



# Color LaserJet Pro MFP M377

## 入门指南

### Getting Started Guide



[www.hp.com/support/colorljM477MFP](http://www.hp.com/support/colorljM477MFP)



[www.register.hp.com](http://www.register.hp.com)

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M5H23-90906

## 重要信息：

请执行打印机硬件设置海报上的**步骤 1-3**，然后执行**步骤 4**。



## 4. 在控制面板上进行初始设置


开启打印机之后，等待其初始化。要在控制面板上导航，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：

- **自助管理**：为大多数用户优化的默认设置，其中包括引导式设置以及配置步骤和自动更新。
- **IT 管理**：用于批量管理的优化默认设置。

初始安装后，可完全自定义设置。

 **注**：选择**打印信息页**可打印一页内容，其中将说明如何更改默认设置。

 **注**：轻触打印机控制面板上的“帮助”按钮可访问帮助主题。


## 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

使用 A 转 B 型 USB 电缆（并非所有型号均随附）。

#### Windows

1. 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 **6. 找到或下载软件安装文件**。


 **注**：在安装软件期间，请选择**使用 USB 电缆直接连接此计算机选项**。（仅限 Windows）


#### 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 **6. 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。（未随附电缆。）

1. 使用网络电缆连接打印机和网络。等待几分钟，让打印机获取网络地址。
2. 在控制面板上，轻触“连接信息”按钮。如果列出 IP 地址，则已建立网络连接。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。**示例 IP 地址**：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 **6. 找到或下载软件安装文件**。

 **注**：在安装软件期间，请选择**通过网络进行连接选项**。（仅限 Windows）

### 内置无线网络连接

1. 轻触“连接信息”按钮。
2. 轻触 **网络 Wi-Fi 关闭按钮**。
3. 轻触**设置按钮**。
4. 轻触**无线设置向导项**。
5. 从列表中选择正确的网络 SSID。如果看不到该 SSID，则轻触**输入 SSID**，然后手动提供该网络 SSID。
6. 使用键盘输入通行短语，然后轻触**确定按钮**。
7. 等待打印机建立网络连接。
8. 轻触“连接信息”按钮。如果列出 IP 地址，则已建立网络连接。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。**示例 IP 地址**：192.168.0.1
9. 要从计算机打印，请继续执行“**6. 找到或下载软件安装文件**。”要从手机或平板电脑打印，请继续执行“**8. 移动和无线打印**”。

 **注**：在安装软件期间，请选择**通过网络进行连接选项**。（仅限 Windows）

### 手动配置 IP 地址

有关如何手动配置 IP 地址，请参阅打印机《用户指南》。请参阅本指南的“**故障排除**”一节。

## 6. 找到或下载软件安装文件

### 从 Web 下载

#### HP Easy Start

1. 访问 [123.hp.com](http://123.hp.com)。
2. 选择打印机型号，然后单击**开始**。
3. 按照屏幕上的说明进行操作。按提示将文件保存到计算机。
4. 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”。

#### 产品支持网站

1. 访问 [www.hp.com/support/colorijM377MFP](http://www.hp.com/support/colorijM377MFP)。
2. 在下载选项下，单击**驱动程序、软件和固件**，然后选择相应的操作系统。
3. 从**驱动程序 - 产品安装软件**中，决定要使用哪个软件选项，然后单击它旁边的**下载按钮**。按提示将文件保存到计算机。
4. 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。”

### 从打印机 CD 安装

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**”。

#### 安装说明

有关打印机软件的更多详细信息，请参阅打印机 CD 上的安装说明文件。

## 7. 安装软件

### Windows 解决方案

1. 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，如果安装程序在 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。
2. **软件选择**屏幕会显示要安装软件的详细信息。
  - 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**自定义软件选择**链接。完成后，单击**下一步**按钮。
3. 按照屏幕上的说明安装软件。
4. 提示选择连接类型时，选择该连接类型的相应选项：
  - **使用 USB 电缆直接连接此计算机**
  - **通过网络进行连接**
  - **帮助我首次设置无线连接**

 **注：**通过网络进行连接时，检测打印机的最简便方式是选择在网络上自动查找我的打印机。

 **注：**对于无线安装，请选择**帮助我首次设置无线连接**选项，然后选择**是**，检索计算机上的无线设置。

### OS X 解决方案

1. 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。
2. 按照屏幕上的说明安装软件。出现提示后，使用适合连接类型的电缆连接打印机，或确保打印机准备进行无线通信。
3. 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。

#### 安装说明

并非所有操作系统均提供所有软件组件。有关详细信息，请参阅打印机 CD 上的安装说明文件。

## 8. 移动和无线打印（可选）

要从手机或平板电脑打印，请将设备连接到打印机使用的同一个无线网络。

**Apple iOS 设备 (AirPrint)** 打开要打印的项，然后选择操作图标。选择打印，然后选择打印机，最后选择打印。

**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。选择打印，然后选择打印机，最后选择打印。

某些设备需要从 Google Play 商店下载“HP Print Service 插件”应用程序。

**较早的 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. 轻触“连接信息”/按钮。
2. 轻触 **Wi-Fi Direct 关闭**按钮。
3. 轻触**设置**按钮。
4. 依次选择**开/关**项、**开**。
5. 要进行安全打印，请依次选择**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。  
要允许非安全打印，请选择**安全性**，然后选择**关闭**。

-  有关无线打印和无线设置的详细信息，请访问 [www.hp.com/go/wirelessprinting](http://www.hp.com/go/wirelessprinting)。

## 9. 设置通过电子邮件的 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


 **注**：在启用 HP Web 服务之前，确认打印机连接到网络。

1. 轻触**应用**  按钮。
2. 在**启用 Web 服务**屏幕中，轻触**确定**。打印机启用 Web 服务。使用**打印**按钮打印信息页。该信息页包含在 HP Connected 注册 HP 打印机所需的打印机代码。
3. 访问 [www.hpconnected.com](http://www.hpconnected.com) 以创建 HP ePrint 帐户并完成设置过程。

## 10. 为网络上的打印机设置扫描功能（可选）

打印机具有扫描到电子邮件和扫描到网络文件夹功能，扫描文件后可将其作为电子邮件附件发送或将其保存在网络上的文件夹中。打印机必须连接到有线或无线网络。

- 对于**扫描到电子邮件**功能，获取 SMTP 服务器名称、SMTP 端口号和身份验证信息。有关此信息，请与电子邮件/Internet 服务提供商或系统管理员联系。SMTP 服务器名称和端口名称通常可通过 Internet 搜索轻松查找。例如，搜索“gmail smtp 服务器名称”或“yahoo smtp 服务器名称”等词语。
- 对于**扫描到网络文件夹**功能，确认设置了具有适当权限的共享网络文件夹，并且知道该文件夹在网络上的路径。

 **注：**有关设置**扫描到电子邮件**和**扫描到网络文件夹**的更多帮助，请参阅《用户指南》，或访问 [www.hp.com/support/colorljM377MFP](http://www.hp.com/support/colorljM377MFP) 并使用“扫描到电子邮件”或“扫描到网络文件夹”关键字进行搜索。

### Windows

Windows 7、Windows 8.1 和 Windows 10 的设置向导包括基本配置的选项

#### 设置“扫描到网络文件夹”

1. 启动“扫描到网络文件夹向导”。

##### Windows 7

- a. 单击**开始**，然后单击**程序**。
- b. 依次单击 **HP**、打印机名称和**扫描到网络文件夹向导**。
- c. 在**网络文件夹配置文件**对话框中，单击**新建按钮**。此时将打开**扫描到网络文件夹设置**对话框。

##### Windows 8.1、Windows 10

- a. 从计算机的“开始”屏幕中，键入“HP AIO Remote”，然后选择搜索结果中的 HP AIO Remote 应用程序，或单击现有的 HP AIO Remote 图标。
  - b. 向右滚动或轻扫。在**工具箱**部分中，选择**设置首选项**。
  - c. 在**扫描**部分中，选择**扫描到网络文件夹**。
2. 按照屏幕上的说明进行操作并输入前面记下的必要信息以完成此过程。
  3. 在**完成**页面或屏幕上，选择**完成**或**保存**以完成设置过程。


#### 设置“扫描到电子邮件”

1. 启动“扫描到电子邮件向导”。

##### Windows 7

- a. 单击**开始**，然后单击**程序**。
- b. 依次单击 **HP**、打印机名称、**扫描到电子邮件向导**。
- c. 在**外发电子邮件配置文件**对话框中，单击**新建按钮**。将打开**扫描到电子邮件设置**对话框。

##### Windows 8.1、Windows 10


- a. 从计算机的“开始”屏幕中，键入“HP AIO Remote”，然后选择搜索结果中的 HP AIO Remote 应用程序，或单击现有的 HP AIO Remote 图标。
  - b. 向右滚动或轻扫。在**工具箱**部分中，选择**设置首选项**。
  - c. 在**扫描**部分中，选择**扫描到电子邮件**。
  - d. 确认或更改系统设置，然后选择**保存**。随后将打开**配置电子邮件**屏幕。
2. 按照屏幕上的说明进行操作并输入前面记下的必要信息以完成此过程。
-  **注：**在**2. 身份验证**页面 (Windows 7) 或**SMTP 设置**屏幕 (Windows 8.1、10) 中，如果使用 Google™ Gmail 作为电子邮件服务，则选中确保使用 SSL/TLS 安全连接的复选框。
3. 在**完成**页面或屏幕上，选择**完成**或**保存**以完成设置过程。

### OS X

要在 OS X 中设置扫描功能，请打开 HP Utility。HP Utility 位于 Applications/HP 文件夹中。

#### 设置“扫描到电子邮件”

1. 在 HP Utility 中，单击**扫描到电子邮件**图标。
2. 单击**开始设置“扫描到电子邮件”**以打开 HP 内嵌式 Web 服务器 (EWS)。
3. 在 EWS 中，依次单击**系统选项卡**、**管理链接**，然后将**扫描到电子邮件**选项设置为开。
4. 依次单击**扫描选项卡**、**外发电子邮件配置文件**链接、**新建按钮**。
5. 在**电子邮件地址**区域中，填写必填字段。
6. 在**SMTP 服务器设置**区域中，填写必填字段。

 **注：**大多数情况下不需要更改默认端口号。

7. 检查所有信息，然后单击**保存并测试**。

#### 设置“扫描到网络文件夹”

1. 在 HP Utility 中，单击**扫描到网络文件夹**图标。
2. 单击**注册我的共享文件夹**以打开 HP 内嵌式 Web 服务器 (EWS)。
3. 在 EWS 中，依次单击**系统选项卡**、**管理链接**，然后将**扫描到网络文件夹**选项设置为开。
4. 单击**扫描选项卡**，然后确保突出显示**网络文件夹设置**链接。
5. 在**网络文件夹配置**页中，单击**新建按钮**。
6. 在**网络文件夹配置**区域中，填写必填字段。创建安全 PIN 为可选操作。
7. 在**扫描设置**区域中，填写必填字段。
8. 检查所有信息，然后单击**保存并测试**。

# 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/colorijM377MFP](http://www.hp.com/support/colorijM377MFP)。
2. 单击手册。

对于 Windows，在安装推荐的软件期间，将《用户指南》复制到计算机。


### Windows® XP、Windows Vista® 和 Windows® 7:

单击**开始**，选择**程序**或**所有程序**，选择**HP**，选择 HP 打印机的文件夹，然后选择**帮助**。

### Windows® 8:

在**开始**屏幕上，右键单击屏幕上的空白区域，在应用程序栏上单击**所有应用程序**，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. 在控制面板上，轻扫控制面板屏幕，然后轻触**设置**  按钮。
2. 打开**维修**菜单。
3. 选择**LaserJet 更新**。
4. 选择**立即检查更新**。

## 控制面板帮助

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/colorijM377MFP](http://www.hp.com/support/colorijM377MFP)：

- 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
- 访问移动打印资源


## 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 打印机，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**。示例 IP 地址：192.168.0.1  
**OS X:** 打开“网络实用工具”，然后在 **ping** 窗格中键入 IP 地址。按 **ENTER**。示例 IP 地址：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。

## 无线网络连接

- 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。还要确保无线开关已开启。
- 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. 在控制面板上，轻扫控制面板屏幕，然后轻触**设置**  按钮。
2. 依次选择**自我诊断**、**运行无线测试**。

## ! IMPORTANT:

Follow **Steps 1 - 3** on the printer hardware setup poster, and then continue with **Step 4**.



## 4. Initial setup on the control panel

After turning on the printer, wait for it to initialize. To navigate the 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 most users that include guided setup and configuration steps and automatic updates.
- **IT-managed:** Optimized default settings for fleet manageability.

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 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 (not included with all models).

#### Windows

1. 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.
2. Continue with “6. Locate or download the software installation files.”  
 **NOTE:** During software installation, select the option to **Directly connect this computer using a USB cable.** (Windows only)

#### Mac

1. For Mac, connect the USB cable between the computer and the printer before installing the software.
2. Continue with “6. Locate or download the software installation files.”

### Wired (Ethernet) network connection

Use a standard network cable. (Cable not included.)

1. Connect the network cable to the printer and to the network. Wait a few minutes for the printer to acquire a network address.
2. On the control panel, touch the Connection Information 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.”
3. Continue with “6. Locate or download the software installation files.”

**NOTE:** During software installation, select the option to **Connect through a network.** (Windows only)

### Built-in wireless network connection

1. Touch the Connection Information button.
2. Touch the **Network Wi-Fi OFF** button.
3. Touch the **Settings** button.
4. Touch the **Wireless Setup Wizard** item.
5. Select the correct network SSID from the list. If you do not see the SSID, touch **Enter SSID** and provide the network SSID manually.
6. Use the keyboard to enter the passphrase, and then touch the **OK** button.
7. Wait while the printer establishes a network connection.
8. Touch the Connection Information 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
9. To print from a computer, continue with “6. Locate or download the software installation files.” To print from a phone or tablet only, continue with “8. Mobile and wireless printing.”

**NOTE:** During software installation, select the option to **Connect through a network.** (Windows only)

### Manually configure the IP address

See the printer user guide for information on how to manually configure the IP address. See the “[Troubleshooting](#)” section of this guide.

## 6. Locate or download the software installation files

### Download from the Web

#### HP Easy Start

1. Go to [123.hp.com](http://123.hp.com).
2. Select the printer model, and then click **Begin**.
3. Follow the onscreen instructions. Follow the prompts to save the file to the computer.
4. Launch the software file from the folder where the file was saved, and continue with “7. Install the software.”

#### Product support Web site

1. Go to [www.hp.com/support/colorIJM377MFP](http://www.hp.com/support/colorIJM377MFP).
2. Under **Download options**, click **drivers, software, & firmware**, and then select the appropriate operating system.
3. From **Driver - Product Installation Software**, determine which software option to use, and then click the **Download** button next to it. Follow the prompts to save the file to the computer.
4. Launch the software file from the folder where the file was saved, and continue with “7. Install the software.”

### Install from the printer CD

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

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

1. Insert the printer CD into the computer.
2. Continue with “7. Install the software.”


#### Install Notes

For more details about the software for the printer, see the install notes file on the printer CD.

## 7. Install the software

### Windows solution

1. 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.
2. 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 **Customize software selections** link. When finished, click the **Next** button.
3. Follow the on-screen instructions to install the software.
4. 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**
  - **Help me set up a first-time wireless connection**

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

 **NOTE:** For wireless installation, select the option to **Help me set up a first-time wireless connection**, and then select **Yes, retrieve the wireless settings on my computer**.

### OS X solution

1. 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.
2. Follow the on-screen instructions to install the software. When prompted, connect the printer using the appropriate cable for the connection type, or ensure that the printer is prepared for wireless communication.
3. At the end of the software installation process, use the **HP Utility Setup Assistant** to configure printer options.

#### Install Notes

Not all software components are available for all operating systems. For more information, see the install notes file on the printer CD.



## 8. Mobile and wireless printing (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.

### 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.



### Wi-Fi Direct

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

#### Enable Wi-Fi Direct

1. Touch the Connection Information  button.
  2. Touch the **Wi-Fi Direct OFF** button.
  3. Touch the **Settings** button.
  4. Select the **On/Off** item, and then select **On**.
  5. For secure printing, select **Security**, and then select **On**. Note the passphrase that displays. Use this passphrase to allow access to the mobile devices.  
To allow unsecured printing, select **Security**, and then select **Off**.
-  For more information on wireless printing and wireless setup, go to [www.hp.com/go/wirelessprinting](http://www.hp.com/go/wirelessprinting).

## 9. 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 and 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

 **NOTE:** Before enabling HP Web Services, verify that the printer is connected to a network.

1. Touch the **Apps**  button.
2. In the **Enable Web Services** screen, touch **OK**.  
The printer enables Web Services. Use the **Print** button to print an information page. The information page contains a printer code necessary to register the HP printer at HP Connected.
3. Go to [www.hpconnected.com](http://www.hpconnected.com) to create an HP ePrint account and complete the setup process.

## 10. Set up scan features for printers on a network (optional)

The printer includes Scan to Email and Scan to Network Folder features that scan files and send them as an email attachment or save them in a folder on the network. The printer must be connected to a wired or wireless network.

- For the **Scan to Email** feature, obtain the SMTP server name, SMTP port number, and authentication information. Contact the email/Internet service provider or system administrator for this information. SMTP server names and port names are typically easy to find by doing an Internet search. For example, search for terms like “gmail smtp server name” or “yahoo smtp server name.”
- For the **Scan to Network Folder** feature, confirm that a shared network folder with proper permissions is set up, and know the path to that folder on the network.

 **NOTE:** For more help on setting up **Scan to Email** and **Scan to Network Folder**, see the user guide, or go to [www.hp.com/support/colorIJM377MFP](http://www.hp.com/support/colorIJM377MFP) and search using keywords “scan to email” or “scan to network folder.”

### Windows

The set up wizards for Windows 7, Windows 8.1, and Windows 10 include the options for basic configuration

#### Set up Scan to Network Folder

1. Start the Scan to Network Folder Wizard.

##### Windows 7

- a. Click **Start**, and then click **Programs**.
- b. Click **HP**, click the name of the printer, and then click **Scan to Network Folder Wizard**.
- c. In the **Network Folder Profiles** dialog, click the **New** button. The **Scan to Network Folder Setup** dialog opens.

##### Windows 8.1, Windows 10

- a. From the computer Start screen, either type “HP AIO Remote” and then select the HP AIO Remote app in the search results, or click the existing HP AIO Remote icon.
  - b. Scroll or swipe to the right. In the **Toolbox** section, select **Set Preferences**.
  - c. In the **Scan** section, select **Scan to Network Folder**.
2. Follow the onscreen instructions and enter the necessary information that you noted earlier to complete the process.
  3. On the **Finish** page or screen, select **Finish** or **Save** to finish the setup process.


### Set up Scan to Email

1. Start the Scan to Email Wizard.

##### Windows 7

- a. Click **Start**, and then click **Programs**.
- b. Click **HP**, click the name of the printer, and then click **Scan to Email Wizard**.
- c. In the **Outgoing Email Profiles** dialog, click the **New** button. The **Scan to Email Setup** dialog opens.

##### Windows 8.1, Windows 10


- a. From the computer Start screen, either type “HP AIO Remote” and then select the HP AIO Remote app in the search results, or click the existing HP AIO Remote icon.
  - b. Scroll or swipe to the right. In the **Toolbox** section, select **Set Preferences**.
  - c. In the **Scan** section, select **Scan to Email**.
  - d. Confirm or change the system settings, and then select **Save**. The **Configure Email** screen opens.
2. Follow the onscreen instructions and enter the necessary information that you noted earlier to complete the process.  
 **NOTE:** In the **2. Authenticate** page (Windows 7) or the **SMTP Settings** screen (Windows 8.1, 10), if you are using Google™ Gmail for email service, select the check box that ensures that you use an SSL/TLS secure connection.
  3. On the **Finish** page or screen, select **Finish** or **Save** to finish the setup process.

### OS X

To set up the scan features in OS X, open HP Utility. HP Utility is located in the Applications/HP folder.

#### Set up Scan to Email

1. In HP Utility, click the **Scan to E-mail** icon.
2. Click **Begin Scan to E-mail Setup** to open the HP Embedded Web Server (EWS).
3. In the EWS, click the **System** tab, click the **Administration** link, and then set the **Scan to Email** option to **On**.
4. Click the **Scan** tab, click the **Outgoing E-mail Profiles** link, and then click the **New** button.
5. In the **E-mail Address** area, fill in the required fields.
6. In the **SMTP Server Settings** area, fill in the required fields.

 **NOTE:** In most cases, the default port number does not need to be changed.

7. Review all the information, and then click **Save and Test**.

#### Set up Scan to Network Folder

1. In HP Utility, click the **Scan to Network Folder** icon.
2. Click **Register My Shared Folder** to open the HP Embedded Web Server (EWS).
3. In the EWS, click the **System** tab, click the **Administration** link, and then set the **Scan to Network Folder** option to **On**.
4. Click the **Scan** tab, and then make sure that the **Network Folder Setup** link is highlighted.
5. On the **Network Folder Configuration** page, click the **New** button.
6. In the **Network Folder Configuration** area, fill in the required fields. Creating a security PIN is optional.
7. In the **Scan Settings** area, fill in the required fields.
8. Review all the information, and then click **Save and Test**.

# Troubleshooting

## User guide

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

1. Go to [www.hp.com/support/colorijM377MFP](http://www.hp.com/support/colorijM377MFP).
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 folder for the HP printer, and then select **Help**.

### Windows® 8:

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

1. On the control panel, swipe the control panel screen and touch the **Setup**  button.
2. Open the **Service** menu.
3. Select **LaserJet Update**.
4. Select **Check for Updates Now**.

## Control panel help

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/colorijM377MFP](http://www.hp.com/support/colorijM377MFP):

- Solve problems
- Find advanced configuration instructions
- Download software updates
- Join support forums
- Find warranty and regulatory information
- Access 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 that the lights next to the network port are lit.
- Verify that the print driver is installed on the computer.
- Test the network connection by pinging the printer:
  - 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

- 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 that 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 Bonjour.
- Restart the wireless router.

### Perform the wireless diagnostic test

1. On the control panel, swipe the control panel screen and touch the **Setup**  button.
2. Select **Self Diagnostics**, and then select **Run Wireless Test**.

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- 重新调整接收天线的方向或位置。
- 增加设备和接收器之间的距离。
- 将设备连接到与接收器不在同一电路上的插座。
- 咨询代理商或经验丰富的无线电/电视技术人员。

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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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