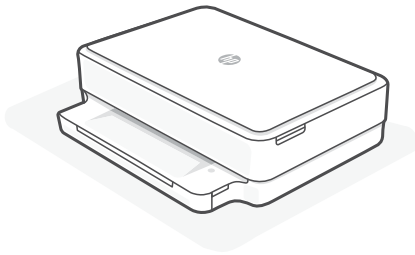# Reference Guide
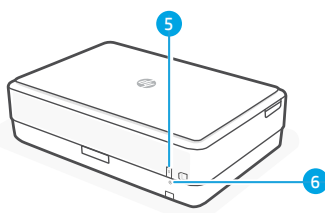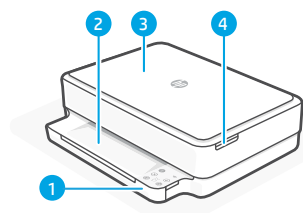
参考指南

HP ENVY 6000e
All-in-One series

Printer Features

1 Input tray
2 Output tray
3 Scanner
4 Access ink cartridges
5 Power button
6 Wi-Fi Reset button

Control panel

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

Wireless light
Indicates wireless connection status.

Cancel button/light

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

Color Copy button/light

Black and White Copy button/light
Note: To increase the number of copies, press multiple times.

Number Counter

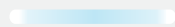E **Error Code**
Consult online user guide.

Status lights

Pulsing purple
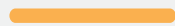Printer is in wireless setup mode. See "Help and tips for Wi-Fi and connectivity".

Pulsing blue
Connecting to network

Solid light blue
Connected/ready for use

Solid amber
Problem. Check the HP Smart app for troubleshooting information.
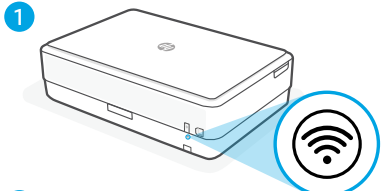
Pulsing green
Updating or busy

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.

For more information on lights and errors, visit **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 status light is not purple, the printer might not be in Wi-Fi setup mode. Restart setup mode: 1. On the back of the printer, press and hold the Wi-Fi Reset button 🛜 for 5 seconds and then release the button. The status light will pulse purple. 2. Wait for one minute. Close and reopen HP Smart, and then try connecting again.
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. **Note:** Consider your location and the security of the Wi-Fi network before disconnecting from a VPN.
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. Disconnect the Ethernet cable temporarily to complete setup over Wi-Fi.
Bluetooth is turned off on your computer or mobile device. Location is turned off on your 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. **Note:** Your location is not being determined and no location information is being sent to HP as part of the setup process.

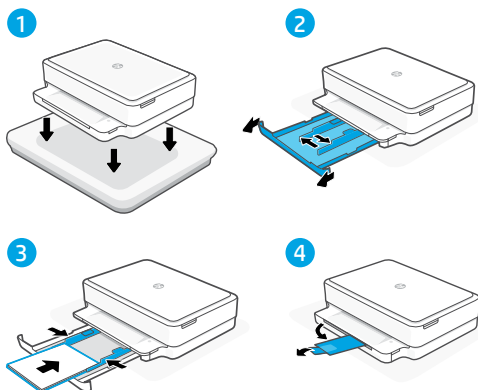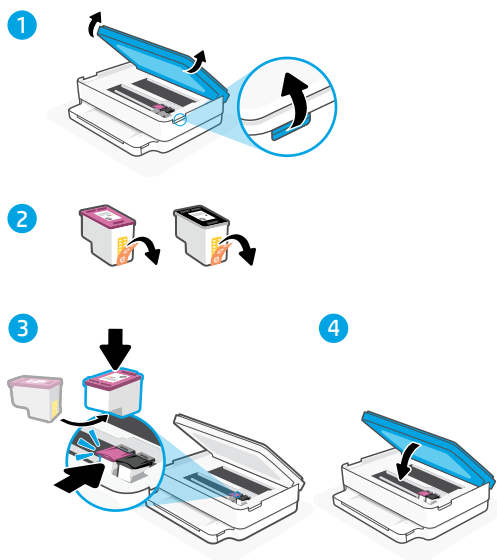# Printer hardware setup information

Load paper

1. Place the printer on a hard, flat surface.

2. Pull open the paper tray and slide out the guides.

3. Load Letter or A4 paper and adjust the guides.

4. Close the paper tray. Pull out 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.
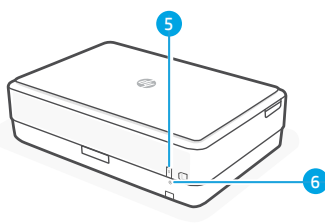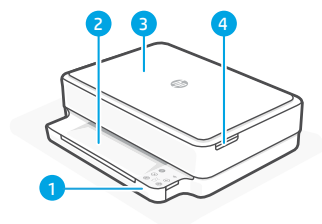
4. Close the ink access door.

Help and Support

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

hp.com/support

The information contained herein is subject to change without notice.

印表機功能

1 進紙匣
2 出紙匣
3 掃描器
4 墨水匣閘門
5 電源按鈕
6 Wi-Fi 重設按鈕

控制台

資訊按鈕/指示燈
按下即可列印印表機設定及狀態的摘要。

無線指示燈
表示無線連線狀態。

取消按鈕/指示燈

重新開始按鈕/指示燈
亮起時按下即可讓工作繼續。

彩色影印按鈕/指示燈

黑白影印按鈕/指示燈

計數

E 錯誤代碼
參閱線上使用者指南。

狀態指示燈

紫色脈衝燈光
印表機處於無線設定模式。

藍色脈衝燈光
正在連線至網路

恆亮淺藍色
已連線/準備就緒可供使用

恆亮琥珀色
存在問題。請查看 HP Smart 應用程式以取得疑難排解資訊。

綠色脈衝燈光
正在更新或忙碌中

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。

如需有關指示燈和錯誤的更多資訊,請造訪 **hp.com/support**

有關 Wi-Fi 及連線的說明與訣竅

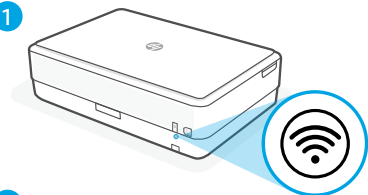若軟體在設定期間無法找到您的印表機,請檢查下列情況以解決問題。

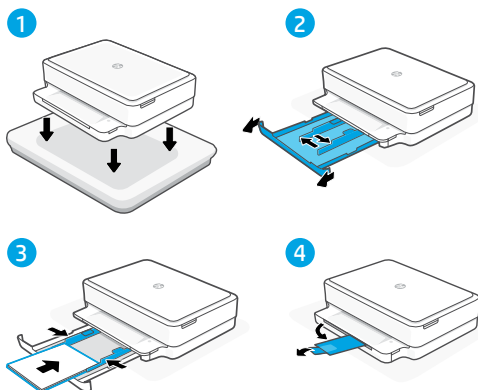| 可能的問題	解決方案
印表機 Wi-Fi 設定模式逾時	如果狀態指示燈未亮起紫色,則印表機可能並未處於 Wi-Fi 設定模式。重新啟動設定模式: 1. 按住印表機背面的 Wi-Fi 重設按鈕 ⊚ 5 秒,接著放開按鈕。狀態指示燈將會發出紫色脈衝燈光。 2. 等待一分鐘。關閉並重新開啟 HP Smart,然後嘗試再次連線。
電腦或行動裝置距離印表機太遠	將您的電腦或行動裝置移至靠近印表機的位置。您的裝置可能不在印表機 Wi-Fi 訊號範圍內。
電腦已連線至虛擬私人網路 (VPN) 或遠端工作網路	中斷 VPN 連線,然後再安裝 HP Smart 軟體。當連線至 VPN 時,您無法從 Microsoft 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。 您的行動裝置上的位置已關閉。	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。 **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。

印表機硬體設定資訊

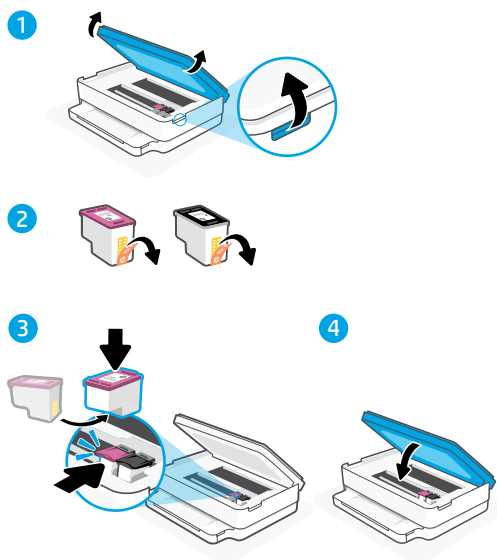請按照 HP Smart 軟體中的指示，輕鬆進行設定。請造訪 **123.hp.com** 來安裝軟體。

放入紙張

1. 將印表機放置在堅固平整的平面上。

2. 拉開紙匣並將導板滑出。

3. 裝入 Letter 或 A4 紙張，然後調整導板。

4. 關上紙匣。出紙匣延伸架。

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

本文件包含的資訊如有變更，恕不另行通知。

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