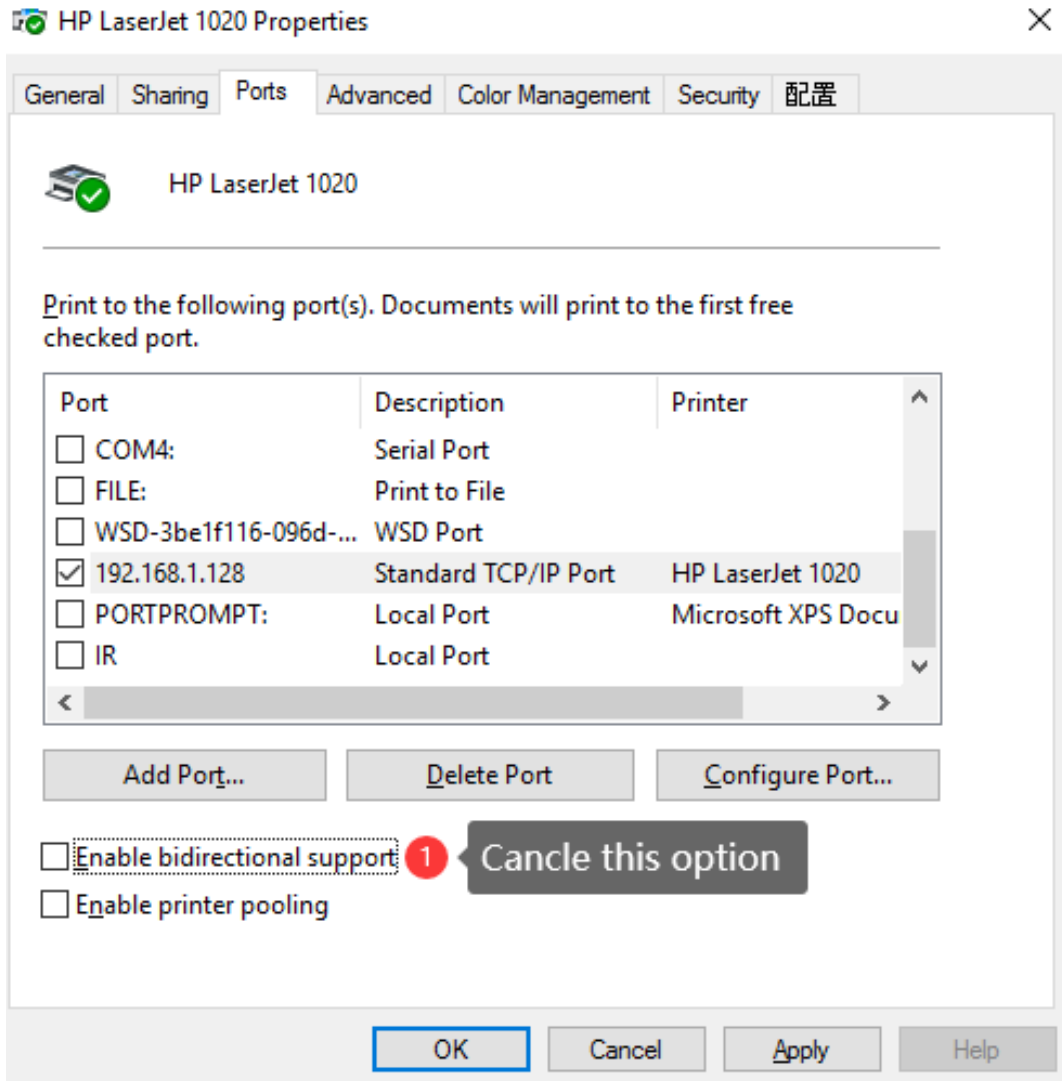
## 1.6. Why the WiFi Print Server cannot be Connected via Network Connection Method?



**Solution 1:** Long Press the “Reset” Button of the print server for 5 seconds.

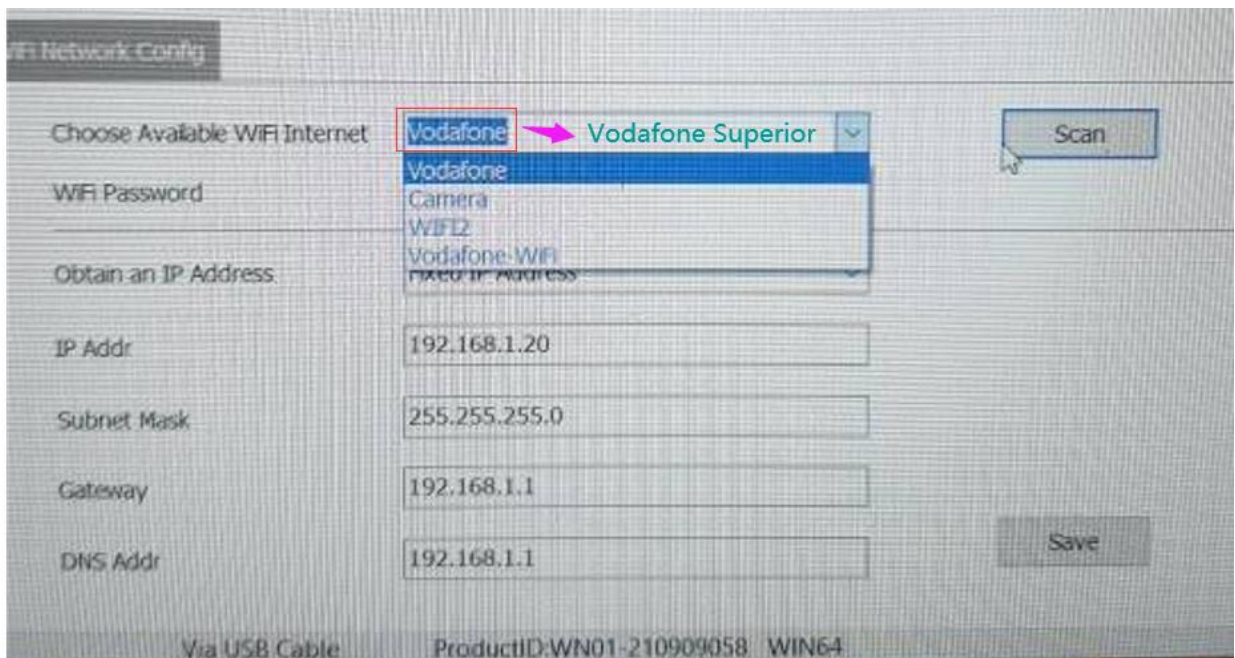
**Solution 2:** Make Sure the Wired Network Config Default Mode is “Obtain an IP Address via DHCP”

## 1.7. Check Whether Disabled the “Enable bidirectional support” Option or Not as Below



## 1.8. Check Whether the Print Server Scanned the Complete WiFi Internet Name as below shows:

Eg: When need to connect the print server to **WiFi Internet “Vodafone Superior”**, because there has a space between “Vodafone” and “Superior”, after clicking the “Scan” button, the print server only gets the WiFi internet name before the space (**Vodafone**), so the user needs to fill in the complete WiFi Internet name “Vodafone Superior” manually, as below image shows:



Remarks: Only the WiFi internet name and password is correct, after assigned an IP address for the WiFi print server, this device can be found in your LAN internet.

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