Checking Mercury Network Connectivity

If you are having issues sending and receiving orders via the Mercury Network, you may need to confirm your connection is working. This will assist the Mercury Technology Assistance Center (MTAC) in determining the issue. You can confirm connectivity by sending a General message to FTD and waiting for a verified copy of the message to print.

To check your connectivity to the Mercury Network:

1. On the **FTD Mercury Main Menu**, in the **Search** area, click **Message**. **Message Center** opens.
2. Click the **New Message** button. The **New Message** window opens.
3. Select the **General** option and click **OK**. The **General Message Detail** window opens.
4. In the **Filling Florist** field, enter **90-5034AA** for the florist code.
5. Click **Yes** when a message appears stating "*90-5034AA belongs to FTD, Inc. Transmit with this code?*"
6. From the **Priority** list, select **Express**.
7. In the **Text or Reason** field, enter **Test for Mercury Connection**.
8. From the **Operator** list, select your employee name.
9. From the **Sending Florist** list, ensure your store is selected.
10. Click **Send**.

A verified copy of the message should print out on your Mercury printer within a few minutes. If a verified copy prints, you have a connection to the Mercury Network. If you do not receive a printout within 10 – 15 minutes, contact MTAC for support.

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Open the Message Center from the FTD Mercury Main Menu by clicking the Message button in the Search area at the top right of the window. Once in the Message Center, click New Message.

You send the General message to 90-5034AA. Make sure you state in the Text or Reason field that this is a test for your Mercury Network connection.

General Message Detail

Filling Florist (F2): 90-5034AA

Priority: Express

Text or Reason
Test for Mercury Connection

Operator: Jason Jones
Sending Florist: 90-5893AF DOC'S BLOOMS

Send (F9)   Escape

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