

Color LaserJet Pro M252 入门指南 Getting Started Guide



请执行打印机硬件设置海报上的 步骤 1-3, 然后继续执行以下页面中的 步骤 4。



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4. 在控制面板上进行初始设置(仅限 M252dw 型号)

开启打印机之后,等待其初始化。要在触摸屏控制面板上导航,请使用轻触、轻扫和滚动手势。按控制面板上的提示配置以下这些设置:

- 语言
- 位置
- 默认设置

在"默认设置"下,选择以下某个选项:

- 自我管理:为向导式设置、配置和更新体验优化的默认设置。
- IT 管理: 为批量管理和增强安全性优化的默认设置。

初始设置之后,全部设置均可自定义。



[**二] 注:**选择 "打印信息页"以打印一页内容,其中说明如何更改默认设置。

| 注: 轻触打印机控制面板上的"帮助"?按钮(仅限 M252dw 型号)以访问帮助主题。

5. 选择一种连接方式并准备安装软件

🚾 USB 直接连接打印机和计算机

请使用 A 接 B 型的 USB 电缆。

Windows

- 1. 在 Windows (Windows 8、8.1 或 RT 除外) 中,安装软件之前请勿连接 USB 电缆。如果已连接了电缆,则将其拔下,然后再继续。安装过程将适时提示连接电缆。
- 2. 继续执行"找到或下载软件安装文件"。

[==]. **注:**在安装软件期间,选择"使用 USB 电缆直接连接此计算机"选项。

Mac

- 1. 对于 Mac, 在安装软件之前使用 USB 电缆连接计算机和打印机。
- 2. 继续执行"找到或下载软件安装文件"。

🛂 有线(以太网)网络连接

🖳 使用标准网络电缆。

- 使用网络电缆连接产品和网络。等待几分钟,让产品获取网络地址。
- 2. 在打印机控制面板上, 轻触 "网络" 端按钮。如果已列出 IP 地址,则网络连接已建立。如果未列出,请等待几分钟,然后重试。请记下 IP 地址以备安装软件时使用。IP 地址示例: 192.168.0.1

要手动配置 IP 地址,请参阅"手动配置 IP 地址"。

- 3. 继续执行"找到或下载软件安装文件"。
- [**二]**, 注: 在安装软件期间,选择"通过网络进行连接"选项。

(1) 内置无线网络连接(仅限 dw 型号)

- 要将打印机连接到无线 (Wi-Fi) 网络,请在打印机控制面板上轻触"无线" № 按钮。
- 2. 轻触 "无线" 菜单,然后轻触 "无线设置向导"。从 SSID 列表中选择该网络名称,如果未列出该网络名称,则输入它。
- 3. 使用键盘输入通行短语, 然后轻触"确定"按钮。
- 4. 等待打印机建立网络连接。
- 5. 在打印机控制面板上,轻触 "网络" 端 按钮。如果已列出 IP 地址,则网络连接已建立。如果未列出,请等待几分钟,然后重试。请记下 IP 地址以备安装软件时使用。IP 地址示例:192.168.0.1
- 5. 要从计算机进行打印,请继续执行"找到或下载软件安装 文件"。要仅从手机或平板电脑进行打印,请继续执行" 移动和无线打印"。
- [**二]。注:**在安装软件期间,选择"通过网络进行连接"选项。

o 手动配置 IP 地址

有关如何手动配置 IP 地址的信息,请参阅打印机《用户指南》,网址为 www.hp.com/support/colorliM252。

6. 找到或下载软件安装文件

🚅 方法 1:从 HP Easy Start 下载

- 1. 请转至 123.hp.com/laserjet, 然后单击**下载** (Download).
- 2. 按照屏幕上的说明和提示操作以将文件保存到计算机。
- 3. 从保存软件文件的文件夹中启动该文件,然后继续执行 7. 安装软件。

🙄 方法 2:从打印机支持网站下载

- 1. 访问 www.hp.com/support/colorljM252。
- 2. 选择软件和驱动程序。
- 3. 下载用于您的打印机型号和操作系统的软件。
- 4. 通过按需单击 .exe 或 .zip 文件, 启动安装文件。

对于 Windows, 在打印机附带的 CD 上提供软件安装文件。 对于 OS X, CD 上的安装程序文件中含有从 Web 下载文件的链接。

- 1. 将打印机 CD 插入计算机。
- 2. 继续执行 7. 安装软件。

7. 安装软件

Windows 完整解决方案

- 1. 将打印机 CD 插入计算机,或启动从 Web 下载的软件安装 文件。
- 软件安装程序检测操作系统语言, 然后以相同语言显示 安装程序的主菜单。从 CD 进行安装时,如果打印程序在 30 秒后未启动,则浏览计算机上的 CD 驱动器并启动名为 SETUP.EXE 的文件。
- "软件选择"屏幕详细介绍要安装的软件。
 - 建议安装的软件包括打印驱动程序和有关产品所有功能 的软件。
 - 要自定义所安装的软件,请单击可自定义的软件选择链接。完成后,单击"**下一步"**按钮。
- 4. 按照屏幕上的说明安装软件。
- 5. 提示选择连接类型时,选择连接类型对应的选项:
 - 使用 USB 电缆直接连接此计算机
 - 通过网络进行连接
- **三 注:**通过网络进行连接时,检测打印机的最简便方式为选 择"在网络上自动查找我的打印机"。

osx完整解决方案

- 启动您从 Web 下载的软件安装程序。
- 软件安装程序检测操作系统语言,然后以相同语言显示安 装程序的主菜单。
- "安装选项"屏幕详细介绍要安装的软件。
 - 要进行标准安装,现在请单击"安装"按钮。
 - 要进行自定义安装,请单击"自定义"按钮。在打开的 屏幕上,选择要安装的组件,然后单击"安装"按钮。
- 4. 按照屏幕上的说明安装软件。
- 5. 在安装软件过程结束时,使用 HP Utility 设置助手配置打印 机选项。

os x 基本安装

要安装基本的打印和传真驱动程序,但不运行 CD 上或从 hp.com 下载的 HP 完整解决方案软件,请执行以下步骤:

- 1.
- 将打印机连接到计算机或网络。 从 "系统偏好设置"中,单击"打印机与扫描仪",然后 单击左下角的加号按钮,再选择 M252,其中使用驱动程序 命名的"AirPrint"或"HP 打印机"。

; 移动和无线打印(仅限 dw 型号 - 可选)

要从手机或平板电脑进行打印,请将该设备与打印机连接到同一无线

Apple iOS 设备 (AirPrint):打开要打印的项,然后选择"操作"图标。依次选择"打印"、本打印机、"打印"。

较新的 Android 设备(4.4 或更高版本):打开要打印的项,然后选择"**菜单"**按钮。依次选择"**打印"**、本打印机、"**打印"**。 某些设备需要从 Google Play 商店下载 "HP Print Service 插件"应用程序。

较旧的 Android 设备(4.3 或更低版本): 从 Google Play 商店下载 "HP ePrint"应用程序。

Windows Phone: 从 Windows 应用商店下载 "HP AiO Remote"应用 程序。

● 详细了解移动打印

要详细了解其他移动打印选项(包括其他 ePrint 解决方案),请扫描二维码或参阅《用户指南》的"移动打印"一节。



Wi-Fi Direct

通过 Wi-Fi Direct,可近距离从无线移动设备直接打印到支持 Wi-Fi Direct 的打印机,而无需连接到网络或 Internet。

启用 Wi-Fi Direct

- 1. 在打印机控制面板上, 轻触 "无线" ♥️ 按钮。依次轻触 "Wi-Fi Direct"、"设置"
- 2. 依次轻触"开/关"、"开"。
- 3. 要进行安全打印,请依次轻触"安全性"、"开"。记下所显示 的通行短语。使用此通行短语允许访问移动设备。要允许进行非 安全打印,请依次轻触"安全性"、"关"。
- 有关无线打印和无线设置的详细信息、请访问 www.hp.com/go/wirelessprinting.

置通过电子邮件的 HP ePrint(可选)

使用通过电子邮件的 HP ePrint 打印文档只需从任何支持电子邮件的 设备(甚至可从不在同一网络上的设备)将这些文档作为电子邮件附 件发送到产品的电子邮件地址即可。

要使用通过电子邮件的 HP ePrint, 打印机必须满足以下这些要求:

- 打印机必须连接到有线或无线网络并可访问 Internet。
- 打印机上必须启用 HP Web 服务,并且打印机必须注册到 HP Connected。

启用 HP Web 服务

1. 打开 HP 嵌入式 Web 服务器 (EWS):

a. 2 行控制面板:按 OK 按钮。打开网络设置菜单。选择显示 IP **地址**项以显示 IP 地址。

轻触屏幕控制面板:从打印机控制面板上的主屏幕中,轻触**连接信息** 🖤 按钮,然后轻触 Wi-Fi 开 以显示 IP 地址或主机名。

b. 打开 Web 浏览器,然后在地址行中,按照在打印机控制面板 上显示的那样键入该 IP 地址或主机名。按计算机键盘上的 Enter 键。随后将打开 EWS。

- 三/注: 如果在尝试打开 EWS 时,Web 浏览器显示**此网站的安全证书** 有问题消息,请单击继续访问此网站(不建议)。选择继续访问此 网站(不建议) 后在 EWS 中浏览 HP 打印机时不会损坏计算机。
- 2. 单击 **HP Web 服务**标签。
- 3. 选择用于启用 Web 服务的选项。

=√注:启用 Web 服务可能需要几分钟。

4. 访问 www.hpconnected.com 或 www.hp.com/go/eprintcenter 以创建 HP ePrint 帐户, 并完成设置流程。

故障排除

用户指南

《用户指南》中含有打印机使用和故障排除信息。可在打印机 CD 和 Web 上找到它:

- 1. 访问 www.hp.com/support/colorljM252。
- 2. 单击 Manuals (手册)。

对于 Windows, 在安装推荐的软件期间, 将《用户指南》复制到

Windows° XP、Windows Vista° 和 Windows° 7: 单击"开始",依次选择"程序"或"所有程序"、"HP"、 HP 打印机对应的文件夹、"帮助"。

在"开始"屏幕上,右键单击屏幕上的空白区域,在应用栏上 单击"所有应用",单击具有打印机名称的图标,然后选择 "帮助"。

检查固件更新

- 1. 从打印机控制面板上的主屏幕中, 轻触"设置"《按钮。
- 2. 滚动至"服务"菜单并打开它。
- 3. 选择 "LaserJet 更新"。
- 4. 选择"立即检查更新"。

控制面板(仅限dw型号)

轻触打印机控制面板上的"帮助"?按钮以访问帮助主题。



其他支持资源

有关 HP 对打印机的全方位帮助,请访问 www.hp.com/support/colorljM252:

- 解决问题
- 查找高级配置说明
- 下载软件更新
- 加入支持论坛
- 查找保修和监管信息
- 移动打印资源

竝 有线(以太网)网络连接

- 确认打印机使用长度合适的电缆连接到正确的网络端口。
- 确认网络端口旁的指示灯点亮。
- 确认计算机上装有打印驱动程序。
- 通过 ping 网络, 测试网络连接:

Windows: 单击 "开始" > "运行"。键入 cmd, 然后 按 Enter。依次键入 ping、空格、打印机 IP 地址,然后按 Enter。IP 地址示例: 192.168.0.1

OSX: 打开"网络实用工具",然后在 Ping 窗格中键入 IP 地 址。按 Enter。IP 地址示例: 192.168.0.1

- 如果窗口显示往返时间,则表明网络运行正常。
- 如果 ping 不起作用,则尝试重新启动打印机,然后重新检查所 有连接步骤。

⁽¹⁾ 无线网络连接(仅限 dw 型号)

- 确认未连接网络电缆。连接网络电缆时,打印机无法连接到无 线网络。
- 确认打印机和无线路由器均已开启且通电。还要确保无线开关
- 确认打印机在无线网络的覆盖范围内。对于大多数网络、打印 机与无线接入点(无线路由器)的距离必须在30米(100英 尺)以内。
- 确认计算机上装有打印驱动程序。
- 确认计算机与打印机连接到同一无线网络。
- 对于 Mac, 确认无线路由器支持 Bonjour。
- 重新启动无线路由器。

执行无线诊断测试

- 1. 从打印机控制面板上的主屏幕中, 轻触"设置"《按钮。
- 2. 依次选择"自我诊断"、"运行无线测试"。

4. Initial setup on the control panel (M252dw model only)

After turning on the printer, wait for it to initialize. To navigate the touchscreen control panel, use touch, swipe, and scroll gestures. Follow the prompts on the control panel to configure these settings:

- Language
- Location
- **Default Settings**

Under **Default Settings** select one of these options:

- Self-managed: Optimized default settings for a guided experience on setups, configurations, and updates.
- IT-managed: Optimized default settings for fleet manageability with enhanced security.

Settings are fully customizable after initial setup.



NOTE: Select Print Information Page to print a page that instructs how to change the default settings.

NOTE: Touch the Help ? button (M252dw model only) on the printer control panel to access help topics.

5. Select a connection method and prepare for software installation

USB connection directly between the printer and the computer

Use an A-to-B type USB cable.

Windows

- For Windows, except Windows 8, 8.1, or RT, do not connect the USB cable before installing the software. If the cable is already connected, disconnect it before continuing. The installation process prompts to connect the cable at the appropriate time.
- Continue with "Locate or download the software installation files."
- NOTE: During software installation, select the option to "Directly connect this computer using a USB cable.'

- 1. For Mac, connect the USB cable between the computer and the printer before installing the software.
- Continue with "Locate or download the software installation files."

Wired (Ethernet) network connection use a standard network cable.

- 1. Connect the network cable to the printer and to the network. Wait a few minutes for the printer to acquire a network address.
- On the printer control panel, touch the Network 📲 button. If an IP address is listed, the network connection has been established. If not, wait a few more minutes and try again. Note the IP address for use during software installation. **Example IP address**: 192.168.0.1 To manually configure the IP address, see "Manually configure the IP address.
- Continue with "Locate or download the software installation files."
- NOTE: During software installation, select the option to "Connect through a network.'

Built-in wireless network connection (dw models only)

- To connect the printer to a wireless (Wi-Fi) network, on the printer control panel, touch the Wireless button.
- Touch Wireless Menu, and then touch Wireless Setup Wizard. Select the network name from the SSID list, or enter the network name if it is not listed.
- Use the keyboard to enter the passphrase, and then touch the **OK** button.
- Wait while the printer establishes a network connection.
- On the printer control panel, touch the Network 🔓 button. If an IP address is listed, the network connection has been established. If not, wait a few more minutes and try again. Note the IP address for use during software installation. **Example IP address**: 192.168.0.1
- To print from a computer, continue with "Locate or download the software installation files." To print from a phone or tablet only, continue with "Mobile and wireless printing."
- NOTE: During software installation, select the option to "Connect through a network."

Manually configure the IP address

See the printer User Guide for information on how to manually configure the IP address www.hp.com/support/colorliM252

6. Locate or download the software installation files



I Method 1: Download from HP Easy Start

- Go to 123.hp.com/laseriet, and click Download.
- Follow the onscreen instructions and prompts to save the file to the computer.
- Launch the software file from the folder where the file was saved, and continue with "7. Install the software."



Method 2: Download from printer support Web site

- Go to www.hp.com/support/colorljM252.
- Select Software and drivers.

- 3. Download the software for your printer model and operating system.
- Launch the installation file by clicking on the .exe or .zip file as necessary.

Method 3: Install from the printer CD

For Windows, the software installation files are provided on the CD that came with the

For OS X, the installer file on the CD includes a link to download the files from the Web.

- Insert the printer CD into the computer.
- 2. Continue with "7. Install the software.

7. Install the software

Windows full solution

- Insert the printer CD into the computer, or launch the software installation file downloaded from the Web.
- The software installer detects the language of the operating system, and then it displays the main menu of the installation program in the same language. When installing from the CD, if the installer program does not start after 30 seconds, browse the CD drive on the computer and launch the file named SETUP.EXE.
- The Software Selection screen details the software to be installed.
 - The recommended software installation includes the print driver and software for all available printer features.
 - To customize the software installed, click the Customizable software selections link. When finished, click the Next button.
- 4. Follow the on-screen instructions to install the software.
- When prompted to select a connection type, select the appropriate option for the type of connection:
 - Directly connect this computer using a USB cable
 - Connect through a network

NOTE: When connecting through a network, the easiest way to detect the printer is to select Automatically find my printer on the network.

OS X full solution

- Launch the software installer that you downloaded from the Web.
- The software installer detects the language of the operating system, and then it displays the main menu of the installation program in the same language.
- The Installation Options screen details the software to be installed.
 - For a standard installation, click the **Install** button now.
 - For a custom installation, click the Customize button. On the screen that opens, select the components to install, and then click the Install button.
- 4. Follow the on-screen instructions to install the software.
- At the end of the software installation process, use the HP Utility Setup Assistant to configure printer options.

OS X basic installation

To install basic print and fax drivers without running the HP full solution software from CD or **hp.com** download, follow these steps:

- Connect the printer to the computer or network.
- From System Preferences, click Printers and Scanners, then the plus button on the bottom left, and select M252 using the driver named either AirPrint or HP Printer.



Mobile and wireless printing (dw model only - optional)

To print from a phone or tablet, connect the device to the same wireless network as the printer.

Apple iOS devices (AirPrint): Open the item to print, and select the **Action** icon. Select **Print**, select the printer, and then select **Print**.

Newer Android devices (4.4 or newer): Open the item to print, and select the **Menu** button. Select **Print**, select the printer, and select **Print**.

Some devices require downloading the HP Print Service plugin app from the Google Play store.

Older Android Devices (4.3 or older): Download the HP ePrint app from the Google Play store.

Windows Phone: Download the HP AiO Remote app from the Windows Store.

Wi-Fi Direct

Wi-Fi Direct enables close-proximity printing from a wireless mobile device directly to an Wi-Fi Direct-enabled printer without requiring a connection to a network or the Internet.

Enable Wi-Fi Direct

- On the printer control panel, touch the Wireless button. Touch Wireless Menu, and then touch Wireless Direct.
- 2. Touch **On/Off**, and then touch **On**.
- For secure printing, touch **Security**, and then touch **On**. Note the
 passphrase that displays. Use this passphrase to allow access to the
 mobile devices. To allow unsecured printing, touch **Security**, and then
 touch **Off**.
- For more information on wireless printing and wireless setup, go to www.hp.com/go/wirelessprinting.

D Learn More About Mobile Printing

To learn more about other mobile printing options, including additional ePrint solutions, scan the QR code, or see the "Mobile printing" section of the user guide.



9. Print

Set up HP ePrint via email (optional)

Use HP ePrint via email to print documents by sending them as an email attachment to the printer's email address from any email enabled device, even from devices that are not on the same network.

To use HP ePrint via email, the printer must meet these requirements:

- The printer must be connected to a wired or wireless network an have Internet access.
- HP Web Services must be enabled on the printer, and the printer must be registered with HP Connected.

Enable HP Web Services

- Open the HP Embedded Web Server (EWS):

 a. 2-line control panels: Press the OK button. Open the Network Setup menu.
 Select the Show IP Address item to show the IP Address.
 Touchscreen control panels: From the Home screen on the printer control panel, touch the Connection Information panel, touch the Connection Information panel, touch the IP address or host name.
- b. Open a Web browser, and in the address line, type the IP address or host name exactly as it displays on the printer control panel. Press the **Enter** key on the computer keyboard. The EWS opens.
- NOTE: If the Web browser displays a There is a problem with this website's security certificate message when attempting to open the EWS, click Continue to this website (not recommended). Choosing Continue to this website (not recommended) will not harm the computer while navigating within the EWS for the HP printer.
- 2. Click the **HP Web Services** tab.
- 3. Select the option to enable Web Services.
- NOTE: Enabling Web Services might take several minutes.
- 4. Go to www.hp.com/go/eprintcenter to create an HP ePrint account and complete the setup process.

Troubleshooting

User quide

The user guide includes printer usage and troubleshooting information. It is available on the printer CD and on the Web:

Go to www.hp.com/support/colorljM252.

folder for the HP printer, and then select **Help**.

2. Click Manuals.

For Windows, the user guide is copied to the computer during the recommended software installation.

Windows XP, Windows Vista®, and Windows® 7: Click Start, select Programs or All Programs, select HP, select the

On the Start screen, right-click an empty area on the screen, click All **Apps** on the app bar, click the icon with the printer's name, and then select Help.

Check for firmware updates

- From the Home screen on the printer control panel, touch the Setup
- Scroll to and open the **Service** menu.
- Select LaserJet Update.
- Select Check for Updates Now.

Control panel help (dw models only)

Touch the Help? button on the printer control panel to access help topics.



Additional support resources

For HP's all-inclusive help for the printer, go to www.hp.com/support/colorljM252:

- Solve problems
- Find advanced configuration instructions
- Download software updates
- Join support forums
- Find warranty and regulatory information
- Mobile printing resources



Wired (Ethernet) network connection

- Verify that the printer is attached to the correct network port using a cable of the correct length.
- Verify the lights next to the network port are lit.
- Verify the print driver is installed on the computer.
- Test the network connection by pinging the network:

Windows: Click Start > Run. Type cmd, and press Enter. Type **ping**, type a space, type the printer IP address, and then press Enter. Example IP address: 192.168.0.1

OS X: Open the Network Utility, and type the IP address in the ping pane. Press Enter. Example IP address: 192.168.0.1

- If the window displays round-trip times, the network is working.
- If the ping does not work, try restarting the printer and recheck all of the connection steps.

((†)) Wireless network connection (dw models only)

- Verify that the network cable is not connected. The printer cannot connect to a wireless network when a network cable is connected.
- Verify that the printer and wireless router are turned on and have power. Also make sure the wireless switch is turned on.
- Verify that the printer is within the range of the wireless network. For most networks, the printer must be within 30 m (100 ft) of the wireless access point (wireless router).
- Verify the print driver is installed on the computer.
- Verify that the computer and printer connect to the same wireless network.
- For Mac, verify that the wireless router supports Boniour.
- Restart the wireless router.

Perform the wireless diagnostic test

- From the Home screen on the printer control panel, touch the Setup \ button.
- 2. Select **Self Diagnostics**, and then select **Run Wireless Test**.

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- Reorient or relocate the receiving antenna.
- Increase separation between equipment and receiver.
- Connect equipment to an outlet on a circuit different from that to which the receiver is located.
- Consult your dealer or an experienced radio/TV technician.

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