



# USER ARTICLE PRINTER NOT CONNECTING



**Version 2026.1**

# SCOTTSDALE

THE TRUSTED STEEL-FRAMING PARTNER

# PRINTER NOT CONNECTING

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## Problem/Question

Printer Can't Connect to software.

## Possible Causes

- Printer IP address mismatch between RF software and printer.
- Incorrect or missing printer serial number in RF software.
- Printer not showing as "Online / Ready."

## Possible resolution

- Open RF Machine Software
- Start the RF control software on the machine's PC.
- Navigate to Settings > Printer Setup. Check Printer IP Address.
- Ensure the printer has a fixed IP (default example: 192.168.0.150).
- In the RF software, confirm the printer IP matches.

If unsure, check in the printer's own software (Sojet) under Network Settings. Verify Printer Serial Number.

Open the printer software.

- Locate the Printer Serial Number / Device ID.
- Enter this serial number into the RF Printer Setup screen.
- Save settings. Run a Test.
- Confirm the printer is Online / Ready in its software.

## Quick Tip

- No Connection / Timeout → Check IP, serial number, and confirm printer is visible in software.
- Wrong Printer Selected → Confirm correct serial number in RF software.