



# Reference Guide

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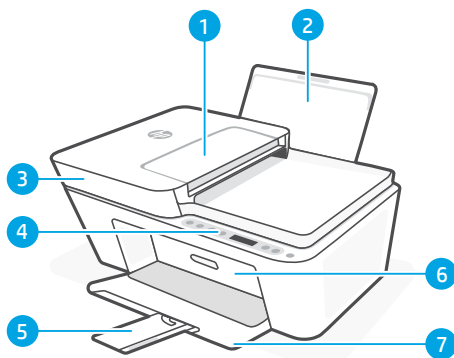
参考指南



**HP DeskJet 4100e**

All-in-One series

## Printer features



- 1 Document feeder
- 2 Input tray
- 3 Scanner lid
- 4 Control panel
- 5 Output tray extender
- 6 Cartridge access door
- 7 Output tray

## Control panel



**Power button**  
Press to turn printer on/off.



**Ink Alert light**  
Indicates low ink or cartridge problems.



**Cancel button**  
Press to stop current operation.



**Resume button/light**  
Press when lit to continue a job.



**Information button/light**  
Press to print a summary of printer settings and status.



**Wireless button/light**  
Indicates wireless connection status. Connected when light is solid blue. Blinks when printer is disconnected or in setup mode.



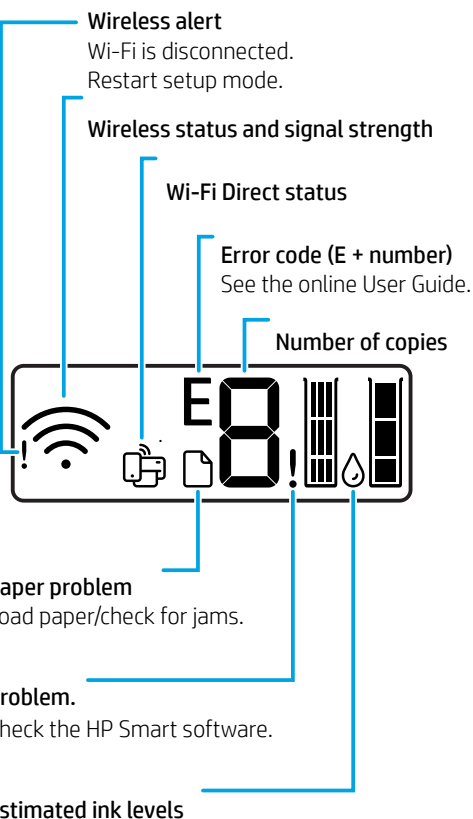
**Color Copy button**  
Press to start a color copy job.



**Black and White Copy button**  
Press to start a black-and-white copy job.

**Note:** To increase number of copies, press the desired button multiple times.




## Display icons



For more information on lights and errors, visit [hp.com/support](http://hp.com/support)

## 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
Printer Wi-Fi setup mode timed out 	If the blue Wi-Fi light is not blinking, the printer might not be in Wi-Fi setup mode. Restart setup mode: <ol style="list-style-type: none"> <li>1. Press  and  at the same time. Watch for the Power button to briefly flash, then release the buttons. The Wireless light will blink blue.</li> <li>2. Wait for one minute. Close and reopen HP Smart, and then try connecting again.</li> </ol>
Computer or mobile device too far from printer	Move your computer or mobile device closer to the printer. Your device might be out of range of the printer's Wi-Fi signal.
Computer connected to a Virtual Private Network (VPN) or remote work network	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>Note: Consider your location and the security of the Wi-Fi network before disconnecting from a VPN.</p>
Wi-Fi turned off on computer (computer connected by Ethernet)	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.
Bluetooth is turned off on your computer or mobile device.	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.
Location is turned off on your mobile device.	Note: Your location is not being determined and no location information is being sent to HP as part of the setup process.

### 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.

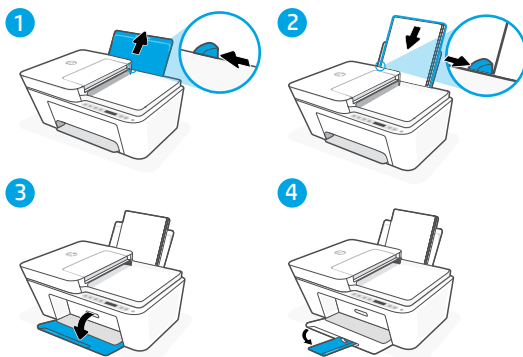
## Printer hardware setup information



Follow instructions in the HP Smart software for easy setup. Visit [123.hp.com](https://123.hp.com) to install software.

### Load paper

1. Pull up to reveal the paper tray. Slide open the guides.
2. Load Letter or A4 paper and adjust the guides.
3. Open the output tray.
4. Pull open the output tray extender.

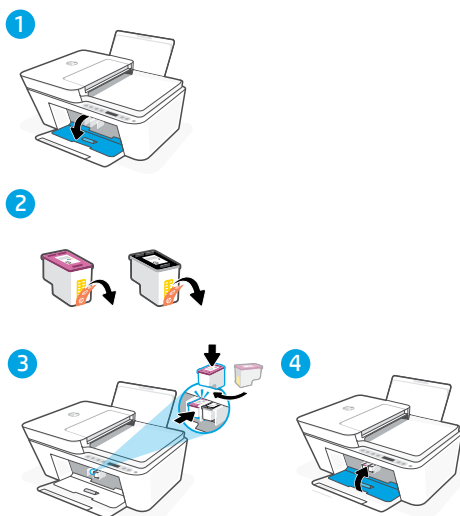


### Install cartridges

1. Open the ink access door.
2. Remove the protective tape on both cartridges.

**Caution:** Do not touch the contacts under the tape.

3. Rotate the cartridges so the taller end faces towards the printer. Insert the cartridges and click into place.
4. Close the ink access door.



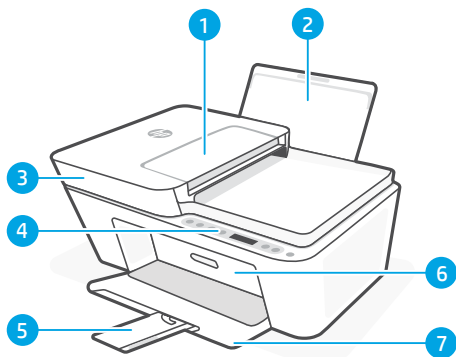
### Help and Support

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



[hp.com/support](https://hp.com/support)

# 印表機功能



- 1 文件進紙器
- 2 進紙匣
- 3 掃描器蓋板
- 4 控制台
- 5 出紙匣延伸架
- 6 墨水匣存取擋門
- 7 出紙匣

## 控制台



### 電源按鈕

按下可開啟/關閉印表機。



**墨水警示指示燈** 指示墨水不足或墨水匣問題。



**取消按鈕** 按一下停止目前的作業。



### 重新開始按鈕/指示燈

亮起時按下即可讓工作繼續。



**資訊按鈕/指示燈** 按下即可列印印表機設定及狀態的摘要。



**無線按鈕/指示燈** 表示無線連線狀態。連線時指示燈會恆亮藍色燈光。當印表機已中斷連線或處於設定模式時閃爍。



**彩色影印按鈕** 按下以開始彩色影印工作。



**黑白影印按鈕** 按下以開始黑白影印工作。

**附註：**若要增加份數，多按幾次所需按鈕即可。

## 顯示圖示

### 無線警示

Wi-Fi 已中斷連線。  
重新啟動設定模式。

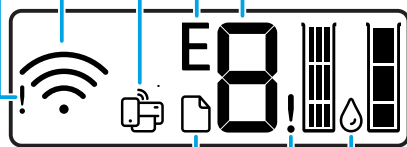
### 無線狀態和訊號強度

### Wi-Fi Direct 狀態

### 錯誤代碼 (E + 數字)

請參閱線上使用者指南。

### 份數



### 紙張問題

放入紙張/檢查是否卡紙。

### 存在問題。

檢查 HP Smart 軟體。

### 估計的墨水存量

如需有關指示燈和錯誤的更多資訊，請造訪 [hp.com/support](http://hp.com/support)

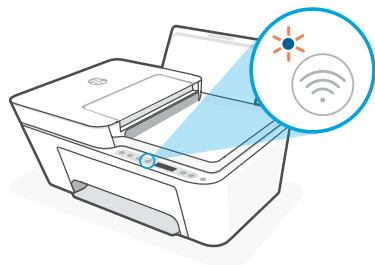
# 有關 Wi-Fi 及連線的說明與訣竅

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. 同時按住  和 。看到電源按鈕快速閃爍時，放開按鈕。無線指示燈將會閃爍藍色。
2. 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。

## 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。

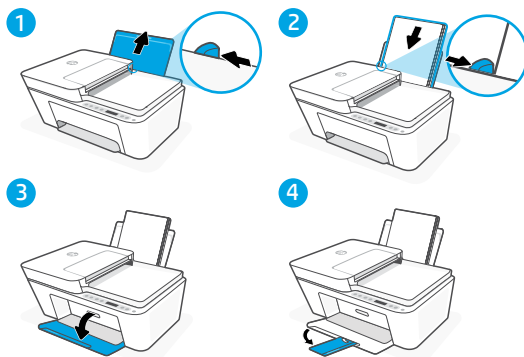
# 印表機硬體設定資訊



請按照 HP Smart 軟體中的指示，輕鬆進行設定。請造訪 [123.hp.com](http://123.hp.com) 來安裝軟體。

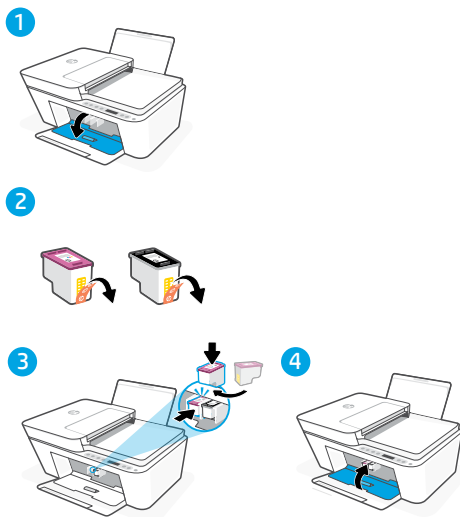
## 放入紙張

1. 拉起即可看到紙匣。  
滑動導板將其打開。
2. 裝入 Letter 或 A4 紙張，  
然後調整導板。
3. 打開出紙匣。
4. 將出紙匣延伸架拉開。



## 安裝墨水匣

1. 開啟墨水存取擋門。
2. 將兩個墨水匣上的保護膠帶取下。  
**注意：**請勿觸碰膠帶下方的接觸點。
3. 將墨水匣轉向，讓較高的一端面向印表機。將墨水匣插入並卡入到位。
4. 關閉墨水存取擋門。



### 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](http://hp.com/support)



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