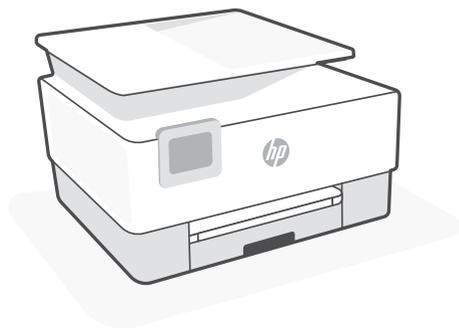


Reference Guide

参考指南



HP OfficeJet Pro
8020e series

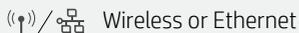
Control panel

Dashboard

Open the Dashboard by touching or swiping at the top of the display to access printer tasks and status.



Setup



Wireless or Ethernet



Wi-Fi Direct



Ink Status



Fax Status



HP EcoSolutions



Back



Home

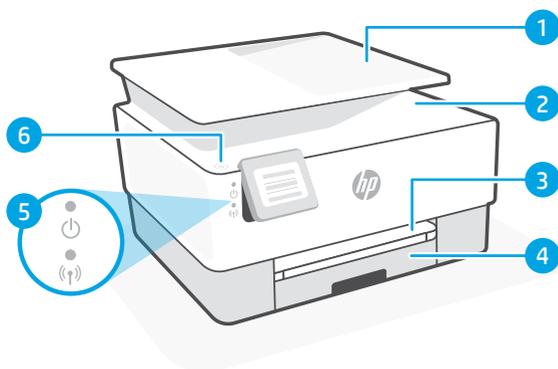


Help



Printer features

- 1 Document feeder
- 2 Scanner lid
- 3 Output tray
- 4 Input tray
- 5 Power light and Wireless light
- 6 Power button



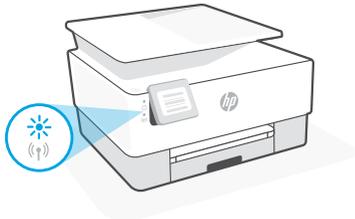
Do not use USB for setup



HP recommends setting up this printer using HP Smart and an Internet connection. If you use a USB connection, you will miss out on Instant Ink, wireless printing, and other advanced features that HP Smart delivers through the cloud.

Help and tips for Wi-Fi and connectivity

If the software is unable to find your printer during setup, check the following conditions to resolve the issue.

| Potential Issue | Solution |
|---|--|
| <p>Printer Wi-Fi setup mode timed out</p>  | <p>If the blue Wi-Fi light is not blinking, the printer might not be in Wi-Fi setup mode. Restart setup mode:</p> <ol style="list-style-type: none"> 1. Swipe down to open the control panel Dashboard. 2. Touch  > Network Setup > Restore Network Settings. Touch Yes, when prompted. 3. Wait for one minute. Close and reopen HP Smart, and then try connecting again. |
| <p>Computer or mobile device too far from printer</p> | <p>Move your computer or mobile device closer to the printer. Your device might be out of range of the printer's Wi-Fi signal.</p> |
| <p>Computer connected to a Virtual Private Network (VPN) or remote work network</p> | <p>Disconnect from a VPN before installing HP Smart software. You can't install apps from the Microsoft Store when connected to a VPN. Connect to the VPN again after finishing printer setup.</p> <p>Note: Consider your location and the security of the Wi-Fi network before disconnecting from a VPN.</p> |
| <p>Wi-Fi turned off on computer (computer connected by Ethernet)</p> | <p>If your computer is connected by Ethernet, turn on the computer's Wi-Fi while setting up the printer. You don't need to disconnect the Ethernet cable.</p> |
| <p>Bluetooth is turned off on your computer or mobile device.</p> | <p>Turn on Bluetooth for the computer or mobile device being used to complete printer setup. For mobile devices, turn on Location services also. Bluetooth and Location help the software find your network and printer.</p> |
| <p>Location is turned off on your mobile device.</p> | <p>Note: Your location is not being determined and no location information is being sent to HP as part of the setup process.</p> |



Help and Support

For printer troubleshooting and videos, visit the HP support site. Enter your model name to find the printer.



hp.com/support

控制台

儀表板

輕觸顯示器頂端或撥動該處以開啟儀表板，即可存取印表機工作及狀態。



設定

(Wi-Fi) / 網路 無線或乙太網路



Wi-Fi Direct



墨水狀態



傳真狀態



HP EcoSolutions



返回



首頁

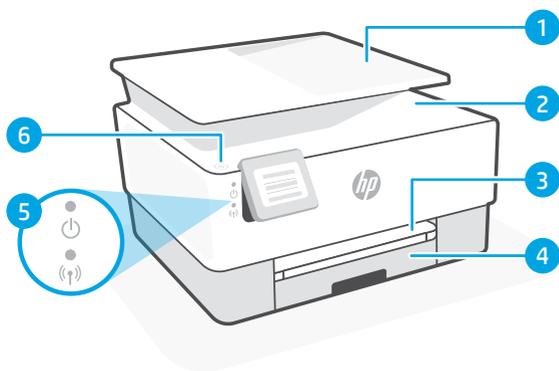


說明



印表機功能

- 1 文件進紙器
- 2 掃描器蓋板
- 3 出紙匣
- 4 進紙匣
- 5 電源指示燈和無線指示燈
- 6 電源按鈕



請勿使用 USB 進行設定



HP 建議使用 HP Smart 與網際網路連線來設定此印表機。若您使用 USB 連線，將會錯過 Instant Ink、無線列印，以及 HP Smart 透過雲端提供的其他進階功能。

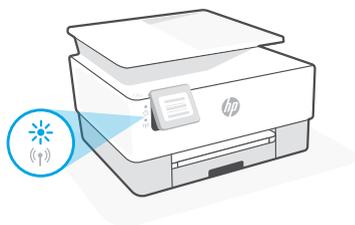
有關 Wi-Fi 及連線的說明與訣竅

若軟體在設定期間無法找到您的印表機，請檢查下列情況以解決問題。

可能的問題

解決方案

印表機 Wi-Fi 設定模式逾時



如果藍色 Wi-Fi 指示燈並未閃爍，則印表機可能並未處於 Wi-Fi 設定模式。重新啟動設定模式：

1. 向下滑動以開啟控制台儀表板。
2. 輕觸  > 網路設定 > 還原網路設定。出現提示時，輕觸是。
3. 等待一分鐘。關閉並重新開啟 HP Smart，然後嘗試再次連線。

電腦或行動裝置距離
印表機太遠

將您的電腦或行動裝置移至靠近印表機的位置。您的裝置可能不在印表機 Wi-Fi 訊號範圍內。

電腦已連線至虛擬
私人網路 (VPN) 或遠端
工作網路

中斷 VPN 連線，然後再安裝 HP Smart 軟體。當連線至 VPN 時，您無法從 Microsoft Store 安裝應用程式。
完成印表機設定後，再次連線至 VPN。

附註：在中斷 VPN 連線前，請考慮您的位置及 Wi-Fi 網路安全性。

電腦上的 Wi-Fi 已關閉
(電腦已透過乙太網路連線)

如果您的電腦是透過乙太網路連線，請於設定印表機時開啟電腦的 Wi-Fi。您無需拔除乙太網路纜線。

您的電腦或行動裝置上的 Bluetooth 已關閉。

開啟正在使用之電腦或行動裝置的 Bluetooth 以完成印表機設定。針對行動裝置，請一併開啟位置服務。Bluetooth 與位置可協助軟體找到您的網路及印表機。

您的行動裝置上的位置已關閉。

附註：我們不會確認您的位置，在設定過程中也不會有任何位置資訊傳送至 HP。



說明及支援

如需印表機疑難排解及視訊等內容，請造訪 HP 支援網站。輸入您的機型名稱以尋找印表機。



hp.com/support



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