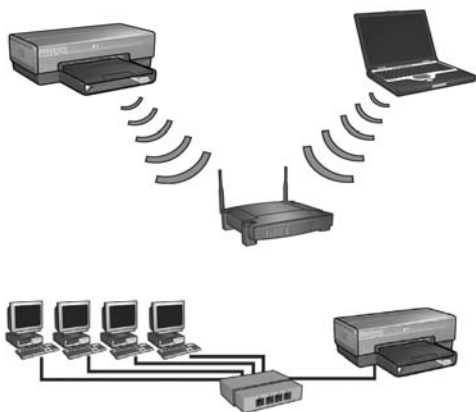


HP Deskjet 6800 series



Network Guide 网络指南





English

Edition 1 May 2004

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Networking the HP Deskjet 6800 series printer

Thank you for buying the HP Deskjet 6800 series printer!



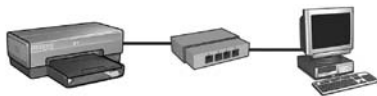
This guide contains the following information about networking your printer:

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Connecting the printer to a wireless network



Getting started

Has the printer hardware been set up?

Follow the instructions on the setup poster that came with the printer to set up the printer hardware before connecting the printer to the network.

Are computers on the network protected by a software firewall?

If any of the computers on the network are protected by a software firewall, follow the instructions under "Configuring the printer for a software firewall" on page 52 before connecting the printer to the network.

Connecting to the printer

Step 1: Find the network basic wireless settings

You need to know the **network name (SSID)** and **communication mode** of the network. Consult the configuration utility for the network Wireless Access Point (WAP) or the computer network card for these settings.

For more information, see "Step 1: Find the network basic wireless settings" on page 5.

Step 2: Find the network wireless security settings

You need to know what type of security your network uses: WPA, WEP, or none.

For more information, see "Step 2: Find the network wireless security settings" on page 7.

Go to the next page...

Step 3: Install the printer software for a wireless connection

The steps for installing the printer software on your computer vary by operating system and communication mode.

For installation instructions, see “Step 3: Install the printer software for a wireless connection” on page 9.



Wireless Network Key? If you use a USB flash drive as a Wireless Network Key to configure devices for your wireless network, skip steps 1 and 2 and go to “Infrastructure network with a Wireless Network Key” on page 10.

Step 1: Find the network basic wireless settings

In order to install the printer on a wireless network, you need to know the **communication mode** and **network name (SSID)** of the network. To find these settings, consult the configuration utility for the computer network card or for the network Wireless Access Point (WAP).

Communication mode

There are two options for the network communication mode:

- Infrastructure
- Ad hoc

Infrastructure (recommended)

If you want to use a Wireless Access Point (WAP) to connect the printer to a network, then set the printer to the infrastructure communication mode. In the Infrastructure mode the printer communicates with other devices on the network, whether the devices are wired or wireless, through a WAP. WAPs commonly act as routers or gateways on small networks.



Ad hoc or computer-to-computer networks

If you do not want to use a WAP to connect the printer to a wireless network, then set the printer to the ad hoc, or "computer-to-computer," communication mode. In the ad hoc mode, the printer communicates directly with other wireless devices.



Network name (SSID)

A network name, or “Service Set Identifier (SSID),” identifies a particular wireless network. In order to operate on a network, a device must know the network name of the network.

More information

For more information about wireless networking concepts, see the online user’s guide. The online user’s guide is available after you install the printer software on your computer.

Step 2: Find the network wireless security settings

The printer **must** share the same network wireless security settings as the other devices on the network. If the printer does not have the correct wireless security settings, other devices on the network will not be able to use the printer.

To find the security settings for the wireless network, consult the configuration utility for the computer wireless network card or the network Wireless Access Point (WAP).

Types of wireless security

You can configure the printer to use the following wireless security options:

- Open system (no security)
- Wired Equivalent Privacy (WEP)
- Wi-Fi Protected Access (WPA)

Open system (no security)

On an open system, the network does not require authorization or encryption.

To configure the printer to operate on an open system, you need to know the network communication mode and network name (SSID). For help finding these items, see "Step 1: Find the network basic wireless settings" on page 5.

Wired Equivalent Privacy (WEP)

Wired Equivalent Privacy (WEP) provides security by encrypting data sent over radio waves from one wireless device to another wireless device. Devices on a WEP-enabled network use WEP keys to encode data.

To configure the printer to operate on a network that uses WEP, you must know the WEP key(s) that the network uses.

Wi-Fi Protected Access (WPA)

Wi-Fi Protected Access (WPA) provides security by doing the following:

- Encrypting data sent over radio waves from one wireless device to another wireless device
- Controlling access to network resources through authentication protocols

To configure the printer to operate on a network that uses WPA, you must know the passphrase and authentication protocol that the network uses.

Step 3: Install the printer software for a wireless connection

Software Firewall? If your computer is protected by a software firewall, follow the steps under "Configuring the printer for a software firewall" on page 52 before installing the printer software.

Windows



Wireless Network Key? If you use a USB flash drive as a Wireless Network Key to configure devices for your wireless network, see "Infrastructure network with a Wireless Network Key" on page 10.

Infrastructure network (recommended)

1. Use an Ethernet cable to connect the printer to an Ethernet port on the network, such as an available Ethernet port on a Wireless Access Point (WAP), router, hub, or wall socket.
2. Insert the printer software CD in the computer CD-ROM drive, and then follow the onscreen instructions.
3. On the **Connection Type** screen, select **Wireless**, and then click **Next**.
4. Follow the onscreen instructions to complete the software installation.

Additional computers

You must install the printer software on each computer that will use the printer. Follow steps 2 through 4 above to install the printer software on other network computers.

The Ethernet cable is only needed when installing the printer software and configuring its wireless settings during the first installation on the network. The Ethernet cable is not required for installing the printer on other computers on the network.

Infrastructure network with a Wireless Network Key

Getting ready

Using a USB flash drive as a Wireless Network Key is a fast and convenient way to configure a device to operate on a wireless network.



In order to use a USB flash drive as a Wireless Network Key to configure the printer, you must have a computer with Windows XP Service Pack 2 and a wireless network card installed. To obtain Windows XP Service Pack 2, visit the Microsoft Web site at this address: www.microsoft.com.

Using the Wireless Network Key

Follow these steps to use a Wireless Network Key to configure the printer for your wireless network:

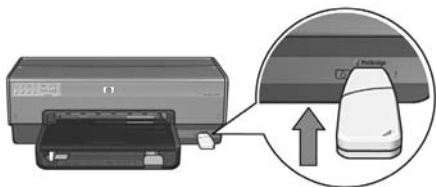
1. On the Windows desktop, click **Start**, point to **Programs**, point to **Accessories**, point to **Communications**, and then click **Wireless Network Setup**.
2. On the wireless network setup wizard, enter the network name of the wireless network, then do one of the following tasks:
 - To let Windows create the Wireless Network Key, select the automatic option.
 - To create the Wireless Network Key yourself, select the manual option.

Note: If the router on your network does not support the use of a Wireless Network Key, you must select the manual option. If you select the manual option, you must know the wireless network security settings.

3. Follow the onscreen instructions until you are prompted to remove the Wireless Network Key from the computer.

Go to the next page...

4. With the printer powered on, plug the Wireless Network Key into the PictBridge USB port on the front of the printer.



5. Wait for the printer lights to flash simultaneously three times.
6. Plug the Wireless Network Key into the computer, and then follow the onscreen instructions to complete the wireless network setup wizard.
7. Insert the printer software CD in the computer CD-ROM drive, and then follow the onscreen instructions.
8. On the **Connection Type** screen, select **Wireless**, and then click **Next**.
9. Follow the onscreen instructions to complete the software installation.

Additional computers

You must install the printer software on each computer that will use the printer. Follow steps 7 through 9 above to install the printer software on other network computers.

Ad hoc

Devices on the ad hoc network must:

- Be 802.11b compatible
- Have **ad hoc** as the communication mode
- Have the same network name (SSID)
- Be on the same subnet
- Be on the same channel
- Have the same wireless security settings

Follow these steps to connect to the printer using the factory default ad hoc network settings:

1. Open the configuration utility for the computer wireless network card, and then do the following tasks:
 - a. Create a new wireless profile with the following values:
 - Communication mode: **ad hoc**
 - Network Name (SSID): **hpsetup**
 - Security (encryption): **disabled**
 - b. Activate the profile.
2. Wait two minutes for the printer to obtain an IP address, and then press the **HP Report** button to print an HP Report page.



3. On the HP Report page, verify the following settings:
 - The network name (SSID) is **hpsetup**
 - The communication mode is **ad hoc**
 - The subnet mask and channel match those of your wireless network
 - The IP address is *something other than* **0.0.0.0**

If one of the above is not true, delete the wireless profile created in step 1, and then repeat steps 1 through 3.

Go to the next page...

4. Insert the printer software CD in the computer CD-ROM drive, and then follow the onscreen instructions.
5. On the **Connection Type** screen, select **Wireless**, and then click **Next**.
6. Follow the onscreen instructions to complete the software installation.

Additional computers

You must install the printer software on each computer that will use the printer. Follow steps 4 through 6 above to install the printer software on other network computers.

Advanced setup

For instructions on configuring the printer to operate on ad hoc networks other than the **hpsetup** factory default, visit the HP Web site at www.hp.com/support.

802.11g

The printer defaults to 802.11b in ad hoc mode in order to be compatible with the widest assortment of 802.11 devices. If your network is made up of only 802.11g devices, then you might want to configure the printer to operate in 802.11g mode in order to optimize network performance.

Follow these steps to configure the printer to operate in 802.11g mode while connected to an ad hoc network:

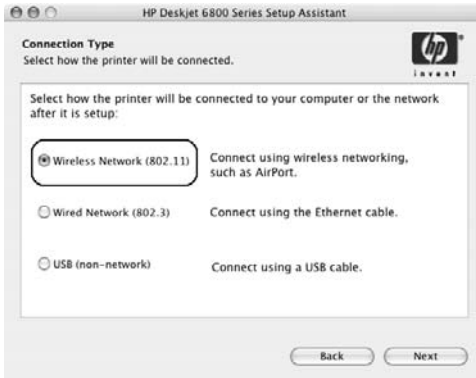
1. Open the printer embedded Web server (EWS). For help opening the EWS, see page 50.
2. Click the **Networking** tab.
3. Under the **Connections** heading, click **Wireless (802.11)**.
4. Click the **Advanced** tab.
5. Scroll to the bottom of the Web page, and clear the **In an ad hoc network use 802.11b behavior** check box.
6. Click the **Apply** button, and then close the EWS.

Macintosh

Mac OS X

Infrastructure network (recommended)

1. Use an Ethernet cable to connect the printer to an Ethernet port on the network, such as an available Ethernet port on a Wireless Access Point (WAP), router, hub, or wall socket.
2. Insert the printer software CD in the computer CD-ROM drive, and then double-click the CD desktop icon.
3. Double-click the **HP Deskjet 6800 installer** icon, and then follow the onscreen instructions.
4. On the **Connection Type** screen, select **Wireless Network (802.11)**, and then click **Next**.



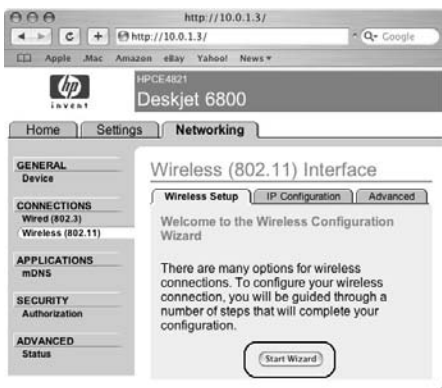
5. Proceed through the next several screens to find the printer on the network.

Go to the next page...

6. On the **Confirm or Change Settings** screen, click the **Change Settings** button.



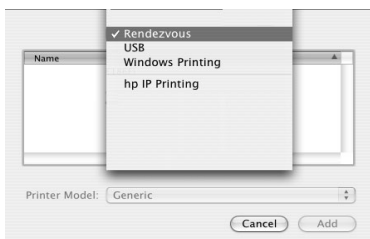
7. On the **Change Settings** screen, click the **Change Settings** button.
The printer embedded Web server (EWS) opens.
8. On the EWS, click the **Networking** tab.
9. Under the **Connections** heading, click **Wireless (802.11)**.
10. On the **Wireless (802.11) Interface** screen, click the **Start Wizard** button to start the Wireless Configuration Wizard.



Go to the next page...

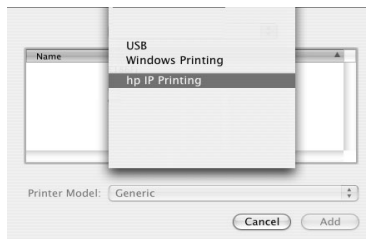
11. Follow the onscreen instructions to configure the printer settings.
12. After the **Wireless Configuration Wizard** is finished, close the EWS.
13. On the **Confirm or Change Settings** screen, click **Next**.
14. Follow the onscreen instructions to complete the printer software installation.
15. On the **Add Printer** screen, click **Open Print Center**.
16. Click **Add Printer**.
17. Do one of the following depending on the version of Mac OS X you are using:

Mac OS X v 10.2.3 and later



Select **Rendezvous**.

Mac OS X v 10.2.2 and earlier



Select **HP IP Printing**, then click the **Discover** button.

18. Select the printer, and then click the **Add** button.
19. Close **Print Center**.

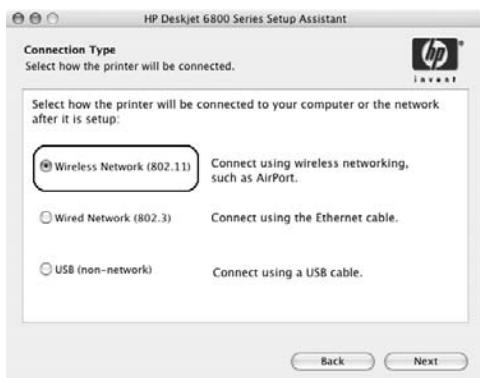
Additional computers

Follow these steps to install the printer software on each computer that will use the printer.

1. Insert the printer software CD in the computer CD-ROM drive, and then double-click the CD desktop icon.
2. Double-click the **HP Deskjet 6800 installer** icon, and then follow the onscreen instructions.
3. Close the **HP Deskjet 6800 series printer Setup Assistant** when it appears.
Since the printer is already configured for the network, you do not need to use the setup assistant.
4. Open **Print Center**, and then follow steps 15 through 19 above.

Ad hoc or computer-to-computer

1. Use an Ethernet cable to connect the printer to the computer.
2. Insert the printer software CD in the computer CD-ROM drive, and then double-click the CD desktop icon.
3. Double-click the **HP Deskjet 6800 installer** icon, and then follow the onscreen instructions.
4. On the **Connection Type** screen, select **Wireless Network (802.11)**, and then click **Next**.



5. Proceed through the next several screens to find the printer on the network.

Go to the next page...

6. On the **Confirm or Change Settings** screen, click the **Change Settings** button.

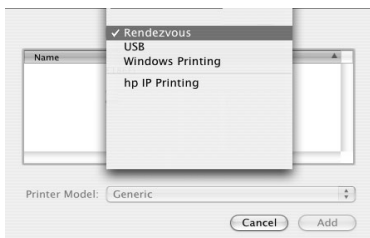


7. On the **Change Settings** screen, click the **Change Settings** button.
The printer embedded Web server (EWS) opens.
8. On the EWS, click the **Networking** tab.
9. Under the **Connections** heading, click **Wireless (802.11)**.
10. On the **Wireless (802.11) Interface** screen, click the **Advanced** tab.
11. Enter the wireless network settings for the wireless network to which you want to connect the printer:
- Under the **Network Name** heading, enter the network name (such as "MyNetwork") in the **SSID** box.
 - Under the **Network Settings** heading:
 - Select **Ad Hoc**.
 - Select the channel from the **Channel** drop-down list.
 - Enter the network wireless security settings.
12. After entering the wireless network settings, click the **Apply** button, and then close the EWS.
13. On the **Add Printer** screen, click **Open Print Center**.
14. Click **Add Printer**.

Go to the next page...

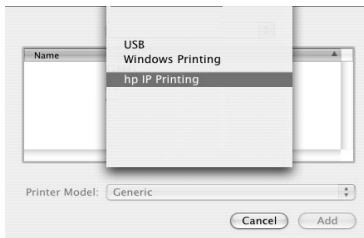
15. Do one of the following depending on the version of Mac OS X you are using:

Mac OS X v 10.2.3 and later



Select **Rendezvous**.

Mac OS X v 10.2.2 and earlier



Select **HP IP Printing**, then click the **Discover** button.

16. Select the printer, and then click the **Add** button.

17. Close **Print Center**.

Additional computers

Follow these steps to install the printer software on each computer that will use the printer.

1. Insert the printer software CD in the computer CD-ROM drive, and then double-click the CD desktop icon.
2. Double-click the **HP Deskjet 6800 installer** icon, and then follow the onscreen instructions.
3. Close the **HP Deskjet 6800 series printer Setup Assistant** when it appears.
Since the printer is already configured for the network, you do not need to use the setup assistant.
4. Open **Print Center**, and then follow steps 13 through 17 above.

802.11g

The printer defaults to 802.11b in ad hoc mode in order to be compatible with the widest assortment of 802.11 devices. If your network is made up of only 802.11g devices, then you might want to configure the printer to operate in 802.11g mode in order to optimize network performance.

To configure the printer to operate in 802.11g mode while connected to an ad hoc network, follow the steps under "802.11g" on page 13.

Mac OS X Classic

1. Follow the steps on page 14 to install the printer software on a Mac OS X computer.
2. Open **Chooser**, and then select the **HP Inkjet 6.x** icon.

Note: If you do not see the **HP Inkjet 6.x** icon, then insert the printer software CD into the computer CD-ROM drive and follow the onscreen instructions to install the Mac OS 9 printer driver. Then repeat step 1.

3. When asked if you want the computer to scan for TCP/IP network printers, click **Yes**.
4. Select the printer, and then close **Chooser**.

Mac OS 9

Infrastructure network without encryption

1. Use an Ethernet cable to connect the printer to an Ethernet port on the network, such as an available Ethernet port on a Wireless Access Point (WAP), router, hub, or wall socket.
2. Verify that the Network light is illuminated. If not, check the cable connections.



3. Press the printer **Report Page** button to print an HP Report page.



4. Launch the computer Internet browser, and then enter the printer URL listed on the HP Report page in the address box to open the printer embedded Web server (EWS).
5. On the EWS, click the **Networking** tab.
6. Under the **Connections** heading, click **Wireless (802.11)**.
7. On the **Wireless (802.11) Interface** screen, click the **Start Wizard** button to start the Wireless Configuration Wizard.



Go to the next page...

8. Follow the onscreen instructions to configure the printer settings.
9. After the **Wireless Configuration Wizard** is finished, close the EWS.
10. Unplug the Ethernet cable from the printer to enable wireless communication.
11. Insert the printer software CD in the computer CD-ROM drive, and then double-click the CD desktop icon.
12. Double-click the **HP Deskjet 6800 installer** icon, and then restart the computer when prompted.
13. Open **Chooser**, and then select the **HP Inkjet 6.x** icon.
14. When asked if you want the computer to scan for TCP/IP network printers, click **Yes**.
15. Select the printer, and then close **Chooser**.

Additional computers

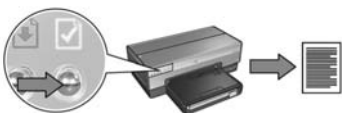
You must install the printer software on each computer that will use the printer. Follow steps 11 through 15 above to install the printer software on other network computers.

Infrastructure network with encryption

1. Open the **AirPort Admin Utility**, then do the following:
 - a. Click **Base Station**, and then select **Equivalent Network Password**.
 - b. Write down the WEP key on a piece of paper.
 - c. Close the **AirPort Admin Utility**.
2. Use an Ethernet cable to connect the printer to an Ethernet port on the network, such as an available Ethernet port on a Wireless Access Point (WAP), router, hub, or wall socket.
3. Verify that the Network light is illuminated. If not, check the cable connections.



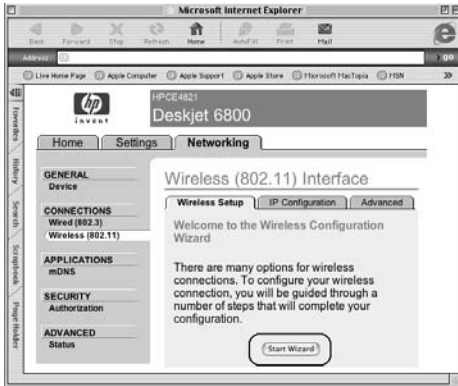
4. Press the printer **Report Page** button to print an HP Report page.



5. Launch the computer Internet browser, and then enter the printer URL listed on the HP Report page in the address box to open the printer embedded Web server (EWS).
6. On the EWS, click the **Networking** tab.
7. Under the **Connections** heading, click **Wireless (802.11)**.

Go to the next page...

- On the **Wireless (802.11) Interface** screen, click the **Start Wizard** button to start the Wireless Configuration Wizard.



- Follow the onscreen instructions to configure the printer settings, including the WEP key you wrote down in step 1.
- After the **Wireless Configuration Wizard** is finished, close the EWS.
- Unplug the Ethernet cable from the printer to enable wireless communication.
- Insert the printer software CD in the computer CD-ROM drive, and then double-click the CD desktop icon.
- Double-click the **HP Deskjet 6800 installer** icon, and then restart the computer when prompted.
- Open **Chooser**, and then select the **HP Inkjet 6.x** icon.
- When asked if you want the computer to scan for TCP/IP network printers, click **Yes**.
- Select the printer, and then close **Chooser**.

Additional computers

You must install the printer software on each computer that will use the printer. Follow steps 12 through 16 above to install the printer software on other network computers.

Ad hoc or computer-to-computer

1. Press the printer **Report Page** button to print an HP Report page.



2. Open the **AirPort Setup Assistant**, and then follow the onscreen instructions for joining an existing wireless network. Use **hpsetup** as the existing network to join.
3. Find the **URL** listed on the HP Report page.
4. Launch the computer Internet browser, and then enter the printer URL listed on the HP Report page in the address box to open the printer embedded Web server (EWS).
5. On the EWS, click the **Networking** tab.
6. Under the **Connections** heading, click **Wireless (802.11)**.
7. On the **Wireless (802.11) Interface** screen, click the **Advanced** tab.
8. Enter the wireless network settings for the wireless network to which you want to connect the printer:
 - Under the **Network Name** heading, enter the network name (such as "MyNetwork") in the **SSID** box.
 - Under the **Network Settings** heading:
 - Select **Ad Hoc**.
 - Select the channel from the **Channel** drop-down list.
 - Enter the network wireless security settings.
9. After entering the wireless network settings, click the **Apply** button, and then close the EWS.
10. Open the **AirPort Setup Assistant**, and then reset the computer to the original AirPort configuration.

Go to the next page...

11. Insert the printer software CD in the computer CD-ROM drive, and then double-click the CD desktop icon.
12. Double-click the **HP Deskjet 6800 installer** icon, and then restart the computer when prompted.
13. Open **Chooser**, and then select the **HP Inkjet 6.x** icon.
14. When asked if you want the computer to scan for TCP/IP network printers, click **Yes**.
15. Select the printer, and then close **Chooser**.

Additional computers

You must install the printer software on each computer that will use the printer. Follow steps 11 through 15 above to install the printer software on other network computers.

802.11g

The printer defaults to 802.11b in ad hoc mode in order to be compatible with the widest assortment of 802.11 devices. If your network is made up of only 802.11g devices, then you might want to configure the printer to operate in 802.11g mode in order to optimize network performance.

To configure the printer to operate in 802.11g mode while connected to an ad hoc network, follow the steps under "802.11g" on page 13.

Troubleshooting a wireless connection

During software installation

During the software installation process, the setup wizard searches for the printer twice, once when the Ethernet cable is connected to the printer, and then after the Ethernet cable has been removed.

The computer cannot find the printer when the Ethernet cable is connected

If the computer cannot find the printer when the Ethernet cable is connected, verify the following before investigating any of the topics in this section:

- All cable connections to the computer and the printer are secure.
- The network is operational and the network hub, switch, router, or Wireless Access Point (WAP) is powered on.
- The printer is powered on, paper is loaded in the In tray, and the print cartridges are correctly installed.
- All applications, including virus protection programs and personal firewalls, are closed or disabled.

If you corrected any of the above, try running the installation wizard again.

Connect the Ethernet cable if it is not connected

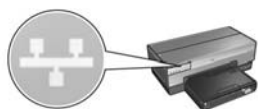
Connecting the Ethernet cable to the printer is crucial to successfully configuring the printer to operate on a wireless network.

Use an Ethernet cable to connect the printer to an Ethernet port on the network, such as an available Ethernet port on a Wireless Access Point (WAP), router, hub, or wall socket.

After connecting the cable, rerun the installation wizard. When prompted during the installation, remove the Ethernet cable.

Check the Network light

Check the Network light on the front of the printer. If the Network light is not illuminated, then the printer is not connected to the network.



Verify that the cable connections are secure. If the cable connections are secure, press the **Report Page** button on the front of the printer to print an HP Report page.



Then try one of the following solutions to connect the printer to the network.

- **Disable any software firewall running on the computer**

A software firewall can prevent the computer from finding the printer on the network during the printer software installation process. If the computer cannot discover the printer, then the printer software cannot be installed on the computer. If the computer has a software firewall other than the firewall included with Windows XP installed (such as, BlackICE®, ZoneAlarm®, or Brickhouse®), consult the documentation that came with the firewall for help in disabling the firewall.

Note: The software firewall included with Windows XP does not interfere with the connection to the printer. If the computer is only running the Windows XP software firewall, then you do not need to disable the firewall during software installation or assign the printer a static IP address.

Before installing the printer software on a computer, temporarily disable the software firewall on the computer, and then assign the printer a static IP address. After the printer software is installed on the computer, re-enable the firewall.

For instructions about connecting the printer to a network on which computers are protected by a software firewall, go to "Configuring the printer for a software firewall" on page 52.

- **Place the printer and the computer on the same subnet**

A subnet is a small network that is part of a larger network. If the computer is on a different subnet than the printer, the software installation can be problematic.

Compare the printer IP address listed on the HP Report page with the IP address for the computer. If the first set of digits in the IP addresses are not identical, then the printer and the computer are not on the same subnet. For example, if the computer IP address begins with 169 and the printer IP address begins with 10, then the printer and the computer are not on the same subnet.

To find the IP address on a Windows computer:

1. Click **Start**, click **Run**, and then enter **Command**.
2. Type **ipconfig** at the command prompt, and then press **Enter**.

To find the IP address on a Macintosh OS X computer:

1. Open the **Network** control panel.
2. Select **Airport** in the **Show** drop-down list, and then click **TCP/IP**.

To find the IP address on a Macintosh OS 9 computer, select **TCP/IP** from the **Apple** menu.

If the computer and the printer are not on the same subnet, move the printer to the same subnet as the computer, and then run the setup wizard again.



The computer and the printer are on different subnets.



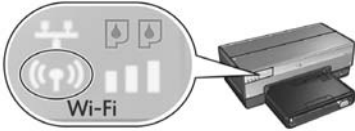
The computer and the printer are on the same subnet.

- **Verify that the computer is connected to the network**

Verify that the computer is connected to the network and the computer LAN or network card is operating correctly.

The computer cannot find the printer after you remove the network cable

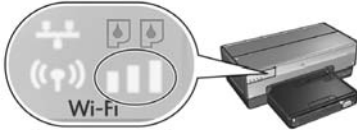
Check the Wireless Status light on the front of the printer. If the Wireless Status light is not illuminated, then the printer wireless radio is not active.



Verify that the network cable has been removed from the printer. The printer cannot communicate over a wireless connection if the network cable is connected to the printer Ethernet port.

Check the Network light

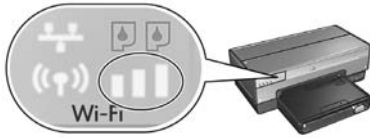
Check the Network light on the front of the printer. If the Network light is not illuminated, then the printer is not connected to the network.



Try the following solutions:

- **Check the Signal Strength indicator**

Check the Signal Strength indicator on the front of the printer. If all three bars are illuminated, then the printer is receiving a strong radio signal.



If none or only one of the bars on the Signal Strength indicator is illuminated, then verify the following conditions:

- No large objects are obstructing the path between the printer and the WAP or the printer and the computer.
 - The printer is within range of the WAP or computer.
 - A cordless phone or microwave oven is not operating near the wireless network.
- **Compare the printer wireless settings to the network wireless settings**

Press the **Report Page** button on the front of the printer to print an HP Report page.



Check the settings displayed on the HP Report page against the wireless settings for the network. Find the settings that do not match. Use the Ethernet cable to connect the printer to the network, rerun the setup wizard, and then enter the correct network wireless settings to configure the printer for the network.

- **The Wireless Access Point (WAP) filters by MAC address**

If the network WAP or router filters network devices by MAC address, then follow these steps:

1. Find the printer hardware address (MAC address) on the HP Report page.
2. Open the configuration utility for the WAP or router.
3. Enter the printer MAC address for the printer.

For help using the configuration utility for the WAP or router, consult the documentation that came with the WAP or router.

After software installation Printer does not print

If the printer does not print, then verify the following:

- The printer is loaded with paper.
- The printer is not experiencing a paper jam.
- The Print Cartridge Status lights on the front of the printer are not illuminated or flashing.
- The printer is selected in the application from which you are attempting to print.
- The network is operational and the network hub, switch, router, or Wireless Access Point (WAP) is powered on.
- The printer is powered on.

For further troubleshooting information, see the printer online user's guide installed on the computer.

If each of the above conditions is true, then follow the steps to check the Network light as shown under "Check the Network light" on page 30.

Network settings are wrong or have changed

If any of the settings displayed on the HP Report page do not match the network settings, or if the network wireless security settings have changed, follow these steps:

1. Connect the Ethernet cable to the printer Ethernet port, and then do one of the following tasks:
 - For an ad hoc network: connect the Ethernet cable to your computer.
 - For an infrastructure network: connect the Ethernet cable to the Wireless Access Point or router.
2. Open the printer embedded Web server (EWS). For help opening the EWS, see page 50.
3. On the EWS, click the **Networking** tab.
4. Under the **Connections** heading click **Wireless (802.11)**.
5. Click the **Wireless Setup** button to run the wireless setup wizard.
6. After the wireless setup wizard has finished, close the EWS, and then disconnect the Ethernet cable.

If the printer still does not print, try the following solutions:

- **Network authentication protocol is not supported by the printer**

If you changed the network authentication protocols on your wireless network after connecting the printer to the network, you might have selected a protocol that is not supported by the printer.

The printer can support WEP authentication, WPA-AES, and WPA-TKIP. The network to which the printer is connected must use one of these authentication protocols or no authentication at all.

- **Software firewall is blocking access to the printer**

If your network uses DHCP or AutoIP to assign IP addresses to network devices, then a software firewall installed on your computer might block access to the printer after the printer is connected to the network and the printer software is installed on the computer.

Note: The software firewall included with Windows XP does not interfere with the connection to the printer. If the computer is only running the Windows XP software firewall, then you do not need to disable the firewall during software installation or assign the printer a static IP address.

To fix this problem, follow the steps under "Configuring the printer for a software firewall" on page 52.

- **The printer and the computer are not on the same subnet**

A subnet is a small network that is part of a larger network. If the computer is on a different subnet than the printer, the computer and the printer might not be able to communicate.

Compare the printer IP address listed on the HP Report page with the IP address for the computer. If the first set of digits in the IP addresses are not identical, then the printer and the computer are not on the same subnet. For example, if the computer IP address begins with 169 and the printer IP address begins with 10, then the printer and the computer are not on the same subnet.

To find the IP address on a Windows computer:

1. Click **Start**, click **Run**, and then enter **Command**.
2. Type **ipconfig** at the command prompt, and then press **Enter**.

To find the IP address on a Macintosh OS X computer:

1. Open the **Network** control panel.
2. Select **Airport** in the **Show** drop-down list, and then click **TCP/IP**.

To find the IP address on a Macintosh OS 9 computer, select **TCP/IP** from the **Apple** menu.

If the computer and the printer are not on the same subnet, move the printer to the same subnet as the computer.

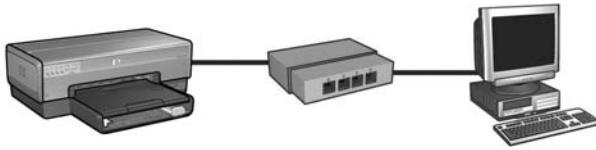


The computer and the printer are on different subnets.



The computer and the printer are on the same subnet.

Connecting the printer to a wired Ethernet network



Getting started

Has the printer hardware been set up?

Follow the instructions on the setup poster that came with the printer to set up the printer hardware before connecting the printer to the network.

Are computers on the network protected by a software firewall?

If any of the computers on the network are protected by a software firewall follow the instructions under "Configuring the printer for a software firewall" on page 52 before connecting the printer to the network.

Connecting to the printer

Step 1: Connect the printer to the network

Use an Ethernet cable to connect the printer to the network hub, switch, or router.

For instructions on connecting the printer to a network, see "Step 1: Connect the printer to the network" on page 37.

Step 2: Install the printer software over a wired Ethernet connection

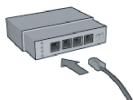
The steps for installing the printer software on your computer vary by operating system: Windows, Mac OS9, and Mac OS X.

For installation instructions, see "Step 2: Install the printer software over a wired Ethernet connection" on page 39.

Step 1: Connect the printer to the network



Follow these steps to connect the printer to an Ethernet network:

1. Verify that the printer is powered on.
2. Connect the Ethernet cable to the network hub, switch, or router.



Note: Do not plug the Ethernet cable into a port labeled **Internet**, **WAN**, or **Uplink**.

3. Connect the Ethernet cable to the Ethernet port on the back of the printer.
4. Do one of the following:

State of the Link light	Task
On 	Go to step 5.
Off 	Repeat steps 2 through 4. If the Link light is still off, then verify the following: <ul style="list-style-type: none"> • The printer is powered on. • The network hub, switch, or router is powered on. • All cable connections are secure. • You are using an Ethernet cable.

Go to the next page...

5. Press the printer **Report Page** button to print an HP Report page.



6. Install the printer software on each computer that will use the printer (see "Step 2: Install the printer software over a wired Ethernet connection" on page 39).

Note: It is recommended that the printer and the computers that use the printer be on the same subnet.

Step 2: Install the printer software over a wired Ethernet connection

Software Firewall? If your computer is protected by a software firewall follow the steps under "Configuring the printer for a software firewall" on page 52 before installing the printer software.

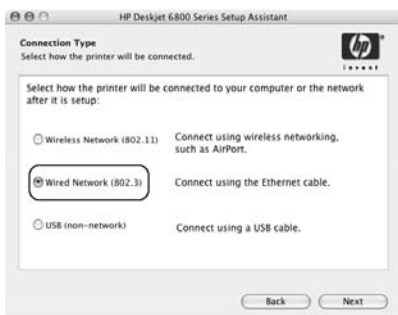
Windows

1. Insert the printer software CD in the computer CD-ROM drive, and then follow the onscreen instructions.
2. On the **Connection Type** screen, select **Wired Network**, and then click **Next**.
3. Follow the onscreen instructions to complete the software installation.

Macintosh

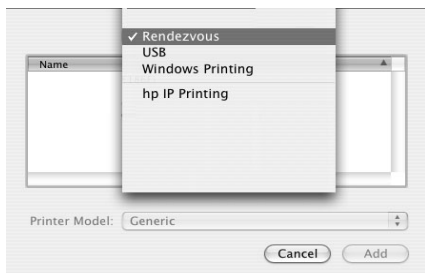
Mac OS X

1. Insert the printer software CD in the computer CD-ROM drive, and then double-click the CD desktop icon.
2. Double-click the **HP Deskjet 6800 installer** icon, and then follow the onscreen instructions.
3. On the **Connection Type** screen, select **Wired Network (802.3)**, and then click **Next**.

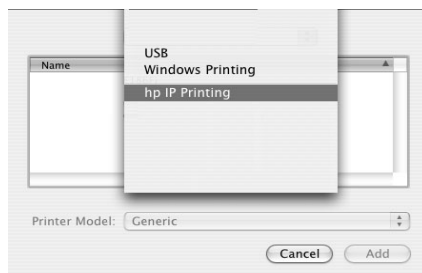


Go to the next page...

4. Follow the onscreen instructions to complete the software installation.
5. On the **Add Printer** screen, click **Open Print Center**.
6. Click **Add Printer**.
7. Do one of the following depending on the version of Mac OS X you are using:

Mac OS x v 10.2.3

Select **Rendezvous**.

Mac OS x v 10.2.2 and lower

Select **HP IP Printing**, and then click the **Discover** button.

8. Select the printer, and then click the **Add** button.
9. Close **Print Center**.

Mac OS 9

1. Insert the printer software CD in the computer CD-ROM drive, and then double-click the CD desktop icon.
2. Double-click the **HP Deskjet 6800 installer** icon, and then restart the computer when prompted.
3. Open **Chooser**, and then select the **HP Inkjet 6.x** icon.
4. When asked if you want the computer to scan for TCP/IP network printers, click **Yes**.
5. Select the printer, and then close **Chooser**.

Troubleshooting a wired Ethernet connection

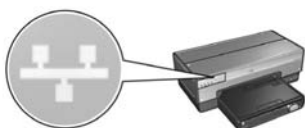
During installation

The computer cannot find the printer

If you are unable to install the printer software on the computer or discover the printer, verify the following before investigating any of the topics in this section:

- All cable connections to the computer and the printer are secure.
- The network is operational and the network hub, switch, or router is powered on.
- The printer is powered on.
- All applications, including virus protection programs and personal firewalls, are closed or disabled.

Check the Network light on the front of the printer. If the Network light is not illuminated, then the printer is not connected to the network.



Verify that the cable connections are secure. If the cable connections are secure, press the **Report Page** button on the front of the printer to print an HP Report page.



Then try one of the following solutions to connect the printer to the network.

- **Printer and computer are on different subnets**

A subnet is a small network that is part of a larger network. If the computer is on a different subnet than the printer, the software installation can be problematic.

Compare the printer IP address listed on the HP Report page with the IP address for the computer. If the first set of digits in the IP addresses are not identical, then the printer and the computer are not on the same subnet. For example, if the computer IP address begins with 169 and the printer IP address begins with 10, then the printer and the computer are not on the same subnet.

To find the IP address on a Windows computer:

1. Click **Start**, click **Run**, and then enter **Command**.
2. Type **ipconfig** at the command prompt, and then press **Enter**.

To find the IP address on a Macintosh OS X computer:

1. Open the **Network** control panel.
2. Select **Airport** in the **Show** drop-down list, and then click **TCP/IP**.

To find the IP address on a Macintosh OS 9 computer, select **TCP/IP** from the **Apple** menu.

If the printer and the computer are not on the same subnet, move the printer to the same subnet as the computer and then run the installation wizard again.



The computer and the printer are on different subnets.



The computer and the printer are on the same subnet.

- **Disable any firewall running on the computer**

A software firewall can prevent the computer from finding the printer on the network during the printer software installation process. If the computer cannot discover the printer, then the printer software cannot be installed on the computer.

If the computer has a software firewall other than the firewall included with Windows XP installed (such as BlackICE®, ZoneAlarm®, or Brickhouse®), consult the documentation that came with the firewall for help in disabling the firewall.

Note: The software firewall included with Windows XP does not interfere with the connection to the printer. If the computer is only running the Windows XP software firewall, then you do not need to disable the firewall during software installation or assign the printer a static IP address.

Before installing the printer software on a computer, temporarily disable the software firewall on the computer, and then assign the printer a static IP address. After the printer software is installed on the computer, re-enable the firewall.

For instructions about connecting the printer to a network on which computers are protected by a software firewall, go to "Configuring the printer for a software firewall" on page 52.

After installation

Printer does not print

If the printer does not print, then verify the following:

- The printer is loaded with paper.
- The printer is not experiencing a paper jam.
- The Print Cartridge Status lights on the front of the printer are not illuminated or flashing.
- The printer is selected in the application from which you are attempting to print.
- The network is operational and the network hub, switch, or router is powered on.
- The printer is powered on.
- All cable connections to the computer and the printer are secure.

For further troubleshooting information, see the printer online user guide installed on the computer.

Check the Network light on the front of the printer. If the Network light is not illuminated, then the printer is not connected to the network.



Verify that the cable connections are secure. If the cable connections are secure, press the **Report Page** button on the front of the printer to print an HP Report page.



Then try one of the following solutions to connect the printer to the network.

- **Printer and computer are on different subnets**

A subnet is a small network that is part of a larger network. If the computer is on a different subnet than the printer, the computer and the printer might not be able to communicate.

Compare the printer IP address listed on the HP Report page with the IP address for the computer. If the first set of digits in the IP addresses are not identical, then the printer and the computer are not on the same subnet. For example, if the computer IP address begins with 169 and the printer IP address begins with 10, then the printer and the computer are not on the same subnet.

To find the IP address on a Windows computer:

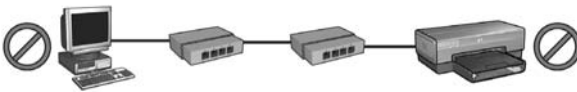
1. Click **Start**, click **Run**, and then enter **Command**.
2. Type **ipconfig** at the command prompt, and then press **Enter**.

To find the IP address on a Macintosh OS X computer:

1. Open the **Network** control panel.
2. Select **Airport** in the **Show** drop-down list, and then click **TCP/IP**.

To find the IP address on a Macintosh OS 9 computer, select **TCP/IP** from the **Apple** menu.

If the printer and the computer are not on the same subnet, move the printer to the same subnet as the computer.



The computer and the printer are on different subnets.



The computer and the printer are on the same subnet.

- **Software firewall is blocking access to the printer**

If your network uses DHCP or AutoIP to assign IP addresses to network devices, then a software firewall installed on your computer might block access to the printer after the printer is connected to the network and the printer software is installed on the computer.

Note: The software firewall included with Windows XP does not interfere with the connection to the printer. If the computer is only running the Windows XP software firewall, then you do not need to disable the firewall during software installation or assign the printer a static IP address.

To fix this problem, follow the steps under “Configuring the printer for a software firewall” on page 52.

Network settings have changed

Follow these steps to check the printer network settings listed on the HP Report page against the actual settings for the network:

1. Open the configuration utility for the network hub, switch, or router and find the network settings.
For help using the configuration utility for the network hub, switch, or router, consult the documentation that came with the hub, switch, or router.
2. Open the printer embedded Web server (EWS). For help opening the EWS, see page 50.
3. On the EWS, click the **Networking** tab.
4. Under the **Connections** heading, click **Wired (802.3)**.
5. Click the **IP Configuration** tab.
6. Enter the correct settings for network, and then click the **Apply** button.
7. Close the EWS.
8. Press the printer **Report Page** button to print an HP Report page.



9. Compare the printer network settings to the actual setting for the network. If the settings do not match, repeat steps 2 through 9.

Managing the printer on a network

The printer offers several tools to help you manage the printer on a network.

HP Report page	49
Embedded Web server (EWS)	50
Changing wireless security settings	51
Configuring the printer for a software firewall	52
Resetting the printer to factory default settings	57

HP Report page

Press the **Report Page** button to print an HP Report page.



The HP Report page supplies useful information about the printer wireless, wired, and PictBridge connections, such as the following items:

- URL: The address of the printer embedded Web server.
- Hardware address (MAC): The printer media access control (MAC) address.
- IP address: The IP address of the printer.
- Subnet mask: The subnet mask of the network to which the printer is connected.
- Default gateway: The IP address of the gateway.
- Communication mode: The wireless communication mode to which the printer is set.
- Network name (SSID): The network name of the wireless network to which the printer is connected.
- Channel: The number of the channel on which the printer wireless radio is broadcasting.
- Authentication type: The authentication protocol that the printer is using.
- Encryption: The wireless encryption strategy that the printer is using.

Embedded Web server (EWS)

The printer has an internal Web page, called the embedded Web server (EWS). You can access the EWS with an Internet browser.

To use the EWS, the printer must have a valid IP address and be on the same subnet as the computer you are using.

Follow these steps to open the EWS:

1. Press the printer **Report Page** button to print an HP Report page.



2. Find the printer URL on the HP Report page.

Note: Verify the printer URL is *something other than* **http://0.0.0.0** and that the subnet mask matches that of your computer. If either of these conditions is not true, connect an Ethernet cable to the printer and the network router, and then repeat steps 1 and 2.

3. Launch the Web browser (use either Internet Explorer 5 and higher, Netscape 4.75 and higher, or Safari).
4. Enter the printer URL in the browser address box, and then press **Enter**.



Changing wireless security settings

If you change the wireless security settings for your wireless network, you must reconfigure the printer with the new settings.

Getting started

Before reconfiguring the printer, you must find the following settings:

- Network name (SSID)
- The new wireless security settings:
 - WEP: Find the WEP key(s)
 - WPA: Find the passphrase and authentication protocol

Consult the configuration utility for the network Wireless Access Point (WAP) to find the wireless security settings.

Configuring the printer

Follow these steps to reconfigure the printer with new wireless security settings:

1. Use an Ethernet cable to connect the printer to an Ethernet port on the network, such as an available Ethernet port on a Wireless Access Point (WAP), router, hub, or wall socket.
2. Open the printer embedded Web server (EWS). For help opening the EWS, see page 50.
3. On the EWS, click the **Networking** tab.
4. Under the **Connections** heading, click **Wireless (802.11)**.
5. On the **Wireless Setup** tab, click the **Start Wizard** button.
6. Follow the onscreen instructions to enter the new settings and finish the configuration.

Configuring the printer for a software firewall

A software firewall protects a computer from unauthorized access when a computer is connected to the Internet.

Popular software firewalls include: BlackICE®, ZoneAlarm®, and Brickhouse®.

Note: Windows XP has a software firewall included. If your computer uses only the Windows XP firewall, then you do not need to follow the instructions contained in this section.

Problem

Unfortunately, a software firewall can cause two problems when using the printer on a wired or wireless network.

- **Failed installation:** A software firewall can prevent the computer from finding the printer on the network during the printer software installation process. If the computer cannot discover the printer, then the printer software cannot be installed on the computer.
- **Lost connection:** If the printer is connected to a wired or wireless network that uses DHCP or AutoIP to assign IP addresses, then if the printer IP address changes, a software firewall can prevent the computer from finding the printer on the network even if the printer software has been successfully installed on the computer.

Solution

In order for the printer to be usable on a network on which computers are protected by a software firewall, you must do the following:

1. Temporarily disable the software firewall before installing the printer software on a computer.
2. Assign the printer a static IP address.

Temporarily disabling the software firewall before installation

Before assigning the printer a static IP address and then installing the printer software on a computer, temporarily disable the software firewall on the computer. For instructions about disabling the software firewall, see the documentation that came with the software firewall.

Whenever the software firewall is disabled, HP strongly recommends that the following items be installed on the computer:

- A hardware device, such as a gateway, that provides firewall protection between the computer and the Internet
- An up-to-date anti-virus software program

For maximum virus protection while the firewall is disabled, disconnect the computer or router from the Internet while you install the printer software on the computer. After the printer software is installed, you can reconnect the computer or router to the Internet.

After disabling the software firewall, follow the steps for assigning the printer a static IP address.

Assigning the printer a static IP address

Getting ready

Before assigning the printer a static IP address, you must find the following information about your network:

- The IP address range of the network DHCP server
- Subnet mask
- Gateway

To find this information, see the configuration utility for the network router or switch. Otherwise, see the documentation that came with the network router or switch.

The static IP address must be outside the range of IP addresses that your network assigns to devices on the network.

For example, a network might use DHCP to assign IP addresses that range from 1.1.1.1 to 1.1.1.100. In this case, 1.1.1.25 would not be a good static IP address to assign to the printer since it falls in the range of IP addresses assigned by the network. However, 1.1.1.101 would be a good static IP address because it falls outside the range of IP addresses assigned by the network.

Assigning the static IP address

Follow these steps to assign the printer a static IP address:

1. Use an Ethernet cable to connect the printer to an Ethernet port on the network, such as an available Ethernet port on a Wireless Access Point (WAP), router, hub, or wall socket.
2. When the Network light on the front of the printer is turned on and solid, press the **Report Page** button to print an HP Report page.



3. Find the printer URL on the HP Report page.
4. Launch the computer Internet browser, and then enter the printer URL listed on the HP Report page in the address box to open the printer embedded Web server (EWS).
5. On the EWS, click the **Networking** tab.
6. Under the **Connections** heading, click one of the following options:
 - If you are connecting the printer to a wired Ethernet network, click **Wired (802.3)**.
 - If you are connecting the printer to a wireless network, click **Wireless (802.11)**, and then click the **IP Configuration** tab.
7. Under the **IP Address Configuration** heading, select **Manual IP**, and then enter the static IP address you want to assign to the printer, the subnet mask, and default gateway.

Note: Remember, the static IP address must be outside the range of IP addresses assigned by the network. Also, if you do not have a subnet mask or default gateway to enter, then enter 0.0.0.0 for each item.

Go to the next page...

8. Under the **DNS Address Configuration** heading, enter the preferred and alternate DNS servers.
Note: If you do not have preferred and alternate DNS servers to enter, then enter 0.0.0.0 for each item.
9. After entering all of the information, click the **Apply** button, and then close the EWS.
10. Open the configuration utility for the software firewall, and then enter the IP address that you assigned to the printer in the list of accepted IP addresses.
For help with the software firewall configuration utility, see the documentation that came with the software firewall.

After assigning the printer a static IP address, follow the printer software installation instructions appropriate for how you want to connect the printer to the network:

- Wireless connection: go to page 9.
- Wired Ethernet connection: go to page 37.

Note: After installing the printer software, re-enable the software firewall on the computer.

Resetting the printer to factory default settings

Resetting the printer to the factory default settings clears all the settings from the printer memory for your network. This should only be done as a last resort when troubleshooting the printer.

Resetting the printer to the factory default settings may require you to reinstall the printer software. Additionally, you will also have to reconfigure the printer security settings.

The printer default settings are:

Option	Default setting
Communication mode	Ad hoc
Network name (SSID)	hpsetup
Encryption	None
IP address	Automatic
Wireless radio	On
EWS administrator password	[blank]

Follow these steps to reset the printer to the factory default settings:

1. Verify that the printer is powered on.
2. Press and hold down the **Report Page** button.
3. While holding down the **Report Page** button, press the **Cancel** button three times.
4. Release the **Report Page** button.

Glossary

802.11g and b: 802.11g and 802.11b are wireless standards that communicate in the 2.4 GHz band. 802.11g provides speeds up to 54 Mbps. 802.11b provides speeds up to 11 Mbps.

Ad hoc network: A type of wireless network in which devices directly communicate with each other rather than through a Wireless Access Point (WAP). Ad hoc networks are typically small and simple (for example, two wireless PCs or a wireless PC and a wireless printer). Performance on these types of networks can degrade if more than six devices are on the network. Ad hoc networks are also known as “computer-to-computer networks,” “peer-to-peer networks,” “independent basic service stations (IBSS),” or “direct-connect wireless networks.”

Authentication: Authentication is a wireless network security strategy. On a network with authentication, devices use a shared key as a password and communicate only with devices that know the key. Unlike WEP, authentication does not encrypt the data sent between wireless devices. However, authentication can be used in conjunction with WEP. Authentication keys and WEP keys can be identical.

Channel: One of several pre-set frequencies at which 802.11-enabled devices communicate in order to reduce interference. The number of channels available varies by country/region.

Embedded Web server (EWS): The printer embedded Web server is a networking configuration utility that is accessed through an Internet browser. For more information, see “Embedded Web server (EWS)” on page 50.

Encryption: A network security strategy that encodes the data sent across a wireless network making the data unintelligible to eavesdroppers. The printer supports WEP and WPA.

Encryption keys: A sequence of characters or digits that a wireless device uses to encode data. Encryption keys can be static (as they are in WEP) or dynamic (as they are in WPA).

Ethernet: A popular form of wired computer networking for Local Area Networks.

Ethernet cable: There are two types of Ethernet cables. A straight-through cable is the most common and is used to connect devices on a network to a hub or router. A crossover cable is used to connect two devices that have Ethernet ports but that are not hubs or routers.

Firewall: A combination of hardware and software tools that protect a network from unwanted entry.

Gateway: A dedicated device (router or computer) that connects two different networks. For example, a computer on an Ethernet network may act as a gateway between the network and the Internet.

Hub: A simple device that acts as the center of an Ethernet network. Other devices on the network are connected to the hub.

IP address (Internet Protocol address): A unique number that identifies a device on a network. The IP address is often automatically assigned by DHCP or AutoIP. However, a device can be manually assigned a static IP address.

Infrastructure network: A type of wireless network in which devices communicate with each other through a Wireless Access Point (WAP), such as a wireless network hub, router, or gateway.

Network card: A network card enables a computer to communicate on a wired or wireless network.

Network name: A network name is an alphanumeric, case-sensitive character string that provides basic access control to a wireless network. A network name is also known as a "Service Set Identifier (SSID)."

Subnet: A small network that acts as part of a large network. It is recommended that the printer and the computers that use the printer all be on the same subnet.

Subnet mask: A number that identifies the IP addresses that belong to a subnet.

Switch: A network device that manages network traffic in order to minimize collisions and maximize speed.

USB flash drive: A USB flash drive is a portable storage device that plugs into a USB port. USB flash drives are sometimes called “thumbdrives” or “jumpdrives.”

WEP: Wired Equivalent Privacy (WEP) provides security by encrypting data sent over radio waves from one wireless device to another wireless device. WEP encodes the data sent across the network making the data unintelligible to eavesdroppers. Only devices that share the same WEP settings as the printer will be able to communicate with the printer. WEP depends on encryption keys that are static and provides less security than WPA.

WEP key: A WEP key, or encryption key, is a sequence of alphanumeric characters or hexadecimal digits. After creating a WEP key, you must remember it or store it in a secure location. You may not be able to retrieve the WEP key if you lose it. A WEP key is either 64- or 128-bits long. The first 24 bits of the key are provided automatically. When creating the WEP key, the person creating the key provides the remaining bits (40 bits in the case of a 64-bit key, or 104 bits in the case of a 128-bit key).

Wireless Access Point (WAP): A Wireless Access Point (WAP) is a device through which devices (for example, computers and printers) on an infrastructure wireless network communicate with one another. A WAP is also called a “base station.”

Wireless Network Key: On a computer that is running Windows XP service pack 2, you can use a USB flash drive to create a Wireless Network Key. A Wireless Network Key allows you to easily configure wireless devices for a wireless network. For more information, see “Infrastructure network with a Wireless Network Key” on page 10.

Wireless profile: A wireless profile is a collection of wireless network settings that applies to a particular wireless network. For example, a wireless LAN card can have one profile for a home network and another profile for an office network. When installing a device on a network, be sure to select the appropriate profile.

WPA: Wi-Fi Protected Access (WPA) provides security by encrypting data sent over radio waves from one wireless device to another wireless device and by controlling access to network resources through authentication protocols. Only devices that share the same WPA settings as the printer will be able to communicate with the printer. WPA uses encryption keys that change frequently. WPA provides better security than WEP.



i n v e n t

简体中文

2004 年 5 月，第 1 版

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将 HP Deskjet 6800 series 打印机连接到网络上

感谢您购买 HP Deskjet 6800 series 打印机!



本指南包含下列有关打印机连网的信息:

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将打印机连接到无线网络



使用入门

是否已安装打印机硬件？

在将打印机连接到网络前，请按照打印机随附的安装海报上的说明安装打印机硬件。

网络上的计算机是否受软件防火墙保护？

如果网络上的任何一台计算机受软件防火墙保护，在将打印机连接到网络前，请按照第 52 页的“为软件防火墙配置打印机”中的步骤执行。

连接打印机

步骤 1：查找网络基本无线设置

您需要知道网络的**网络名称 (SSID)** 和**通信模式**。请参阅网络无线访问点 (WAP) 或计算机网卡的配置实用程序，以查找这些设置。

要获取更多信息，请参阅第 5 页的“步骤 1：查找网络基本无线设置”。

步骤 2：查找网络无线安全保护设置

您需要知道您网络的安全保护类型：WPA、WEP，或无。

要获取更多信息，请参阅第 7 页的“步骤 2：查找网络无线安全保护设置”。

[前进到下一页 ...](#)

步骤 3：在无线连接中安装打印机软件

在计算机上安装打印机软件的步骤将根据操作系统和通信模式而有所不同：

要获取安装说明，请参阅第 9 页的“步骤 3：在无线连接中安装打印机软件”。



无线网络密钥？ 如果您使用 USB 快闪驱动器作为“无线网络密钥”为您的无线网络配置设备，请跳过步骤 1 和 2，然后参阅第 10 页的“具备“无线网络密钥”的基础设施网络”。

步骤 1：查找网络基本无线设置

要在无线网络上安装打印机，您需要知道网络的通信模式和网络名称 (SSID)。要查找这些设置，请参阅计算机网卡或网络无线访问点 (WAP) 的配置实用程序。

通信模式

网络通信模式有两种选项：

- 基础设施
- 即时

基础设施（建议使用）

如果您要使用无线访问点 (WAP) 将打印机连接到网络，请将打印机设置为基础设施通信模式。在“基础设施”模式中，打印机将会通过 WAP 与网络上的其他设备通信，不论这些设备是有线还是无线的。WAP 通常作为小型网络上的路由器或网关。



即时或计算机对计算机网络

如果您不要使用 WAP 将打印机连接到无线网络，请将打印机设置为即时，或“计算机对计算机”通信模式。在即时模式中，打印机将直接与其他无线设备通信。



网络名称 (SSID)

网络名称，或“服务设置标识符”(SSID)，用于识别特殊无线网络。要在网络上操作，设备必须知道网络的网络名称。

更多信息

要获取关于无线连网概念的更多信息，请参阅联机用户指南。联机用户指南会在您将打印机软件安装到计算机后提供。

步骤 2：查找网络无线安全保护设置

打印机必须与网络上的其他设备共用相同的网络无线安全保护设置。如果打印机没有正确的无线安全保护设置，网络上的其他设备将无法使用打印机。

要查找无线网络的安全保护设置，请参阅计算机无线网卡或网络无线访问点 (WAP) 的配置实用程序。

无线安全保护的类型

您可以将打印机配置为使用下列无线安全保护选项：

- 开放系统（无安全保护）
- 有线对等保密 (WEP)
- 受 Wi-Fi 保护的访问 (WPA)

开放系统（无安全保护）

在开放系统中，网络不需要授权或加密。

要将打印机配置为在开放系统上操作，您需要知道网络通信模式和网络名称 (SSID)。要获取关于如何查找这些项目的帮助，请参阅第 5 页的“步骤 1：查找网络基本无线设置”。

有线对等保密 (WEP)

有线对等保密 (WEP) 通过加密在无线电波上从一台无线装置发送到另一台无线装置的数据，以提供安全保护。启用 WEP 网络上的装置使用 WEP 密钥编码数据。

要将打印机配置为在使用 WEP 的网络上操作，您必须知道网络所使用的 WEP 密钥。

受 Wi-Fi 保护的访问 (WPA)

受 Wi-Fi 保护的访问 (WPA) 通过执行下列操作提供安全保护：

- 加密在无线电波上从一台无线装置发送到另一台无线装置的数据
- 通过验证协议控制网络资源的访问

要将打印机配置为在使用 WPA 的网络上操作，您必须知道网络所使用口令和验证协议。

步骤 3：在无线连接中安装打印机软件

软件防火墙？ 如果您的计算机受软件防火墙保护，请在安装打印机软件前，先按照第 52 页的“为软件防火墙配置打印机”中的步骤执行。

Windows



无线网络密钥？ 如果您使用 USB 快闪驱动器作为“无线网络密钥”为您的无线网络配置设备，请参阅第 10 页的“具备“无线网络密钥”的基础设施网络”。

基础设施网络（建议使用）

1. 使用以太网电缆将打印机连接到网络上的以太网端口，例如：无线访问点 (WAP)、路由器、集线器或墙上插座上的可用以太网端口。
2. 将打印机软件 CD 放入计算机的 CD-ROM 驱动器，然后按照画面上的说明执行。
3. 在连接类型屏幕上，选择**无线**，然后单击下一步。
4. 按照画面上的说明完成软件安装。

附加计算机

您必须在每一台要使用该打印机的计算机上安装打印机软件。请按照上面所说明的步骤 2 至 4，在其他网络计算机上安装打印机软件。

只有在网络上第一次安装期间，安装打印机软件和配置其无线设置时才需要使用以太网电缆。在网络的其他计算机上安装打印机将不需要使用以太网电缆。

具备“无线网络密钥”的基础设施网络

准备就绪

使用 USB 快闪驱动器作为“无线网络密钥”可快速与便利的为设备进行配置以在无线网络网络上操作。



要使用 USB 快闪驱动器作为“无线网络密钥”以配置打印机，您必须拥有安装 Windows XP Service Pack 2 的计算机并已安装无线网卡。要取得 Windows XP Service Pack 2，请浏览 Microsoft 网站：www.microsoft.com。

使用“无线网络密钥”

执行下列步骤以使用“无线网络密钥”为您的无线网络配置打印机：

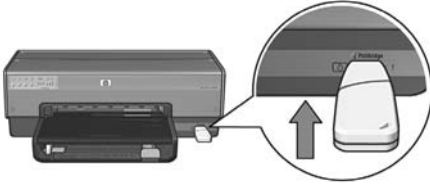
1. 在 Windows 桌面上，单击**开始**、指向**程序**、**附件**，再指向**通讯**，然后单击**无线网络设置**。
2. 在“无线网络设置向导”上，输入无线网络的名称，然后执行下列任务之一：
 - 要让 Windows 创建“无线网络密钥”，请选择**自动选项**。
 - 要自己创建“无线网络密钥”，则选择**手动选项**。

注意：如果您网络上的路由器不支持“无线网络密钥”，您必须选择**手动选项**。如果您选择**手动选项**，您必须知道无线网络的安全保护设置值。

3. 按照画面上的说明执行，直到系统提示您从计算机取下“无线网络密钥”。

前进到下一页 ...

4. 打开打印机电源，将“无线网络密钥”插入打印机前方的 PictBridge USB 端口。



5. 等待打印机指示灯同时闪烁三次。
6. 将“无线网络密钥”插入计算机，然后按照画面上的说明进行以完成无线网络设置向导。
7. 将打印机软件 CD 放入计算机的 CD-ROM 驱动器，然后按照画面上的说明执行。
8. 在连接类型画面上，选择**无线**，然后单击**下一步**。
9. 按照画面上的说明完成软件安装。

附加计算机

您必须在每一台要使用该打印机的计算机上安装打印机软件。请按照上面所说明的步骤 7 至 9，在其他网络计算机上安装打印机软件。

即时

即时网络上的设备必须：

- 与 802.11b 兼容
- 以**即时** 作为通信模式
- 具有相同的网络名称 (SSID)
- 在同个子网上
- 在同个信道上
- 具有相同的无线安全保护设置

执行下列步骤以连接使用厂家默认即时网络设置值的打印机：

1. 打开计算机无线网卡的配置实用程序，然后执行下列任务：
 - a. 使用下列值创建新的无线配置文件：
 - 通信模式：**即时**
 - 网络名称 (SSID)：**hpsetup**
 - 安全保护（加密）：**禁用**
 - b. 启动配置文件。
2. 等待两分钟，让打印机取得 IP 地址，然后按下**报告页**按钮打印“HP 报告页”。



3. 在“HP 报告”页上，检查下列设置值：
 - 网络名称 (SSID) 为 **hpsetup**
 - 通信模式为**即时**
 - 子网掩码和信道与您无线网络上的匹配。
 - IP 地址 **不是 0.0.0.0**

如果上述其中一个条件是否定的，请删除在步骤 1 中创建的配置文件，然后重复执行步骤 1 至 3。

前进到下一页 ...

4. 将打印机软件 CD 放入计算机的 CD-ROM 驱动器，然后按照画面上的说明执行。
5. 在**连接类型**画面上，选择**无线**，然后单击下一步。
6. 按照画面上的说明完成软件安装。

附加计算机

您必须在每一台要使用该打印机的计算机上安装打印机软件。请按照上面所说明的步骤 4 至 6，在其他网络计算机上安装打印机软件。

高级设置

要获取关于将打印机配置为在 **hpsetup** 厂家默认值以外的即时网络上操作的说明，请浏览 HP 网站：www.hp.com/support。

802.11g

在即时模式中，打印机的默认设置将是 802.11b，以便可以与更多类型的 802.11 设备兼容。如果您的网络只是由 802.11g 的设备组成，您可能要将打印机配置为在 802.11g 模式中操作，从而优化网络性能。

执行下列步骤以配置打印机，当其连接到即时网络时，将在 802.11g 模式中操作：

1. 打开打印机的嵌入 Web 服务器 (EWS)。如果需要关于如何打开 EWS 的帮助，请参阅第 50 页。
2. 单击 **Networking**（**连网**）标签。
3. 在 **Connections**（**连接**）标题下，单击 **Wireless (802.11)**（**无线（802.11）**）。
4. 单击 **Advanced**（**高级**）标签。
5. 滚动到网页的底部，然后取消选择 **In an ad hoc network use 802.11b behavior**（在即时网络中使用 **802.11b** 特性）复选框。
6. 单击 **Apply**（**应用**）按钮，然后关闭 EWS。

Macintosh

Mac OS X

基础设施网络（建议使用）

1. 使用以太网电缆将打印机连接到网络上的以太网端口，例如：无线访问点（WAP）、路由器、集线器或墙上插座上的可用以太网端口。
2. 将打印机软件 CD 放入计算机的 CD-ROM 驱动器，然后连接 CD 桌面图象。
3. 连接 **HP Deskjet 6800 安装器** 图象，然后按照画面上的说明执行。
4. 在连接类型画面上，选择**无线网络 (802.11)**，然后点按下一步。



5. 继续在下来的几个画面中执行以查找网络上的打印机。

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6. 在确认或更改设置画面上，点按更改设置按钮。



7. 在更改设置画面上，点按更改设置按钮。

打印机嵌入 Web 服务器 (EWS) 将会打开。

8. 在 EWS 上，点按联网标签。

9. 在连接标题下，点按无线（802.11）。

10. 在无线（802.11）界面画面上，点按启动向导按钮，以启动无线配置向导。



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11. 按照画面上的说明配置打印机设置。
12. 完成无线配置向导后，关闭 EWS。
13. 在确认或更改设置画面上，点按下一步。
14. 按照画面上的说明完成打印机软件安装。
15. 在添加打印机画面上，点按打开 **Print Center**。
16. 点按添加打印机。
17. 根据您使用的 Mac OS X 版本，执行下列操作之一：

Mac OS X v 10.2.3 和更低版本



选择 **Rendezvous**。

Mac OS X v 10.2.2 和更低版本



选择 **HP IP 打印**，然后点按 **Discover** 按钮。

18. 选择打印机，然后点按添加按钮。
19. 关闭 **Print Center**。

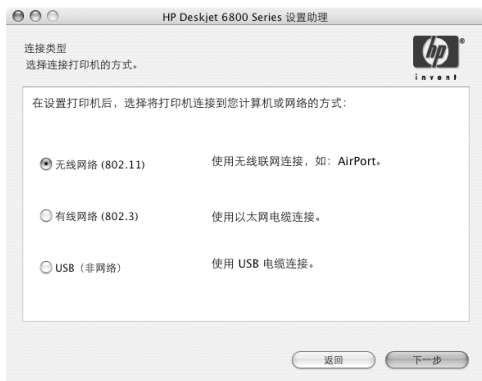
附加计算机

执行下列步骤以在每一台将使用该打印机的计算机上安装打印机软件：

1. 将打印机软件 CD 放入计算机的 CD-ROM 驱动器，然后连接 CD 桌面图象。
2. 连接 **HP Deskjet 6800 安装器** 图象，然后按照画面上的说明执行。
3. 在 **HP Deskjet 6800 series 打印机设置助理** 出现时将它关闭。
由于打印机已为网络配置妥当，因此您不需要使用设置助理。
4. 打开 **Print Center**，然后按照上面所说明的步骤 15 至 19 执行。

即时或计算机对计算机

1. 使用以太网电缆将打印机连接到计算机。
2. 将打印机软件 CD 放入计算机的 CD-ROM 驱动器，然后连接 CD 桌面图象。
3. 连接 **HP Deskjet 6800 安装器** 图象，然后按照画面上的说明执行。
4. 在连接类型画面上，选择**无线网络 (802.11)**，然后点按下一步。



5. 继续在下来的几个画面中执行以查找网络上的打印机。

前进到下一页 ...

6. 在**确认或更改设置**画面上，点按**更改设置**按钮。



7. 在**更改设置**画面上，点按**更改设置**按钮。

打印机嵌入 Web 服务器 (EWS) 将会打开。

8. 在 EWS 上，点按**联网**标签。

9. 在**连接**标题下，点按**无线 (802.11)**。

10. 在**无线 (802.11)**界面画面上，点按**高级**标签。

11. 输入您要连接打印机的无线网络的无线网络设置。

- 在**网络名称**标题下，将网络名称（例如：“MyNetwork”）输入 **SSID** 框。
- 在**网络设置**标题下：
 - 选择**即时**。
 - 从**信道**下拉列表选择信道。
 - 输入网络无线安全保护设置。

12. 输入无线安全保护设置后，点按**应用**按钮，然后关闭 EWS。

13. 在**添加打印机**画面上，点按打开 **Print Center**。

14. 点按**添加打印机**。

前进到下一页 ...

15. 根据您使用的 Mac OS X 版本，执行下列操作之一：

Mac OS X v 10.2.3 和更低版本



选择 **Rendezvous**。

Mac OS X v 10.2.2 和更低版本



选择 **HP IP 打印**，然后点按 **Discover** 按钮。

16. 选择打印机，然后点按**添加**按钮。

17. 关闭 **Print Center**。

附加计算机

执行下列步骤以在每一台将使用该打印机的计算机上安装打印机软件：

1. 将打印机软件 CD 放入计算机的 CD-ROM 驱动器，然后连接 CD 桌面图象。
2. 连接 **HP Deskjet 6800 安装器** 图象，然后按照画面上的说明执行。
3. 在 **HP Deskjet 6800 series 打印机设置助理** 出现时将它关闭。
由于打印机已为网络配置妥当，因此您不需要使用设置助理。
4. 打开 **Print Center**，然后按照上面所说明的步骤 13 至 17 执行。

802.11g

在即时模式中，打印机的默认设置将是 802.11b，以便可以与更多类型的 802.11 设备兼容。如果您的网络只是由 802.11g 的设备组成，您可能要将打印机配置为在 802.11g 模式中操作，从而优化网络性能。

请按照第 13 页的“802.11g”中的步骤配置打印机，当其连接到即时网络时，将在 802.11g 模式中操作。

Mac OS X Classic

1. 请按照第 14 页中的步骤在 Mac OS X 计算机上安装打印机软件。
2. 打开**选配器**，然后选择 **HP Inkjet 6.x** 图象。

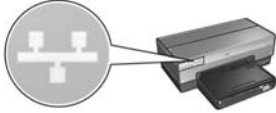
注意：如果您没有看到 **HP Inkjet 6.x** 图象，请将打印机软件 CD 放入计算机 CD-ROM 驱动器，然后按照画面上的说明安装 Mac OS 9 打印机驱动程序。接着，重复执行步骤 1。

3. 当系统询问您是否要计算机查找 TCP/IP 网络打印机时，请点按**是**。
4. 选择打印机，然后关闭**选配器**。

Mac OS 9

没有加密的基础设施网络

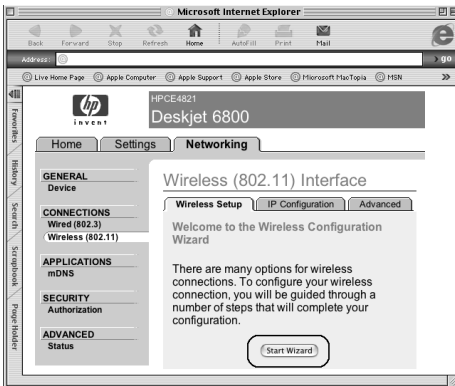
1. 使用以太网电缆将打印机连接到网络上的以太网端口，例如：无线访问点（WAP）、路由器、集线器或墙上插座上的可用以太网端口。
2. 检查“网络”指示灯是否亮起。如果没有，请检查电缆的连接。



3. 按下打印机报告页按钮打印“HP 报告”页。



4. 启动计算机互联网浏览器，然后在地址框中输入“HP 报告”页上列出的打印机 URL，以打开打印机嵌入 Web 服务器 (EWS)。
5. 在 EWS 上，点按 **Networking**（联网）标签。
6. 在 **Connections**（连接）标题下，点按 **Wireless (802.11)**（无线 802.11）。
7. 在 **Wireless (802.11) Interface**（无线 802.11 界面）画面上，点按 **Start Wizard**（启动向导）按钮，以启动 Wireless Configuration Wizard（无线配置向导）。



前进到下一页 ...

8. 按照画面上的说明配置打印机设置。
9. 完成 Wireless Configuration Wizard（无线配置向导）后，关闭 EWS。
10. 从打印机拔下以太网电缆以启用无线通信。
11. 将打印机软件 CD 放入计算机的 CD-ROM 驱动器，然后连接 CD 桌面图象。
12. 连接 **HP Deskjet 6800 installer（HP Deskjet 6800 安装器）** 图象，然后在计算机提示时重新启动计算机。
13. 打开 **Chooser（选配器）**，然后选择 **HP Inkjet 6.x** 图象。
14. 当系统询问您是否要计算机查找 TCP/IP 网络打印机时，请点按 **Yes（是）**。
15. 选择打印机，然后关闭 **Chooser（选配器）**。

附加计算机

您必须在每一台要使用该打印机的计算机上安装打印机软件。请按照上面所说明的步骤 11 至 15，在其他网络计算机上安装打印机软件。

有加密的基础设施网络

1. 打开 **AirPort Admin Utility** (**AirPort 管理员实用程序**)，然后执行下列操作：
 - a. 点按 **Base Station** (**基站**)，然后选择 **Equivalent Network Password** (**对等网络密码**)。
 - b. 将 WEP 密钥写在纸上。
 - c. 关闭 **AirPort Admin Utility** (**AirPort 管理员实用程序**)。
2. 使用以太网电缆将打印机连接到网络上的以太网端口，例如：无线访问点 (WAP)、路由器、集线器或墙上插座上的可用以太网端口。
3. 检查“网络”指示灯是否亮起。若未亮起，请检查电缆连接。



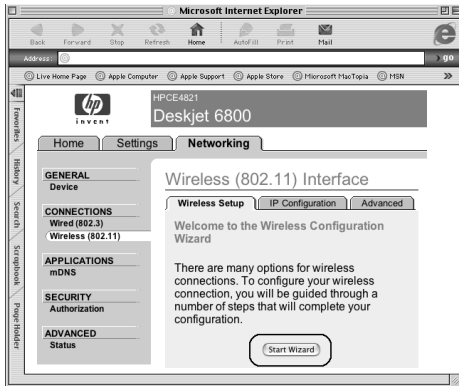
4. 按下打印机**报告页**按钮打印“HP 报告”页。



5. 启动计算机互联网浏览器，然后在地址框中输入“HP 报告”页上列出的打印机 URL，以打开打印机嵌入 Web 服务器 (EWS)。
6. 在 EWS 上，点按 **Networking** (**联网**) 标签。
7. 在 **Connections** (**连接**) 标题下，点按 **Wireless (802.11)** (**无线 802.11**)。

前进到下一页 ...

- 在 **Wireless (802.11) Interface** (无线 802.11 界面) 画面上, 点按 **Start Wizard** (启动向导) 按钮, 以启动 **Wireless Configuration Wizard** (无线配置向导)。



- 按照画面上的说明配置打印机设置, 包括您在步骤 1 中写下的 WEP 密钥。
- 完成 **Wireless Configuration Wizard** (无线配置向导) 后, 关闭 EWS。
- 从打印机拔下以太网电缆以启用无线通信。
- 将打印机软件 CD 放入计算机的 CD-ROM 驱动器, 然后连接 CD 桌面图象。
- 连接 **HP Deskjet 6800 installer** (HP Deskjet 6800 安装器) 图象, 然后在计算机提示时重新启动计算机。
- 打开 **Chooser** (选配器), 然后选择 **HP Inkjet 6.x** 图象。
- 当系统询问您是否要计算机查找 TCP/IP 网络打印机时, 请点按 **Yes** (是)。
- 选择打印机, 然后关闭 **Chooser** (选配器)。

附加计算机

您必须在每一台要使用该打印机的计算机上安装打印机软件。请按照上面所说明的步骤 12 至 16, 在其他网络计算机上安装打印机软件。

即时或计算机对计算机

1. 按下打印机报告页按钮打印“HP 报告”页。



2. 打开 **AirPort Setup Assistant** (**AirPort 设置助理**)，然后按照画面上的说明执行，以加入现有的无线网络。使用 **hpsetup** 作为要加入的现有网络。
3. 查找“HP 报告”页上列出的 **URL**。
4. 启动计算机互联网浏览器，然后在地址框中输入“HP 报告”页上列出的打印机 URL，以打开打印机嵌入 Web 服务器 (EWS)。
5. 在 EWS 上，点按 **Networking** (**联网**) 标签。
6. 在 **Connections** (**连接**) 标题下，点按 **Wireless (802.11)** (**无线 802.11**)。
7. 在 **Wireless (802.11) Interface** (**无线 802.11 界面**) 画面上，点按 **Advanced** (**高级**) 标签。
8. 输入您要连接打印机的无线网络的无线网络设置。
 - 在 **Network Name** (**网络名称**) 标题下，将网络名称 (例如：“MyNetwork”) 输入 **SSID** 框。
 - 在 **Network Settings** (**网络设置**) 标题下：
 - 选择 **Ad Hoc** (**即时**)。
 - 从 **Channel** (**信道**) 下拉列表选择信道。
 - 输入网络无线安全保护设置。
9. 输入无线安全保护设置后，点按 **Apply** (**应用**) 按钮，然后关闭 EWS。
10. 打开 **AirPort Setup Assistant** (**AirPort 设置助理**)，然后将计算机重置为原来的 AirPort 配置。

前进到下一页 ...

11. 将打印机软件 CD 放入计算机的 CD-ROM 驱动器，然后连接 CD 桌面图象。
12. 连接 **HP Deskjet 6800 installer**（**HP Deskjet 6800 安装器**）图象，然后在计算机提示时重新启动计算机。
13. 打开 **Chooser**（**选配器**），然后选择 **HP Inkjet 6.x** 图象。
14. 当系统询问您是否要计算机查找 TCP/IP 网络打印机时，请点击 **Yes**（**是**）。
15. 选择打印机，然后关闭 **Chooser**（**选配器**）。

附加计算机

您必须在每一台要使用该打印机的计算机上安装打印机软件。请按照上面所说明的步骤 11 至 15，在其他网络计算机上安装打印机软件。

802.11g

在即时模式中，打印机的默认设置将是 802.11b，以便可以与更多类型的 802.11 设备兼容。如果您的网络只是由 802.11g 的设备组成，您可能要将打印机配置为在 802.11g 模式中操作，从而优化网络性能。

请按照第 13 页的“802.11g”中的步骤配置打印机，当其连接到即时网络时，将在 802.11g 模式中操作，。

无线连接的故障排除

软件安装期间

在软件安装过程中，设置向导会搜索打印机两次，一次是在将以太网电缆连接到打印机时，另一次则在取下以太网电缆后。

计算机在连接以太网电缆时找不到打印机

如果计算机在连接以太网电缆时找不到打印机，请在调查本节中的任何主题前，先检查下列事项：

- 计算机和打印机的所有电缆连接牢固。
- 网络可正常操作，而且网络集线器、交换机、路由器，或无线访问点 (WAP) 电源已打开。
- 打印机电源已打开，进纸盘中已装入纸张，而且已正确安装打印墨盒。
- 所有应用程序，包括病毒保护程序和个人防火墙都已关闭或禁用。

如果您更正上述任何一项，请尝试再次运行安装向导。

如果尚未连接，请连接以太网电缆

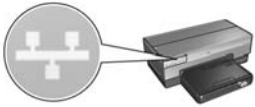
将以太网电缆连接到打印机对于成功将打印机配置为在无线网络上操作是非常重要的。

使用以太网电缆将打印机连接到网络上的以太网端口，例如：无线访问点 (WAP)、路由器、集线器或墙上插座上的可用以太网端口。

连接电缆后，重新运行安装向导。当系统在安装过程中提示您时，请取下以太网电缆。

检查“网络”指示灯

检查打印机前方的“网络”指示灯。如果“网络”指示灯没有亮起，则表示打印机未连接到网络。



检查电缆连接是否牢固。如果电缆连接牢固，按下打印机前方的**报告页**按钮，打印“HP 报告”页。



然后尝试下列解决方法之一，将打印机连接到网络。

- **禁用计算机上运行的任何软件防火墙**

在安装打印机软件的过程中，软件防火墙会阻止计算机查找网络上的打印机。如果计算机无法找到打印机，打印机软件将无法安装到计算机上。

如果计算机具有安装 Windows XP 时随附的防火墙以外的软件防火墙（例如：BlackICE[®]、ZoneAlarm[®]，或 Brickhouse[®]），请参阅防火墙随附的文档以获取有关禁用该防火墙的帮助。

注意：Windows XP 随附的软件防火墙不会对打印机的连接造成干扰。如果计算机仅运行 Windows XP 软件防火墙，您将不需要在安装软件或指定静态 IP 地址期间禁用防火墙。

在计算机上安装打印机软件前，请在计算机上暂时禁用软件防火墙，然后为打印机指定一个静态 IP 地址。在计算机上安装打印机软件后，重新启动防火墙。

要获取关于将打印机连接到计算机受软件防火墙保护的网络上的说明，请参阅第 52 页的“为软件防火墙配置打印机”。

- 将打印机和计算机放在同个子网上

子网是大型网络上的小型网络。如果计算机处于和打印机不同的子网上，软件安装将会出现问题。

将“HP 报告页”中列出的打印机 IP 地址，与计算机的 IP 地址对照。如果 IP 地址中的第一组数字不一样，则表示打印机与计算机不在同个子网上。例如，如果计算机 IP 地址以 169 开头，而打印机 IP 地址以 10 开头，则表示打印机与计算机不在同个子网上。

要在 Windows 计算机上查找 IP 地址：

1. 单击开始、单击运行，然后输入 **Command (命令)**。
2. 在 **command prompt (命令提示)** 窗口内，输入 **ipconfig**，然后按下 **Enter (回车)**。

要在 Macintosh OS X 计算机上查找 IP 地址：

1. 打开网络控制板。
2. 在 **Show (显示)** 下拉式列表中，选择 **Airport**，然后点按 **TCP/IP**。

要在 Macintosh OS 9 计算机上查找 IP 地址，从 **Apple** 菜单，选择 **TCP/IP**。

如果计算机和打印机不在同个子网上，请将打印机移到与计算机相同的子网，然后再次运行设置向导。



打印机和计算机处于不同的子网。



打印机和计算机处于同个子网。

- **检查计算机是否已连接到网络**

检查计算机是否已连接到网络，而且计算机 LAN 或网卡是否正确操作。

计算机在您取下网络电缆后找不到打印机

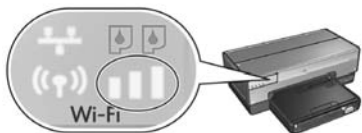
检查打印机前方的“无线状态”指示灯。如果“无线状态”没有亮起，则表示打印机无线电不活跃。



检查是否已从打印机取下网络电缆。如果网络电缆连接到打印机以太网端口，打印机将无法在无线连接上通信。

检查“网络”指示灯

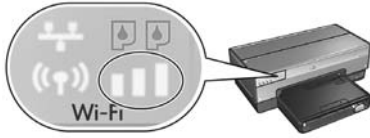
检查打印机前方的“网络”指示灯。如果“网络”指示灯没有亮起，则表示打印机未连接到网络。



尝试下列解决方法：

- **检查“信号强度”指示器**

检查打印机前方的“信号强度”指示器。如果所有的三个条杆都亮起，则表示打印机正接收有力的无线电信号。



如果“信号强度”指示器上没有或只有任何一个条杆亮起，则检查下列情况：

- 没有大的物件阻隔打印机和 WAP 或打印机和计算机之间的路径。
 - 打印机是否处于 WAP 或计算机的范围内。
 - 没有在无线网络附近操作无线电话或微波炉。
- **对照打印机无线设置与网络无线设置**

按下打印机前方的报告页按钮打印“HP 报告页”。



将“HP 报告”页中显示的设置与网络的无线设置进行比较。查找不匹配的设置。使用以太网电缆将打印机连接到网络，重新运行设置向导，然后输入正确的网络无线设置，以为网络配置打印机。

- **按 MAC 地址过滤无线访问点 (WAP)**

如果网络 WAP 或路由器按 MAC 地址过滤网络设备，请执行下列步骤：

1. 在“HP 报告”页上查找打印机硬件地址（MAC 地址）。
2. 打开 WAP 或路由器的配置实用程序。
3. 输入打印机的 MAC 地址。

要获取关于如何使用 WAP 或路由器的配置实用程序的帮助，请参阅 WAP 或路由器随附的文档。

安装软件后 打印机不打印

如果打印机不打印，请检查下列事项：

- 打印机已装有纸张。
- 打印机没有出现卡纸。
- 打印机前方的“打印墨盒状态”指示灯没有亮起或闪烁。
- 已从您尝试打印的应用程序选择打印机。
- 网络可正常操作，而且网络集线器、交换机、路由器，或无线访问点 (WAP) 电源已打开。
- 打印机电源已打开。

要获取更详尽的故障排除信息，请参阅计算机上安装的联机用户指南。

如果上述的条件都是肯定的，请按照第 30 页的“检查“网络”指示灯”中的步骤检查“网络”指示灯。

网络设置不正确或已更改

如果“HP 报告页”中显示的任何设置与网络设置不匹配，或网络无线安全保护设置已更改，请执行下列步骤：

1. 将以太网电缆连接到打印机的以太网端口，然后执行下列任务：
 - 对于即时网络：将以太网电缆连接到您的计算机。
 - 对于基础设施网络：将以太网电缆连接到无线访问点 (WAP) 或路由器。
2. 打开打印机的嵌入 Web 服务器 (EWS)。如果需要关于如何打开 EWS 的帮助，请参阅第 50 页。
3. 在 EWS 上，单击 **Networking**（连网）标签。
4. 在 **Connections**（连接）标题下，单击 **Wireless (802.11)**（无线 802.11）。
5. 在 **Wireless Setup**（无线设置）标签上，单击 **Start Wizard**（启动向导）按钮。
6. 完成无线设置向导后，关闭 EWS，然后拔下以太网电缆。

如果打印机仍然不打印，请尝试下列解决方法：

- **网络验证协议不被打印机支持**

如果您在将打印机连接到网络后更改无线网络上的网络验证协议，您可能选择了打印机不支持的协议。

打印机可以支持 WEP 验证、WPA-AES，以及 WPA-TKIP。打印机要连接的网络必须使用这些验证协议之一或完全不使用验证。

- **软件防火墙阻止访问打印机**

如果您的网络使用 DHCP 或 AutoIP 来指定 IP 地址给网络设备，在将打印机连接到网络和您在计算机上安装打印机软件后，您计算机上安装的软件防火墙可能会阻止对打印机的访问。

注意：Windows XP 随附的软件防火墙不会对打印机的连接造成干扰。如果计算机仅运行 Windows XP 软件防火墙，您将不需要在安装软件期间禁用防火墙或为打印机指定静态 IP 地址。

要解决此问题，请按照第 52 页的“为软件防火墙配置打印机”中的步骤执行。

- **打印机和计算机不处于同个子网**

子网是大型网络上的小型网络。如果计算机处于和打印机不同的子网上，计算机与打印机将无法通信。

将“HP 报告页”中列出的打印机 IP 地址，与计算机的 IP 地址对照。如果 IP 地址中的第一组数字不一样，则表示打印机与计算机不在同个子网上。例如，如果计算机 IP 地址以 169 开头，而打印机 IP 地址以 10 开头，则表示打印机与计算机不在同个子网上。

要在 Windows 计算机上查找 IP 地址：

1. 单击**开始**、单击**运行**，然后输入 **Command (命令)**。
2. 在 command prompt (命令提示) 窗口内，输入 **ipconfig**，然后按下 **Enter (回车)**。

要在 Macintosh OS X 计算机上查找 IP 地址：

1. 打开**网络控制板**。
2. 在 **Show (显示)** 下拉式列表中，选择 **Airport**，然后点按 **TCP/IP**。

要在 Macintosh OS 9 计算机上查找 IP 地址，从 **Apple** 菜单，选择 **TCP/IP**。

如果计算机和打印机不在同个子网上，请将打印机移到与计算机相同的子网。

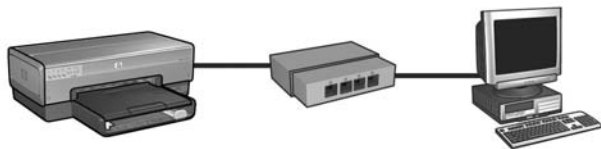


打印机和计算机处于不同的子网。



打印机和计算机处于同个子网。

将打印机连接到有线以太网络



使用入门

是否已安装打印机硬件？

在将打印机连接到网络前，请按照打印机随附的安装海报上的说明安装打印机硬件。

网络上的计算机是否受软件防火墙保护？

如果网络上的任何一台计算机受软件防火墙保护，在将打印机连接到网络前，请按照第 52 页的“为软件防火墙配置打印机”中的步骤执行。

连接打印机

步骤 1：将打印机连接到网络

使用以太网电缆将打印机连接到网络集线器、交换机，或路由器。

要获取关于将打印机连接到网络的说明，请参阅第 37 页的“步骤 1：将打印机连接到网络”。

步骤 2：在有线以太网连接上安装打印机软件

在计算机上安装打印机软件的步骤将根据操作系统而有所不同：Windows、Mac OS9，以及 Mac OS X。

要获取安装说明，请参阅第 39 页的“步骤 2：在有线以太网连接上安装打印机软件”。

步骤 1：将打印机连接到网络



执行下列步骤以将打印机连接到以太网：

1. 检查打印机电源是否已打开。
2. 将以太网电缆连接到网络集线器、交换机，或路由器。



注意：不要将以太网电缆插入标有 **Internet**、**WAN**，或 **Uplink** 的端口。

3. 将以太网电缆连接到打印机后方的“Ethernet”（以太网）端口。
4. 执行下列操作之一：

“链接”指示灯的状态	任务
亮起 	移到步骤 5。
熄灭 	重复执行步骤 2 到 4。 如果“链接”指示灯仍然熄灭，则检查下列项目： <ul style="list-style-type: none">● 打印机电源已打开。● 网络集线器、交换机，或路由器电源已打开。● 所有电缆牢固连接。● 您使用的是以太网电缆。

前进到下一页 ...

5. 按下打印机的**报告页**按钮打印“HP 报告”页。



6. 在每一台要使用该打印机的计算机上安装打印机软件（请参阅第 39 页的“步骤 2：在有线以太网连接上安装打印机软件”）。

注意：建议打印机和使用该打印机的计算机处于同个子网。

步骤 2：在有线以太网连接上安装打印机软件

软件防火墙？ 如果您的计算机受软件防火墙保护，请在安装打印机软件前，先按照第 52 页的“为软件防火墙配置打印机”中的步骤执行。

Windows

1. 将打印机软件 CD 放入计算机的 CD-ROM 驱动器，然后按照画面上的说明执行。
2. 在连接类型画面上，选择**有线网络**，然后单击下一步。
3. 按照画面上的说明完成软件安装。

Macintosh

Mac OS X

1. 将打印机软件 CD 放入计算机的 CD-ROM 驱动器，然后连接 CD 桌面图象。
2. 连接 **HP Deskjet 6800 安装器** 图象，然后按照画面上的说明执行。
3. 在连接类型画面上，选择**有线网络 (802.3)**，然后点按下一步。



前进到下一页 ...

- 按照画面上的说明完成软件安装。
- 在添加打印机画面上，点按打开 **Print Center**。
- 点按添加打印机。
- 根据您使用的 Mac OS X 版本，执行下列操作之一：

Mac OS x v 10.2.3



选择 **Rendezvous**。

Mac OS x v 10.2.2 和更低版本



选择 **HP IP 打印**，然后点按 **Discover** 按钮。

- 选择打印机，然后点按添加按钮。
- 关闭 **Print Center**。

Mac OS 9

1. 将打印机软件 CD 放入计算机的 CD-ROM 驱动器，然后连接 CD 桌面图象。
2. 连接 **HP Deskjet 6800 安装器** 图象，然后在被提示时重新启动计算机。
3. 打开**选配器**，然后选择 **HP Inkjet 6.x** 图象。
4. 当系统询问您是否要计算机查找 TCP/IP 网络打印机时，请点按**是**。
5. 选择打印机，然后关闭**选配器**。

有线以太网连接的故障排除

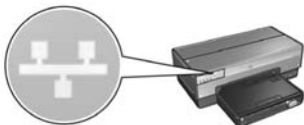
安装期间

计算机找不到打印机

如果您无法在计算机上安装打印机软件或找不到打印机，请在调查本节中的任何主题前，先检查下列事项：

- 计算机和打印机的所有电缆连接牢固。
- 网络可正常操作，而且网络集线器、交换机，或路由器电源已打开。
- 打印机电源已打开。
- 所有应用程序，包括病毒保护程序和个人防火墙都已关闭或禁用。

检查打印机前方的“网络”指示灯。如果“网络”指示灯没有亮起，则表示打印机未连接到网络。



检查电缆连接是否牢固。如果电缆连接牢固，按下打印机前方的**报告页**按钮，打印“HP 报告”页。



然后尝试执行下列解决方法之一，将打印机连接到网络。

- 打印机和计算机处于不同的子网

子网是大型网络上的小型网络。如果计算机处于和打印机不同的子网上，软件安装将会出现问题。

将“HP 报告页”中列出的打印机 IP 地址，与计算机的 IP 地址对照。如果 IP 地址中的第一组数字不一样，则表示打印机与计算机不在同一个子网上。例如，如果计算机 IP 地址以 169 开头，而打印机 IP 地址以 10 开头，则表示打印机与计算机不在同一个子网上。

要在 Windows 计算机上查找 IP 地址：

1. 单击**开始**、单击**运行**，然后输入 **Command (命令)**。
2. 在 **command prompt (命令提示)** 窗口内，输入 **ipconfig**，然后按下 **Enter (回车)**。

要在 Macintosh OS X 计算机上查找 IP 地址：

1. 打开**网络控制板**。
2. 在 **Show (显示)** 下拉式列表中，选择 **Airport**，然后点按 **TCP/IP**。

要在 Macintosh OS 9 计算机上查找 IP 地址，从 **Apple** 菜单内，选择 **TCP/IP**。

如果打印机和计算机不在同一个子网上，请将打印机移到与计算机相同的子网，然后再次运行安装向导。



打印机和计算机处于不同的子网。



打印机和计算机处于同个子网。

- **禁用计算机上运行的任何防火墙**

在安装打印机软件的过程中，软件防火墙会阻止计算机查找网络上的打印机。如果计算机无法找到打印机，则打印机软件将无法安装到计算机上。

如果计算机具有安装 Windows XP 时随附的防火墙以外的软件防火墙（例如：BlackICE®、ZoneAlarm®，或 Brickhouse®），请参阅防火墙随附的文档以获取有关禁用该防火墙的帮助。

注意：Windows XP 随附的软件防火墙不会对打印机的连接造成干扰。如果计算机仅运行 Windows XP 软件防火墙，您将不需要在安装软件期间禁用防火墙或为打印机指定静态 IP 地址。

在计算机上安装打印机软件前，请在计算机上暂时禁用软件防火墙，然后为打印机指定一个静态 IP 地址。在计算机上安装打印机软件后，重新启动防火墙。

要获取关于将打印机连接到计算机受软件防火墙保护的网络上的说明，请参阅第 52 页的“为软件防火墙配置打印机”。

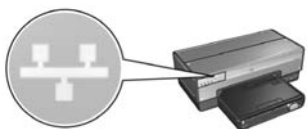
安装后 打印机不打印

如果打印机不打印，请检查下列事项：

- 打印机已装有纸张。
- 打印机没有出现卡纸。
- 打印机前方的“打印墨盒状态”指示灯没有亮起或闪烁。
- 已从您尝试打印的应用程序选择打印机。
- 网络可正常操作，而且网络集线器、交换机，或路由器电源已打开。
- 打印机电源已打开。
- 计算机和打印机的所有电缆连接牢固。

要获取更详尽的故障排除信息，请参阅计算机上安装的打印机联机用户指南。

检查打印机前方的“网络”指示灯。如果“网络”指示灯没有亮起，则表示打印机未连接到网络。



检查电缆连接是否牢固。如果电缆连接牢固，按下打印机前方的**报告页**按钮，打印“HP 报告”页。



然后尝试执行下列解决方法之一，将打印机连接到网络。

- 打印机和计算机处于不同的子网

子网是大型网络上的小型网络。如果计算机处于和打印机不同的子网上，计算机与打印机将无法通信。

将“HP 报告页”中列出的打印机 IP 地址，与计算机的 IP 地址对照。如果 IP 地址中的第一组数字不一样，则表示打印机与计算机不在同一个子网上。例如，如果计算机 IP 地址以 169 开头，而打印机 IP 地址以 10 开头，则表示打印机与计算机不在同一个子网上。

要在 Windows 计算机上查找 IP 地址：

1. 单击开始、单击运行，然后输入 **Command**（命令）。
2. 在 command prompt（命令提示）窗口内，输入 **ipconfig**，然后按下 **Enter**（回车）。

要在 Macintosh OS X 计算机上查找 IP 地址：

1. 打开网络控制板。
2. 在 **Show**（显示）下拉式列表中，选择 **Airport**，然后点按 **TCP/IP**。

要在 Macintosh OS 9 计算机上查找 IP 地址，从 **Apple** 菜单内，选择 **TCP/IP**。

如果打印机和计算机不在同一个子网上，请将打印机移到与计算机相同的子网。



打印机和计算机处于不同的子网。



打印机和计算机处于同一个子网。

- 软件防火墙阻止访问打印机

如果您的网络使用 DHCP 或 AutoIP 来指定 IP 地址给网络设备，则在将打印机连接到网络和您在计算机上安装打印机软件后，您计算机上安装的软件防火墙可能会阻止对打印机的访问。

注意：Windows XP 随附的软件防火墙不会对打印机的连接造成干扰。如果计算机仅运行 Windows XP 软件防火墙，您将不需要在安装软件期间禁用防火墙或为打印机指定静态 IP 地址。

要解决此问题，请按照第 52 页的“为软件防火墙配置打印机”中的步骤执行。

网络设置已更改

执行下列步骤以对照“HP 报告页”中列出的打印机网络设置与网络的实际设置：

1. 打开网络集线器、交换机，或路由器的配置实用程序，以查找网络设置。
要获取关于如何使用网络集线器、交换机，或路由器的配置实用程序的帮助，请参阅集线器、交换机，或路由器随附的文档。
2. 打开打印机嵌入 Web 服务器 (EWS)。如果需要关于如何打开 EWS 的帮助，请参阅第 50 页。
3. 在 EWS 上，单击 **Networking (连网)** 标签。
4. 在 **Connections (连接)** 标题下，单击 **Wired (802.3) (有线 802.3)**。
5. 单击 **IP Configuration (IP 配置)** 标签。
6. 输入网络的正确设置值，然后单击 **Apply (应用)** 按钮。
7. 关闭 EWS。
8. 按下打印机**报告页**按钮打印“HP 报告”页。



9. 将打印机网络设置与实际的网络设置对照。如果设置不匹配，请重复执行步骤 2 至 9。

在网络上管理打印机

打印机提供数种工具帮助您在网络上管理打印机。

“HP 报告” 页	49
嵌入 Web 服务器 (EWS)	50
更改无线安全保护设置	51
为软件防火墙配置打印机	52
将打印机重设为厂家默认设置	57

“HP 报告”页

按下**报告页**按钮打印“HP 报告”页。



“HP 报告”页提供关于打印机的无线、有线和 PictBridge 连接的有帮助的信息，例如下列项目：

- URL：打印机嵌入 Web 服务器的地址。
- 硬件地址 (MAC)：打印机介质访问控制 (MAC) 地址。
- IP 地址：打印机的 IP 地址。
- 子网掩码：打印机所连接的网络的子网掩码。
- 默认网关：网关的 IP 地址。
- 通信模式：打印机所设置的无线通信模式。
- 网络名称 (SSID)：打印机所连接的无线网络的网络名称。
- 信道：打印机进行无线电广播所使用的信道号码。
- 验证类型：打印机所使用的验证协议。
- 加密：打印机所使用的无线加密策略。

嵌入 Web 服务器 (EWS)

打印机具有一个内部 Web 页，称为“嵌入 Web 服务器” (EWS)。您可以使用互联网浏览器访问 EWS。

要使用 EWS，打印机必须具有一个有效的 IP 地址，并且处于和您正在使用的计算机相同的子网上。

执行下列步骤以打开 EWS：

1. 按下打印机的**报告页**按钮打印“HP 报告”页。



2. 在“HP 报告”页上查找打印机的 URL。

注意：检查并确认打印机 URL 不是 **http://0.0.0.0**，以及子网掩码与计算机的匹配。如果其中一个条件是否定的，请将以太网电缆连接到打印机和网络路由器，然后重复执行步骤 1 和 2。

3. 启动 Web 浏览器（使用 Internet Explorer 5 和更高版本、Netscape 4.75 和更高版本，或者 Safari）。
4. 在浏览器地址框中输入打印机 URL，然后按下 **Enter**（回车）。



更改无线安全保护设置

如果您更改无线网络的无线安全保护设置，您必须使用新的设置值来重新配置打印机。

使用入门

重新配置打印机前，您必须查找下列设置：

- 网络名称 (SSID)
- 新的无线安全保护设置：
 - WEP：查找 WEP 密钥
 - WPA：查找口令和验证协议

参阅“Wireless Access Point”（无线访问点，WAP）的配置公用程序，以查找无线安全保护设置。

配置打印机

执行以下步骤以使用新的无线安全保护设置值来重新配置打印机：

1. 使用以太网电缆将打印机连接到网络上的以太网端口，例如：无线访问点 (WAP)、路由器、集线器或墙上插座上的可用以太网端口。
2. 打开打印机的嵌入 Web 服务器 (EWS)。如果需要帮助以打开 EWS，请参阅第 50 页。
3. 在 EWS 上，单击 **Networking**（连网）标签。
4. 在 **Connections**（连接）标题下，单击 **Wireless (802.11)**（无线 802.11）。
5. 在 **Wireless Setup**（无线设置）标签上，单击 **Start Wizard**（启动向导）按钮。
6. 按照画面上的说明输入新的设置值并完成配置。

为软件防火墙配置打印机

软件防火墙可以在计算机连接到互联网时保护计算机免受未经授权的访问。

流行的软件防火墙包括：BlackICE[®]、ZoneAlarm[®]，以及 Brickhouse[®]。

注意：Windows XP 会随附一个软件防火墙。如果您的计算机仅使用 Windows XP 防火墙，您将不需要按照本节中的说明执行。

问题

不幸的，当您在有线或无线网络上使用打印机时，软件防火墙可以导致两个问题。

- **安装失败：**在安装打印机软件的过程中，软件防火墙会阻止计算机查找网络上的打印机。如果计算机无法找到打印机，打印机软件将无法安装到计算机上。
- **失去连接：**如果打印机是连接到使用 DHCP 或 AutoIP 来指定 IP 地址的有线或无线网络，然后如果打印机 IP 地址有更改，软件防火墙就会阻止计算机查找网络上的打印机，即使打印机软件已成功安装到计算机上。

解决方法

为了使打印机可以在计算机受软件防火墙保护的网络上使用，您必须执行下列操作：

1. 在计算机上安装打印机软件前，暂时禁用软件防火墙。
2. 为打印机指定一个静态 IP 地址。

安装前暂时禁用软件防火墙

为打印机指定一个静态 IP 地址和在计算机上安装打印机软件前，暂时在计算机上禁用软件防火墙。要获得关于禁用软件防火墙的说明，请参阅软件防火墙随附的文档。

在禁用软件防火墙后，HP 极力建议在计算机上安装下列项目：

- 一个硬件设备，例如：网关，它可以在计算机与互联网之间提供防火墙保护。
- 一个最新的防毒软件程序

要在禁用软件防火墙时获得最大的防毒保护，请在计算机上安装打印机软件时，断开计算机或路由器与互联网的连接。安装打印机软件后，您即可将计算机或路由器重新连接到互联网。

禁用软件防火墙后，按照为打印机指定一个静态 IP 地址的步骤执行。

为打印机指定一个静态 IP 地址

准备就绪

为打印机指定一个静态 IP 地址前，您必须查找关于您网络的下列信息：

- 网络 DHCP 服务器的 IP 地址范围
- 子网掩码
- 网关

要查找此信息，请参阅网络路由器或交换机的配置实用程序。否则，您也可以查阅网络路由器或交换机随附的文档。

静态 IP 地址必须在您的网络设备的网络指定 IP 地址范围之外。

例如，网络可能使用 DHCP 指定范围从 1.1.1.1 到 1.1.1.100 的 IP 地址。在此情形下，1.1.1.25 将不会是用于指定给打印机的理想静态 IP 地址，因为它处于网络所指定的 IP 地址范围内。然而，1.1.1.101 将是一个好的静态 IP 地址，因为它处于网络所指定的 IP 地址范围外。

指定静态 IP 地址

执行下列步骤以为打印机指定一个静态 IP 地址：

1. 使用以太网电缆将打印机连接到网络上的以太网端口，例如：无线访问点 (WAP)、路由器、集线器或墙上插座上的可用以太网端口。
2. 当打印机前方的“网络”指示灯固定亮起时，按下**报告页**按钮打印“HP 报告”页。



3. 在“HP 报告”页上查找打印机的 URL。
4. 启动计算机互联网浏览器，然后在地址框中输入“HP 报告”页上列出的打印机 URL，以打开打印机嵌入 Web 服务器 (EWS)。
5. 在 EWS 上，单击 **Networking (连网)** 标签。
6. 在 **Connections (连接)** 标题下，单击下列选项之一：
 - 如果您要将打印机连接到有线以太网网络，请单击 **Wired (802.3) (有线 802.3)**。
 - 如果您要将打印机连接到无线网络，则请单击 **Wireless (802.11) (无线 802.11)**，然后单击 **IP Configuration (IP 配置)** 标签。
7. 在 **IP Address Configuration (配置 IP 地址)** 标题下，选择 **Manual IP (手动配置 IP)**，然后输入您要指定给打印机的静态 IP 地址、子网掩码，以及默认网关。

注意：请切记，静态 IP 地址必须在网络所指定的 IP 地址范围外。此外，如果您没有可输入的子网掩码和默认网关，则在各项目中输入 0.0.0.0。

前进到下一页 ...

- 在 **DNS Address Configuration**（配置 DNS 地址）标题下，输入首选和备用 DNS 服务器。

注意：如果您没有可输入的首选和备用 DNS 服务器，则在各项目中输入 0.0.0.0。

- 输入所有信息后，单击 **Apply**（应用）按钮，然后关闭 EWS。
- 打开软件防火墙的配置实用程序，然后在可接受的 IP 地址列表中，输入您指定给打印机的 IP 地址。

要获取关于软件防火墙配置实用程序的帮助，请参阅软件防火墙随附的文档。

为打印机指定一个静态 IP 地址后，请选择您要将打印机连接到网络的方式，然后按照适当的打印机软件安装说明执行：

- 无线连接：请到第 9 页。
- 有线以太网连接：请到第 37 页。

注意：安装打印机软件后，重新启动计算机上的软件防火墙。

将打印机重设为厂家默认设置

将打印机重设为厂家默认设置将会清除打印机内存中您所有的网络设置。此操作应该只在对打印机进行故障排除时最后考虑执行的方法。

将打印机重设为厂家默认设置可能需要您重新安装打印机软件。此外，您也将需要重新配置打印机安全保护设置。

打印机默认设置是：

选项	默认设置
通信模式	即时
网络名称 (SSID)	hpsetup
加密	无
IP 地址	自动
无线电	打开
EWS 管理员密码	[空]

执行下列步骤以将打印机重设为厂家默认设置：

1. 检查打印机电源是否已打开。
2. 按住**报告页**按钮。
3. 在按住**报告页**按钮的同时，按下**取消**按钮三次。
4. 放开**报告页**按钮。

词汇表

802.11g 和 b: 802.11g 和 802.11b 是在 2.4 千兆赫 (GHz) 频带中通信的无线标准。802.11g 可提供高达 54 Mbps 的速度。802.11b 则可提供高达 11 Mbps 的速度。

IP 地址 (互联网协议地址): 识别网络上的设备的独特号码。IP 地址通常由 DHCP 或 AutoIP 自动指定。但是, 您可以为设备手动指定一个静态 IP 地址。

USB 快闪驱动器: USB 快闪驱动器是一个插入 USB 端口的便携式存储设备。USB 快闪驱动器有时也称为 “thumbdrives” 或 “jumpdrives”。

WEP: 有线对等保密 (WEP) 加密一台无线设备与另一台无线设备之间在无线电波上发送的数据以提供安全保护。WEP 可以为网络上发送的数据进行编码从而使数据不易被窃取。只有具有与打印机相同 WEP 设置的设备才可以和打印机通信。WEP 依赖静态的加密密钥并且提供比 WPA 低的安全保护。

WEP 密钥: WEP 密钥, 或加密密钥, 是一个包括文字与数字的字符或十六进制数字的序列。创建 WEP 密钥后, 您必须牢牢记得它或将它存放到一个安全的地点。如果您丢失了 WEP 密钥, 您可能无法检索取回。WEP 密钥可以长达 64 或 128 位。密钥的前面 24 位将自动提供。创建 WEP 密钥时, 创建密钥者将提供剩余的位 (如果是 64- 位密钥则需提供 40 位, 或者如果是 128- 位密钥则需提供 104 位)。

WPA: 受 Wi-Fi 保护的访问 (WPA) 加密一台无线设备与另一台无线设备之间在无线电波上发送的数据, 并使用验证协议控制网络资源的访问, 以提供安全保护。只有具有与打印机相同 WPA 设置的设备才可以和打印机通信。WPA 使用经常更改的加密密钥。WPA 可以比 WEP 提供较佳的安全保护。

防火墙: 硬件和软件工具的组合, 用于保护网络免受不必要的侵入。

基础设施网络: 无线网络的一种, 网络上的设备需要通过无线访问点 (WAP) 互相通信, 如: 无线网络集线器、路由器或网关。

即时网络: 无线网络的一种, 网络上的设备可以直接互相通信而无须通过无线访问点 (WAP)。即时网络通常是小型而简单的 (例如, 两台无线 PC 或一台无线 PC 和一台无线打印机)。如果网络上具有超过六台设备, 此类网络的性能将会减退。即时网络也称为 “计算机对计算机网络”、“对等网络”、“独立式基本服务站 (IBSS)”, 或 “直接连接无线网络”。

集线器：作为以太网络中心的简单设备。网络上的其他设备连接到集线器。

加密：一种网络安全保护策略，将无线网络上发送的数据进行编码从而使数据不易被窃取。打印机支持 WEP 和 WPA。

加密密钥：无线设备用于为数据编码的字符或数字顺序。加密密钥可以是静态的（例如在 WEP 中）或是动态的（例如在 WPA 中）。

交换机：管理网络通信以将冲突减到最低和达到最快速度的网络设备。

嵌入 Web 服务器 (EWS)：打印机嵌入 Web 服务器是通过互联网浏览器访问的连网配置实用程序。要获取更多信息，请参阅第 50 页的“嵌入 Web 服务器 (EWS)”。

网关：连接两个不同网络的专用设备（路由器或计算机）。例如，可以将以太网上的计算机作为网络和互联网之间的网关。

网卡：网卡可以让计算机在有线或无线网络上通信。

网络名称：网络名称是包括文字与数字、区分大小写的字符串，提供对无线网络的基本访问控制。网络名称也称为“服务设置标识符” (SSID)。

无线访问点 (WAP)：无线访问点 (WAP) 是可以让基础设施无线网络上的装置（例如，计算机和打印机）互相通信的设备。WAP 也称为“基站”。

无线配置文件：无线配置文件是应用于特定无线网络的无线网络设置值的收集。例如，无线 LAN 卡可以具有家庭网络的一个配置文件，以及办公室网络的另一个配置文件。在网络上安装设备时，请确定选择正确的配置文件。

无线网络密钥：在运行 Windows XP service pack 2 的计算机上，您可以使用 USB 快闪驱动器创建“无线网络密钥”。“无线网络密钥”可以让您简易地对无线设备进行无线网络配置。要获取更多信息，请参阅第 10 页的“具备“无线网络密钥”的基础设施网络”。

信道：在启用 802.11 的设备上通信时的几种预先设置频率之一，用于减少干扰。可用的信道将因不同的国家 / 地区而有所不同。

验证：验证是一种无线网络安全保护策略。在具备验证的网络上，设备使用共享密钥作为密码并且仅与知道该密钥的设备通信。与 WEP 不同，验证不会将无线设备之间发送的数据加密。然而，验证可以和 WEP 联合使用。验证密钥和 WEP 密钥可以是一样的。

以太网：用于局域网的流行有线计算机连网形式。

以太网电缆：以太网电缆有两种。直通电缆是最普遍的并且用于将网络上的设备连接到集线器或路由器。交叉电缆用于连接两台具备以太网端口的设备，但不是集线器或路由器。

子网：是大型网络上的小型网络。建议打印机和使用该打印机的计算机都处于同个子网。

子网掩码：用以识别子网 IP 地址的号码。



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C9029-90068
Printed in [country] 07/2004
Printed in [country] 07/2004