

Retrieving the MAC Address for the DCE Printers

Steps to Print the Network Configuration Sheet:

1. Power Off the Printer

Flip the power switch to turn off the printer. The switch is either on the back side of the unit or on the left side, depending on the model.

2. Press and Hold the Feed Button

Locate the “Feed” button on the front of the printer and press it down.

3. Power On the Printer While Holding the Feed Button

While holding the “Feed” button, turn the printer back on and continue to hold the button.

4. Release the Feed Button

Keep holding the button until the receipt begins to print, then release it.

5. Retrieve the Printed Sheets

The printer will print two tickets. The network configuration sheet will be the second one. The MAC address is located at the very top of this sheet.

To the right is an example of the Network Configuration sheet. The MAC Address is the highlighted portion.

Troubleshooting:

- If the sheet does not print, ensure the printer has sufficient paper, is properly powered on and the paper hatch door is properly closed.

```
*****
Network Configuration
*****
MAC Addr : 00:11:62:41:CE:CF
IP Address      : 0.0.0.0
Subnet Mask     : 0.0.0.0
Default Gateway : 0.0.0.0
DHCP            : ENABLE
DHCP Timeout    : ENABLE

DNS 1           : 8.8.8.8
DNS 2           : 8.8.4.4

"user" Login Password : "guest"
"root" Login Password : "*****"
Web Refresh Time (Sec.) : 5
9100 Multi Session    : DISABLE
9100 Data Timeout (Sec.) : 0
Disconnect Message    : DISABLE
TCP#9100              : ENABLE
TCP#9101              : ENABLE
LPR                   : ENABLE
UDP#22222             : ENABLE
Telnet               : DISABLE

<< SSL/TLS >>
Certificate          : Self-Signed
Self-Signed Certificate : Not exist
CA-Signed Certificate : Not exist

<< Star Micronics Cloud >>
Service              : ENABLE
Receipt Upload       : ENABLE
Device ID            : qoydxxkyddmz

<< Star CloudPRNT >>
CloudPRNT Service    : ENABLE
Poll Interval        : 5 seconds
ID                   :
Encryption Level     : HIGH + MEDIUM
TLS1.3               : ENABLE

*****
Current IP Parameters Status
*****
IP Address           : 192.168.1.102
                    (DHCP)
Subnet Mask          : 255.255.255.0
Default Gateway      : 192.168.1.254


```