

# HP Deskjet 6980 series



## Network Guide

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### Terms and conventions

The following terms and conventions are used in this guide.

#### Terms

The HP Deskjet printer is also referred to as the **HP printer** or **printer**.

#### Cautions and warnings

A **Caution** indicates possible damage to the HP Deskjet printer or to other equipment. For example:



**Caution** Do not touch the print cartridge ink nozzles or copper contacts. Touching these parts results in clogs,

ink failure, and bad electrical connections.

A **Warning** indicates possible harm to you or to others. For example:



**Warning** Keep both new and used print cartridges out of the reach of children.

### Accessibility

The HP printer provides a number of features that make it accessible for people with disabilities.

#### Visual

The printer software is accessible for users with visual impairments or low vision through the use of Windows accessibility options and features. It also supports most assistive technology such as screen readers, Braille readers, and voice-to-text applications. For users who are color blind, colored buttons and tabs used in the software and on the HP printer have simple text or icon labels that convey the appropriate action.

#### Mobility

For users with mobility impairments, the printer software functions can be executed through keyboard commands. The software also supports Windows accessibility options such as StickyKeys, ToggleKeys, FilterKeys, and MouseKeys. The printer doors, buttons, paper trays, and paper guides can be operated by users with limited strength and reach.

#### Support

For more details about the accessibility of this product and HP's commitment to product accessibility, visit HP's Web site at: [www.hp.com/accessibility](http://www.hp.com/accessibility).

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# 1 Manage the printer on a network

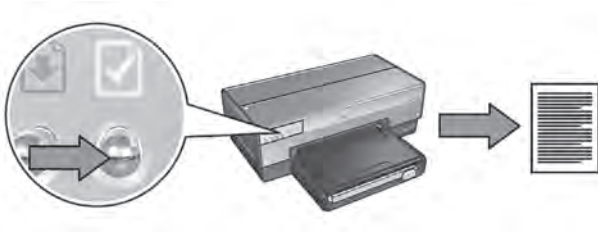
After the printer is set up and connected to the network by following the instructions in the setup guide, several tools are available to help you manage the printer on a network.

## HP Report page

The HP Report page supplies useful information about the printer's wireless, wired, and front USB port connections.

### Print an HP Report page

To print an HP Report page, verify that the printer is powered on and idle, and then press the **Report Page** button once.



If the printer has just been connected to a network, wait a few minutes before printing the HP Report page to allow the printer to obtain valid settings.

### Understand the HP Report page

The HP Report page lists the following information that you might frequently need to know:

#### General information

General information applies to both Ethernet and wireless networks:

Item	Meaning
Network Status	The printer's network status: <ul style="list-style-type: none"><li>● <b>Ready:</b> The printer is ready to print.</li><li>● <b>Offline:</b> The printer is not connected to a network.</li></ul>
Active Connection Type	The type of network the printer is connected to: <ul style="list-style-type: none"><li>● <b>Wired:</b> The printer is connected to an Ethernet network.</li><li>● <b>Wireless:</b> The printer is connected to a wireless network.</li><li>● <b>Disabled:</b> The printer is not connected to a network.</li></ul>

(continued)

Item	Meaning
URL	The address to use in order to open the printer's embedded Web server.
Hardware Address (MAC)	The printer's Media Access Control (MAC) address.
Firmware Revision	Revision number of the printer's internal software. This item might be requested by HP Service and Support.
Host Name	The printer's host name on the network.
IP Address	The printer's current IP address on the network.
Subnet Mask	The printer's subnet mask.
Default Gateway	The printer's gateway address.
Configuration Source	How the printer obtained its IP address: <ul style="list-style-type: none"> <li>● <b>Automatic:</b> AutoIP or DHCP</li> <li>● <b>Manual:</b> Static IP address</li> </ul>
DNS Server	The IP address of the printer's domain name server. Not Specified means that no IP address has been set. This setting does not apply to the printer.
mDNS	The printer's mDNS service name on the network. This name is used by Apple Rendezvous (Mac OS X v10.2.3 and higher) and Bonjour (Mac OS X v10.4.0 and higher) to identify the printer.
Admin Password	Indicates whether the printer's embedded Web server is password protected. <ul style="list-style-type: none"> <li>● <b>Set:</b> A password is required.</li> <li>● <b>Not Set:</b> A password is not required.</li> </ul>
Link Config	The network link configuration: <ul style="list-style-type: none"> <li>● 802.11</li> <li>● 10T-Full</li> <li>● 10T-Half</li> <li>● 100TX-Full</li> <li>● 100TX-Half</li> </ul>

**802.11 wireless**

The 802.11 wireless information applies only to the printer's wireless connection:

Item	Meaning
Wireless Status	<p>The printer's wireless network status:</p> <ul style="list-style-type: none"> <li>● <b>Connected:</b> The printer is connected to the wireless network.</li> <li>● <b>Disconnected:</b> The printer is not connected to the wireless network.</li> <li>● <b>Disabled:</b> The wireless radio is off and the printer is connected to an Ethernet network.</li> </ul>
Communication Mode	<p>The communication mode to which the printer is configured.</p> <ul style="list-style-type: none"> <li>● Infrastructure</li> <li>● Ad hoc</li> </ul>
Network Name (SSID)	<p>The SSID setting to which the printer is set.</p>
Signal Strength (1-5 highest)	<p>The strength of the 802.11 radio signal the printer is receiving:</p> <ul style="list-style-type: none"> <li>● <b>1 through 5:</b> 5 indicates an excellent signal; 1 indicates a poor signal.</li> <li>● <b>Not applicable:</b> The printer is set to ad hoc communication mode or the wireless network is disabled.</li> </ul>
Channel	<p>One of several pre-set frequencies at which 802.11b-enabled devices communicate in order to reduce interference.</p> <p>The number of channels available varies by country/region.</p> <p><b>Not applicable</b> means that the wireless network is disabled.</p>
Authentication Type	<p>The printer's authentication setting:</p> <ul style="list-style-type: none"> <li>● <b>Open System:</b> No authentication is being used.</li> <li>● <b>Shared Key:</b> The printer is using a WEP key for authentication.</li> <li>● <b>WPA-PSK:</b> Authentication that uses a Pre-Shared Key (PSK). Used as part of WPA for small networks.</li> <li>● <b>None:</b> No authentication is in use.</li> </ul>
Encryption	<p>The printer's encryption setting:</p> <ul style="list-style-type: none"> <li>● <b>64-bit WEP:</b> Printer is configured with a five-character or 10-digit WEP key.</li> <li>● <b>128-bit WEP:</b> Printer is configured with a 13-character or 26-digit WEP key.</li> <li>● <b>AES:</b> An encryption method that can be used with WPA.</li> <li>● <b>TKIP:</b> An encryption method that can be used with WPA.</li> <li>● <b>None:</b> No encryption is being used.</li> </ul>
Access Point HW address	<p>The MAC address of the Wireless Access Point (WAP) for the printer's network. This setting applies only to infrastructure networks. Not applicable means that the printer is set to ad hoc communication mode.</p>

## Miscellaneous

The Miscellaneous section contains information that applies to both Ethernet and wireless networks and PictBridge connections:

Item	Meaning
Total Packets Transmitted	Number of packets sent without error. This item might be requested by HP Service and Support.
Total Packets Received	Number of packets received without error. This item might be requested by HP Service and Support.
PictBridge Status	<ul style="list-style-type: none"> <li>● <b>Connected:</b> The printer is connected to a digital camera.</li> <li>● <b>Error:</b> Something is wrong with the PictBridge connection.</li> </ul>
PictBridge Last Error	The last known error to occur in the printer PictBridge function since the printer was last turned on.

## Embedded Web server (EWS)

The printer has an internal Web page, called the embedded Web server (EWS) that you can open with an Internet browser. The EWS provides a simple way to manage the printer on a network.

Use the printer's EWS to do the following:

- Check the printer's status.
- Adjust the printer's network configuration.
- Check estimated ink levels in the print cartridges.
- View network statistics.
- Configure the printer's wireless security settings.
- Configure Bluetooth settings.
- Visit HP's Web site for support information and to purchase supplies.



**Caution** It is recommended that the printer and the computers that use it be on the same subnet. Printer installation across subnets can be problematic depending on the type of router used.

Before using the printer's internal Web page, verify that the printer and the computer are powered on and connected to the network.



Follow these steps to open the printer's internal Web page:

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



2. Find the printer URL (IP address) 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 the 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 Internet browser.  
Use Microsoft Internet Explorer 5.0 or higher, Netscape 4.75 or higher, or Safari 1.0 or higher.
4. Enter the printer URL in the browser address box, and then press **Enter**.



## Change wireless security settings

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

## Get 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

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

## Configure 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 *Embedded Web server (EWS)* on page 6.
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.

## Configure 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 the computer uses only the Windows XP firewall, 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, 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 and 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.

### Assign the printer a static IP address

#### Get ready

Before assigning the printer a static IP address, you must find the following information about the 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 the network assigns to devices on the network.

For example, a network might use DHCP to assign IP addresses that range from 10.0.0.1 to 10.0.0.100. In this case, 10.0.0.25 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, 10.0.0.101 would be a good static IP address because it falls outside the range of IP addresses assigned by the network.

## Assign 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.

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 in the setup guide to connect the printer to the network.



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

## Reset the printer to factory default settings

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

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

The printer default settings are:

<b>Option</b>	<b>Default setting</b>
Communication mode	Ad hoc
Network name (SSID)	hpsetup
Encryption	None
IP address	Automatic
Wireless radio	Off
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.



# 2 Troubleshoot 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

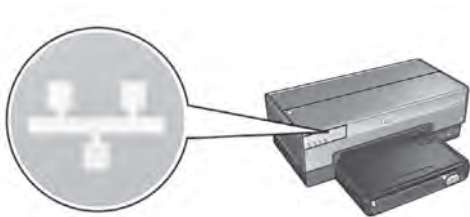
Connecting the Ethernet cable to the printer is crucial to successfully configuring the printer to operate on a wireless network.

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.

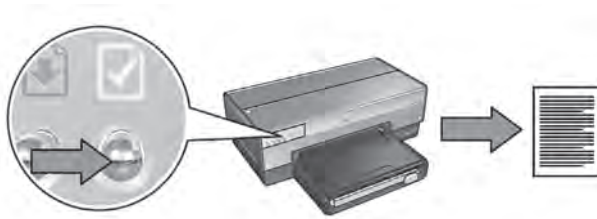
After connecting the cable, rerun the installation wizard. When prompted during the installation, remove the Ethernet cable.

### Check the Network light

Check the Network light on the front of the printer. If the Network light is not illuminated, 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, 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®), see 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, 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 *Configure the printer for a software firewall* on page 8.

- **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.

- **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 Mac OS X computer:

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

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.



1 The computer and the printer are on different subnets.



2 The computer and the printer are on the same subnets.

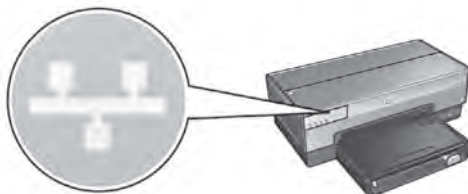
### The computer cannot find the printer after you remove the network cable

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



Try the following solutions:

- **Check the Signal Strength**

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

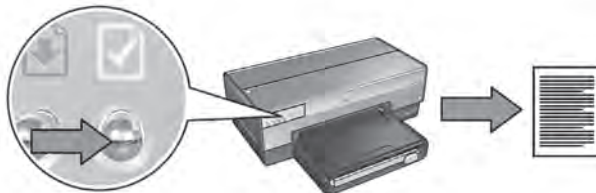


Check the Signal Strength indicated on the HP Report page. If the Signal Strength has a low rating, verify the following conditions:

- 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, see the documentation that came with the WAP or router.

# After software installation

## Printer does not print

If the printer does not print, 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.

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 15.

## 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 the 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 *Embedded Web server (EWS)* on page 6.
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 the 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. The printer and the network must be set up to use the same protocol.
- **Software firewall is blocking access to the printer**

If the network uses DHCP or AutoIP to assign IP addresses to network devices, then a software firewall installed on the 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, 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 *Configure the printer for a software firewall* on page 8.

- **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 Mac OS X computer:

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

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.



1 | The computer and the printer are on different subnets.



2 | The computer and the printer are on the same subnets.

## SecureEasySetup setup errors

This section addresses error messages you might encounter setting up a network using SecureEasySetup.

- **Error message:** The access point timed out before a connection could be made

**Action:** Your access point allows only a limited amount of time for you to complete the setup.

Start the setup process again and make sure to complete the setup in the time allowed.

- **Error message:** More than 1 SecureEasySetup access point found

**Action:** Someone else in the vicinity is also using SecureEasySetup to set up a device.

Cancel the setup and start over.

- **Error message:** Another device connected to the access point before the device tried connecting.

**Action:** Another device in the vicinity connected to your access point before the printer was able to connect.

Cancel the setup and start over.

- **Error message:** Low signal

**Action:** The access point is too far away or there is interference.

In order to establish a good signal between the printer and access point, you might have to experiment a bit. Assuming the equipment is functioning properly, try doing the following things separately or in combination:

- If there is a long distance between the computer or access point and the printer, move them closer.
- If a cordless telephone, microwave, or other device that emits radio signals transmitting at 2.4 GHz is nearby, move it farther away to reduce radio interference.



# 3 Troubleshoot an Ethernet connection

## During installation

The following problems can occur during software installation.

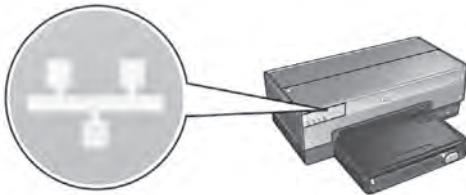
### The computer cannot find the printer

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:

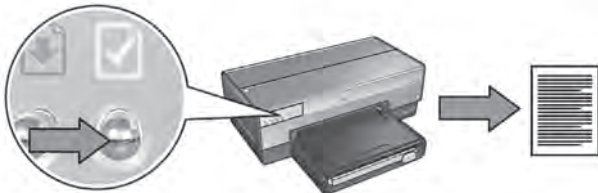
- All cable connections to the computer and the printer are secure.
- The network is operational and the network hub, switch, or router is powered on.
- The printer is powered on, paper is loaded in the In tray, and the print cartridges are correctly installed.
- All applications, including virus protection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

### Check the Network light

Check the Network light on the front of the printer. If the Network light is not illuminated, 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, 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®), see 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, 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 *Configure the printer for a software firewall* on page 8.

- **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 Mac OS X computer:

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

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.



1	The computer and the printer are on different subnets.
---	--





2 | The computer and the printer are on the same subnet.

## After software installation

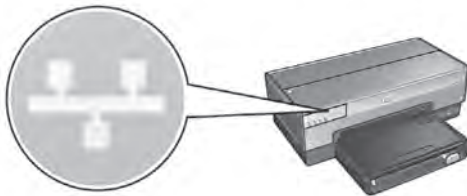
### Printer does not print

If the printer does not print, verify the following:

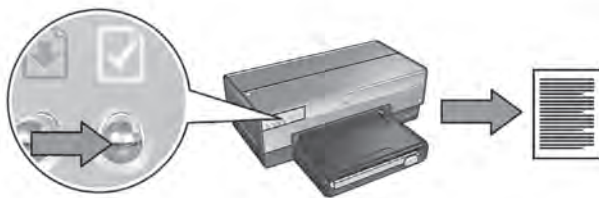
- The printer is loaded with paper.
- The printer is not experiencing a paper jam.
- The Print Cartridge Status lights on the front of the printer are not illuminated or flashing.
- The printer is selected in the application from which you are attempting to print.
- The network is operational and the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

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

Check the Network light on the front of the printer. If the Network light is not illuminated, 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:

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

If the network uses DHCP or AutoIP to assign IP addresses to network devices, then a software firewall installed on the 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, 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 *Configure the printer for a software firewall* on page 8.

- **The printer and the 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 Mac OS X computer:

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

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.



- |   |  |
|---|--|
| 1 | The computer and the printer are on different subnets. |
|---|--|



- 2 | The computer and the printer are on the same subnet.

## 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, see the documentation that came with the hub, switch, or router.
2. Open the printer's embedded Web server (EWS). For help opening the EWS, see *Embedded Web server (EWS)* on page 6.
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 the 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.











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