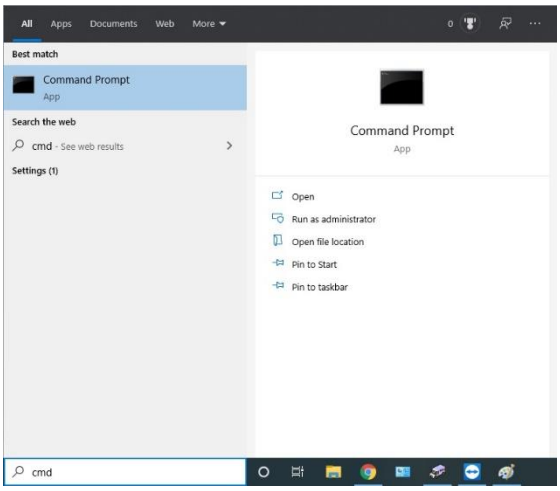
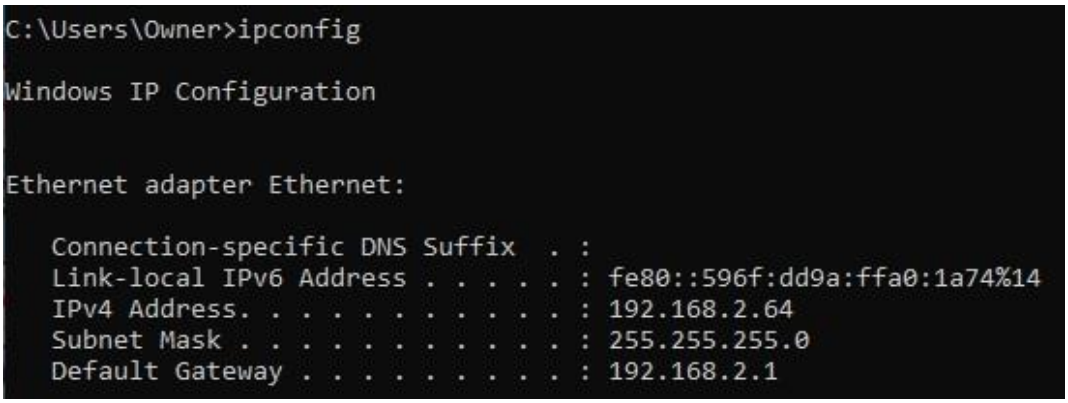
Pinging a network device from a Windows PC

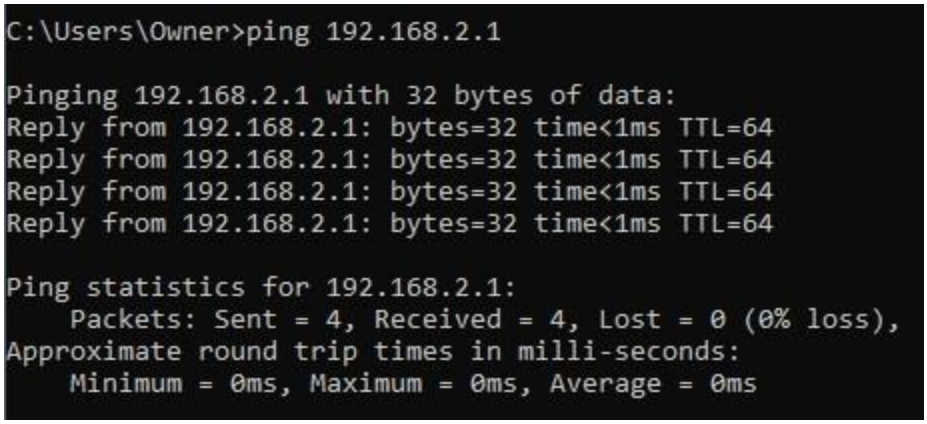
1. From the Windows search bar, type in **“cmd”** to search for “Command Prompt”. In the start menu list, click on “Command Prompt” to run.



2. In the Command Prompt window, enter the command **ipconfig** and hit enter. Make sure that the IP address listed is in the same range as the IP added on the printer and that the Subnet Mask and Gateway are the same between both the PC and the printer.



3. Type in the following command into the Command Prompt window to ping your network device, replacing the field <your network IP here> with the IP address set in the printer. **ping <your network IP here>**. You should receive an output similar to the image below if this was successful.



Once we confirm that the Windows device is seeing the printer correctly on the network, we can proceed with the installation of the print driver.