

# How-To: Find the name of a printer

Sometimes tech support will ask you to provide the name of a printer when you're having issues with a printer. Here's how you do that.



Knowing the correct name of the printer will be very helpful when talking to the helpdesk, so they can correctly identify the problem.

## Read the label:

Every Papercut printer should have a label with its name on it.

Some examples are:

**mfp-to-cowee-01-t**

**pr-hp-admissions-31-t**

## Understanding the name:

Because different printers have different functions, we have two major categories

**Multi-Functional Printers (MFP)**, and **Printers (PR)**

MFPs have the ability to scan to email, flash drives, and network locations, and can also fax if connected to a phone line.

Printers do not have those functions, and are just normal printers.

Printers with **-to-** in the name are Toshiba printers and use the ToshibaBW or ToshibaColor print queues. Printers with **-hp-** in the name are HP printers and use the HP-BW or HP-Color print queues.

## Wrapping up

If you come across a printer without a label and still need assistance, please call the helpdesk at 518-244-4777 with your name, location, and a detailed description of the problem.

## Related articles

- [How-To: Scan using a Sage Multi-Functional Printer \(MFP\)](#)
- [How-To: Find the name of a printer](#)
- [Printing at Sage](#)
- [How-To: Printing Using a Department Number](#)
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