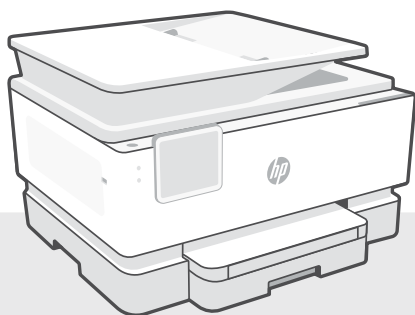


# Reference Guide

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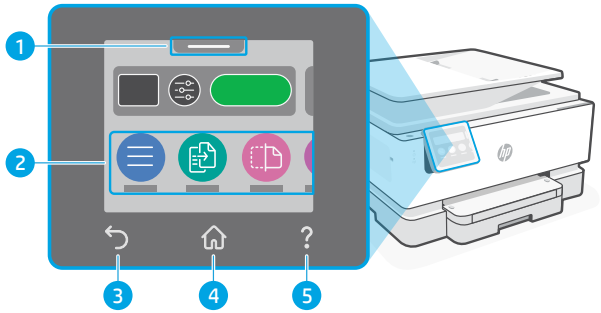
參考指南



**HP OfficeJet Pro**  
9120e series

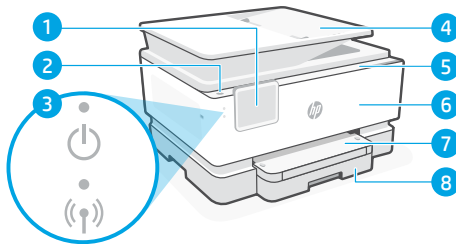
## Control Panel

- Status Center**  
Touch to display printer status.
- Function buttons**  
Touch to perform common tasks.
- Back button**
- Home button**
- Help button**



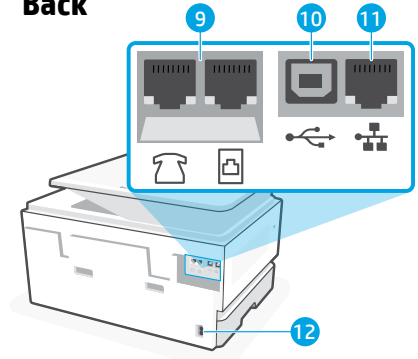
## Printer Features

### Front



- Control panel
- Power button
- Power light and Wi-Fi light
- Document feeder
- Cartridge access door
- Front door
- Output tray
- Input tray

### Back



- Fax ports
- USB port
- Ethernet port
- Power cord port

## Do not use USB for setup



We encourage network connection for this printer. To use all the available features of this printer, complete setup using HP software and an Internet connection. After setup, you can print using a USB cable if needed.

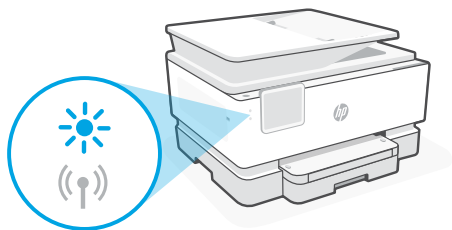
# Help and tips for Wi-Fi and connectivity

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

## Reset Wi-Fi (setup mode)

### During initial setup:

If the blue Wi-Fi light is not blinking, the printer might not be in Wi-Fi setup mode. Check the control panel and select “Resume Setup”, if prompted.



### During printer use, Wi-Fi disconnects:

1. On the control panel, touch Menu > Settings > Network. Scroll to Restore Network Settings and touch Restore.
2. Wait for printer to scan for Wi-Fi networks. Choose your network, enter the password, and connect.
3. If applicable, open HP software and add the printer again.

Other Potential Issues	Solution
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 software. You can't install apps from the Microsoft Store when connected to a VPN. Connect to the VPN again after finishing printer setup. <b>Note:</b> 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 and location services are turned off on your mobile device	If setting up with a mobile device, turn on Bluetooth and location services. This helps the software find your network and printer. <b>Note:</b> Your location is not being determined and no location information is being sent to HP as part of the setup process.



## Help and Support

For printer troubleshooting and videos, visit [hp.com/start/403X2A](https://hp.com/start/403X2A)

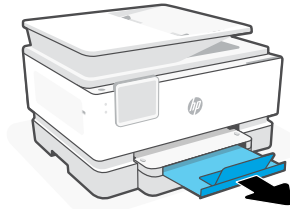
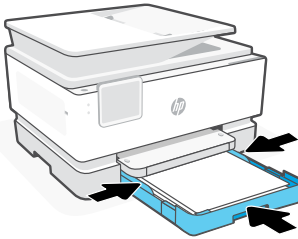
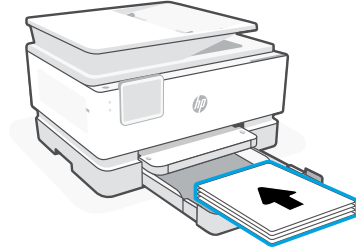
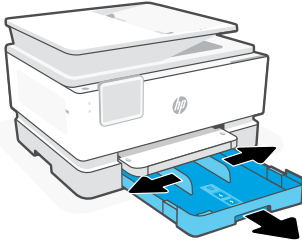


[hp.com/start/403X2A](https://hp.com/start/403X2A)

# Printer hardware setup information

## Load paper

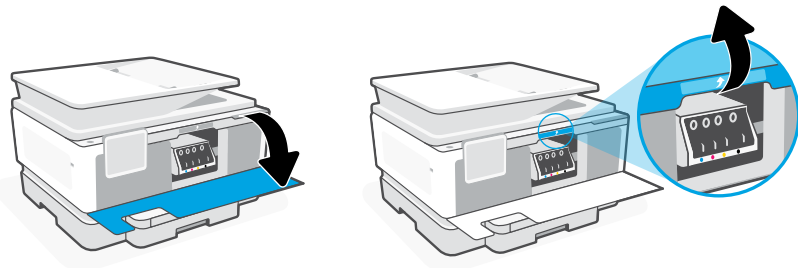
Open the paper tray and slide out the guides. Load Letter or A4 paper and adjust the guides. Close the tray. Pull open the output tray extender.

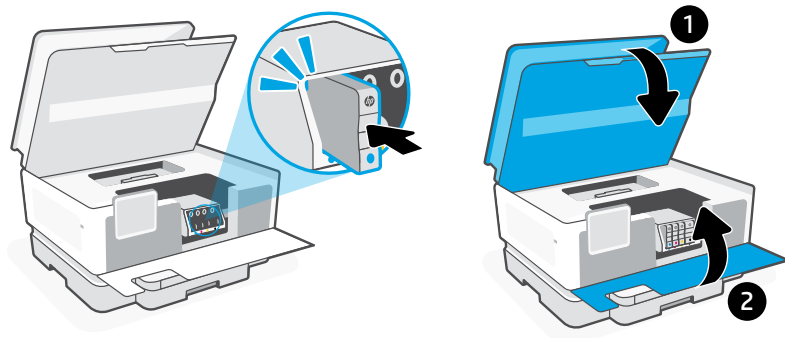
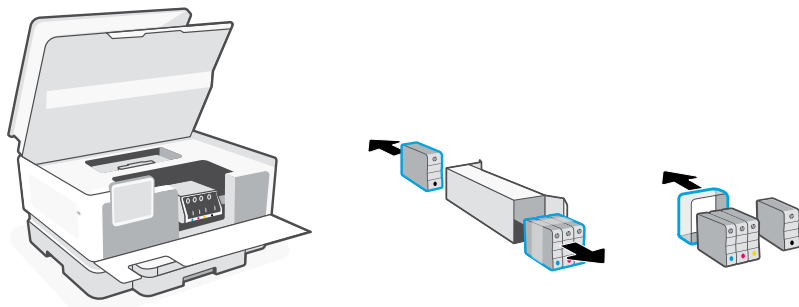


## Install cartridges

Open the front door and then lift the cartridge access door by the scanner lid. Unpack cartridges. Insert each cartridge securely into the indicated slot. Close both doors.

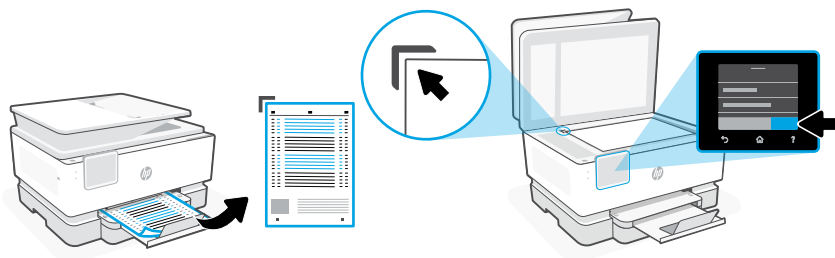
**Note:** Make sure to use the cartridges provided with the printer for setup.





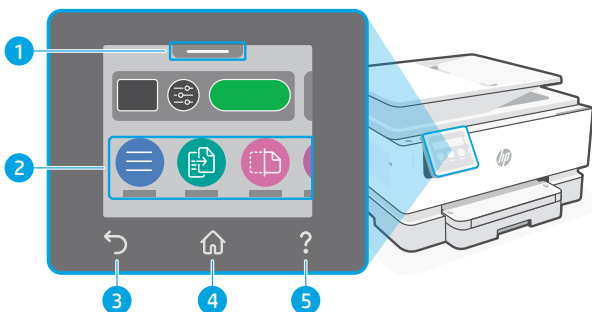
## Align printhead

Use the control panel to print and scan the alignment page.  
This might take a few minutes.



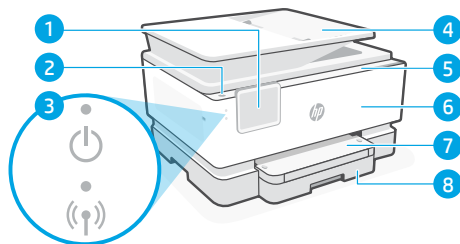
# 控制面板

- 1 狀態中心  
輕觸以顯示印表機狀態。
- 2 功能按鈕  
輕觸以執行一般工作。
- 3 返回按鈕
- 4 首頁按鈕
- 5 說明按鈕



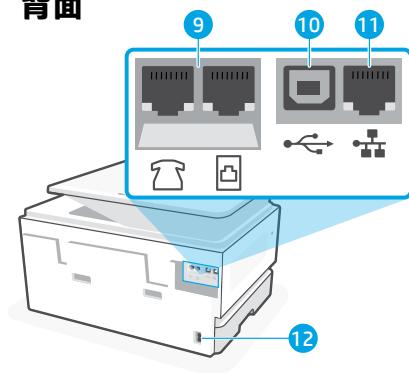
# 印表機功能

## 正面



- 1 控制面板
- 2 電源按鈕
- 3 電源指示燈和 Wi-Fi 指示燈
- 4 文件送紙器
- 5 墨水匣存取擋門
- 6 前擋門
- 7 出紙匣
- 8 進紙匣

## 背面



- 9 傳真連接埠
- 10 USB 埠
- 11 乙太網路連接埠
- 12 電源線連接埠

# 請勿使用 USB 進行設定



我們建議將此印表機連線至網路。為使用本印表機的所有可用功能，請使用 HP 軟體以及網際網路連線來完成設定。完成設定之後，您就可以視需要，使用 USB 纜線進行列印。

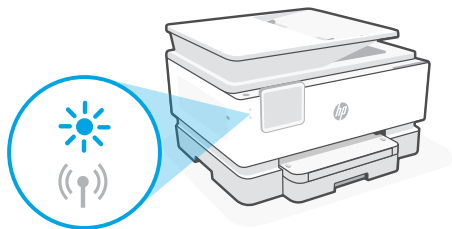
# 有關 Wi-Fi 及連線的說明與訣竅

若軟體在設定期間或設定完成後無法找到您的印表機，請檢查下列情況以解決問題。

## 重設 Wi-Fi (設定模式)

### 在初始設定期間：

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。查看控制台，如果出現提示，請選取「重新開始設定」。



### 在印表機使用期間，Wi-Fi 中斷連線：

1. 在控制台上依序輕觸「功能表 > 設定 > 網路」。捲動至「還原網路設定」，然後輕觸「還原」。
2. 等待印表機掃描 Wi-Fi 網路。選擇您的網路，輸入密碼，然後連線。
3. 如果適用，開啟 HP 軟體並再次新增印表機。

### 其他可能的問題

### 解決方案

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 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。暫時拔除乙太網路纜線以透過 Wi-Fi 完成設定。

行動裝置上的 Bluetooth 和位置服務已關閉

如果使用行動裝置進行設定，請開啟 Bluetooth 和位置服務。此舉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。



## 說明及支援

如需印表機疑難排解及視訊等內容，請造訪 [hp.com/start/403X2A](http://hp.com/start/403X2A)

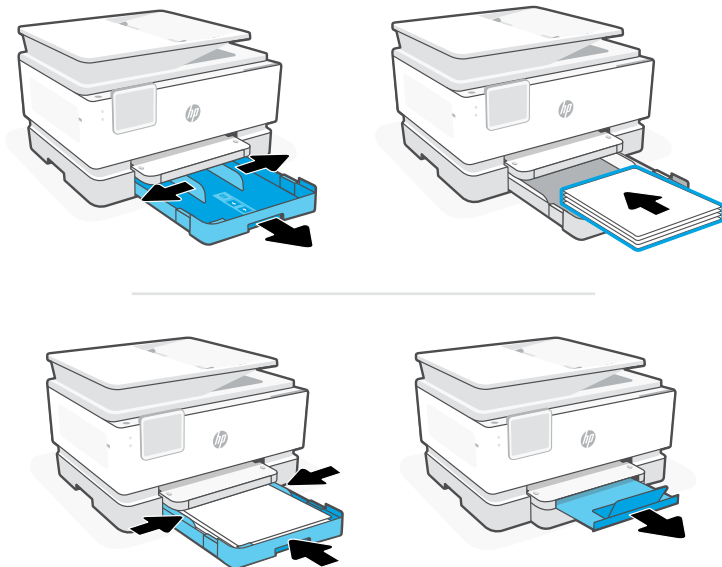


[hp.com/start/403X2A](http://hp.com/start/403X2A)

# 印表機硬體設定資訊

## 放入紙張

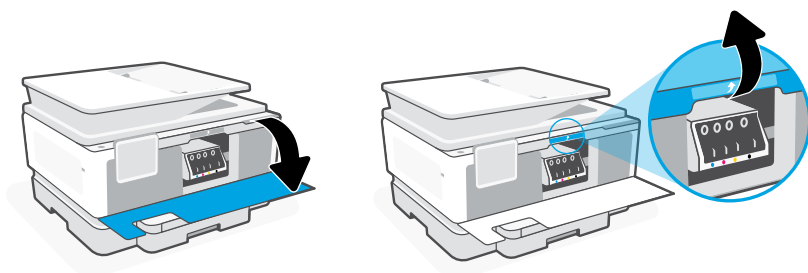
打開紙匣並將導板滑出。裝入 Letter 或 A4 紙張，然後調整導板。關上紙匣。拉開出紙匣延伸架。



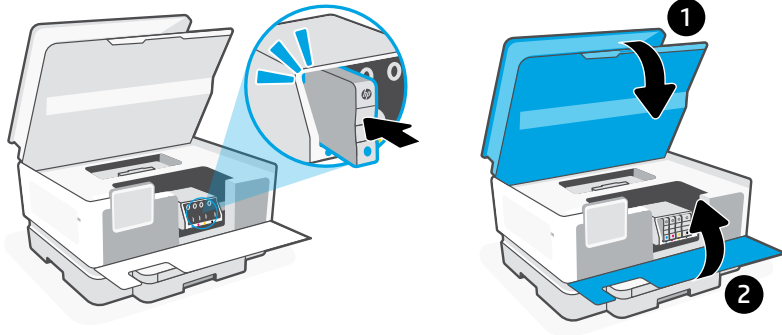
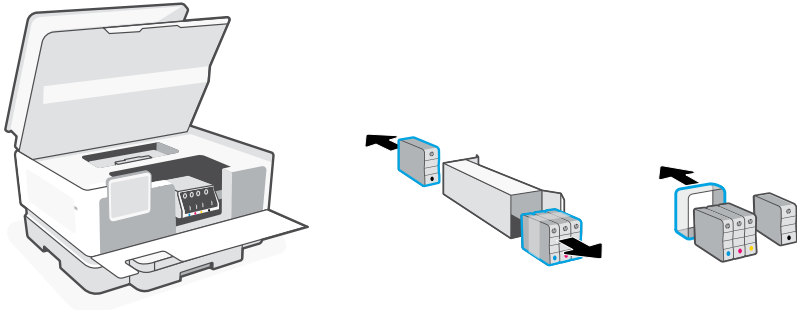
## 安裝墨水匣

打開前擋門，接著透過掃描器蓋板抬起墨水匣存取擋門。拆開墨水匣包裝。將各個墨水匣穩固地插入指定的插槽中。將兩個擋門關上。

**附註：**請務必使用印表機隨附的墨水匣進行設定。







## 校正列印頭

使用控制面板列印並掃描校正頁。  
這可能需要幾分鐘的時間。









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403Y0-90008