



Reference Guide

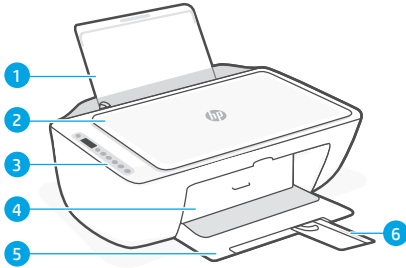
參考指南



HP DeskJet
2800e All-in-One series

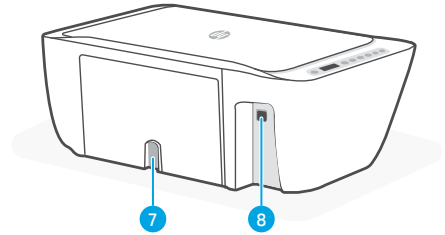
Printer features

Front



- 1 Input tray
- 2 Scanner lid
- 3 Control panel
- 4 Ink access door
- 5 Output tray
- 6 Output tray extender

Back



- 7 Power connection
- 8 USB port. See note below



Do not use USB for setup

This printer has a label covering the USB port to encourage network connection. 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.

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

Problem

Check the HP software.

Wireless alert

Wi-Fi is disconnected.
Restart setup mode.



Error code (E + number)

See the table below.

Number of copies

Paper problem


Load paper/check for jams.

Wireless status and signal strength

Wi-Fi Direct status

Estimated ink levels

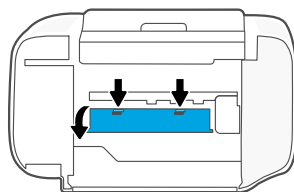
Error codes and busy state

Code	Description	Solution
E0	Unusable cartridge	Check HP software and follow instructions to replace it.
E1	Paper size mismatch	Larger paper required. Load correct size or adjust print settings.
E2	Sensor/paper length mismatch	Loaded paper doesn't match print settings. Load correct size or adjust print settings.
E3	Carriage stall	Clear jam from cartridge access area.
E4	Paper jam	Clear jam in input or cleanout area.
E5	Scanner failure	Turn printer off and then on again.
E6	General printer error	Turn printer off and then on again.
	Printer busy	Do not turn off. Process may take a while.

Paper jam cleanout

Press  to clear the jam automatically. To clear a jam manually:

- 1 Turn off the printer.
- 2 Lower the input tray, close the output tray extender, and push closed the output tray.
- 3 Turn the printer over. Locate the cleanout door on the bottom of the printer. Pull both tabs on the door to open it.
- 4 Remove the jam.
- 5 Close the cleanout door until both latches snap into place. Return the printer to its normal position and power on.



Bottom of printer

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.

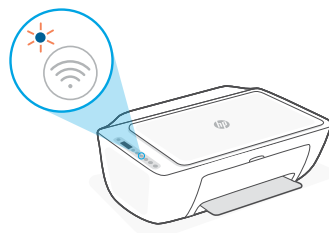
Reset Wi-Fi (setup mode)

During initial setup: If the blue Wi-Fi light is not blinking, the printer might not be in Wi-Fi setup mode. Follow the steps below.

During printer use, Wi-Fi disconnects: If the blue Wi-Fi light is off, reconnect the printer to the network. Turn the printer off and on again. If the printer doesn't automatically reconnect, follow the steps below.

Reset Wi-Fi

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.
2. Wait for one minute. Close and reopen HP software and then try connecting 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. 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 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. Note: Your location is not being determined and no location information is being sent to HP as part of the setup process.

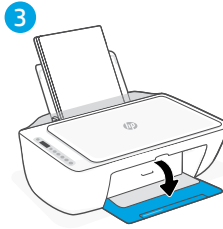
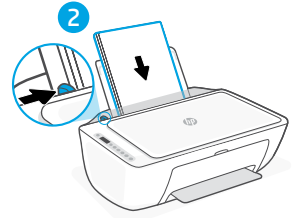
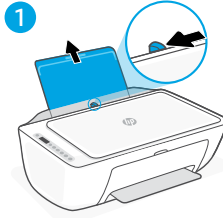
Printer hardware setup information



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

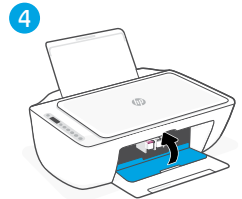
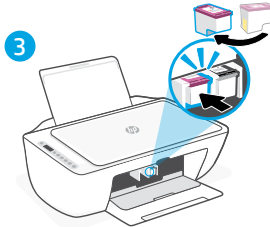
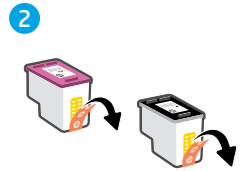
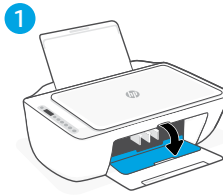
Load paper

1. Pull up to reveal the paper tray. Slide open the guide.
2. Load Letter or A4 paper and adjust the guide.
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

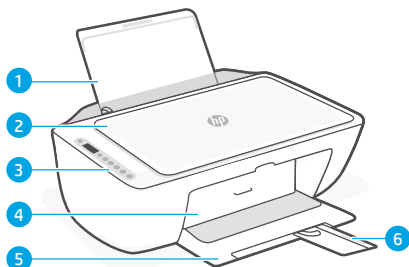
For printer troubleshooting and videos, visit the HP support site. Enter your model name to find the printer.



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

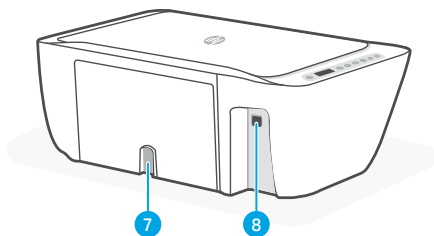
印表機功能

正面



- 1 進紙匣
- 2 掃描器蓋板
- 3 控制台
- 4 墨水存取擋門
- 5 出紙匣
- 6 出紙匣延伸架

背面



- 7 電源連接
- 8 USB 連接埠。請參閱下列附註



請勿使用 USB 進行設定

為鼓勵使用網路連線，本印表機使用標籤覆蓋住 USB 連接埠。

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。

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。

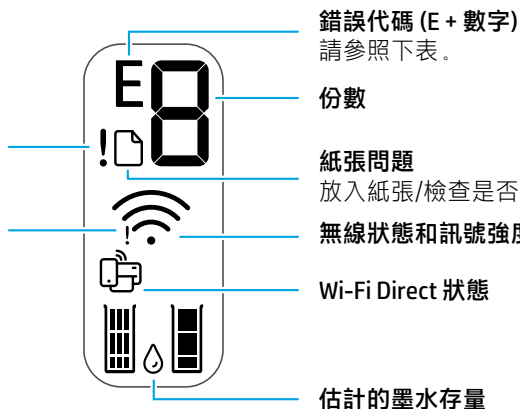
顯示圖示

存在問題

檢查 HP 軟體。

無線警示

Wi-Fi 已中斷連線。重新啟動設定模式。



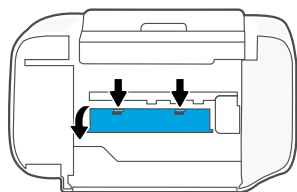
錯誤代碼和忙碌狀態

代碼	說明	解決方案
E0	無法使用的墨水匣	檢查 HP 軟體並依照指示將其更換。
E1	紙張大小不相符	需要較大尺寸的紙張。請放入正確尺寸的紙張或調整列印設定。
E2	感應器/紙張長度不相符	放入的紙張不符合列印設定。請放入正確尺寸的紙張或調整列印設定。
E3	滑動架卡住	取出墨水匣存取區域中的卡紙。
E4	卡紙	取出進紙區域或清除區域中的卡紙。
E5	掃描器失敗	關閉印表機，然後重新開啟。
E6	一般印表機錯誤	關閉印表機，然後重新開啟。
	印表機忙碌	請勿關閉電源。此程序可能需要一些時間。

卡紙清除

按下 ⊗ 以自動清除卡紙。若要手動清除卡紙：

- 1 關閉印表機的電源。
- 2 將進紙匣放下，然後關閉出紙匣延伸架，接著將出紙匣推入關上。
- 3 翻轉印表機。找到印表機底部的清潔擋門。拉動擋門兩側的葉片將其開啟。
- 4 清除卡紙。
- 5 將清潔擋門關上，直至兩側的卡榫均卡入定位。將印表機擺放回正常位置並開機。



印表機底部

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。

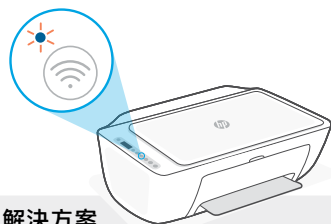
重設 Wi-Fi (設定模式)

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。請依照下列步驟操作。

在印表機使用期間，Wi-Fi 中斷連線：如果藍色 Wi-Fi 指示燈熄滅，請將印表機重新連線至網路。請關閉再開啟印表機的電源。如果印表機並未自動重新連線，請遵循下面的步驟操作。

重設 Wi-Fi

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 軟體，然後嘗試再次連線。



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。

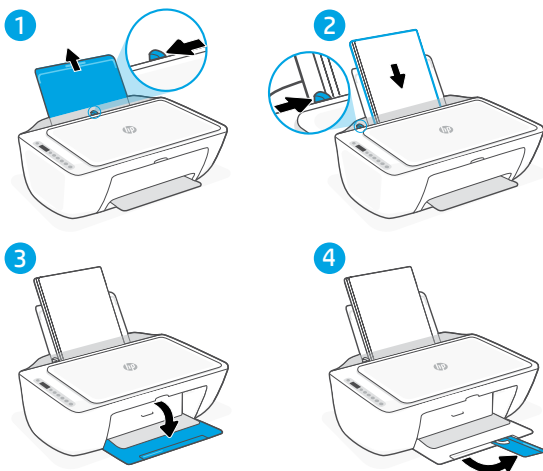
印表機硬體設定資訊



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

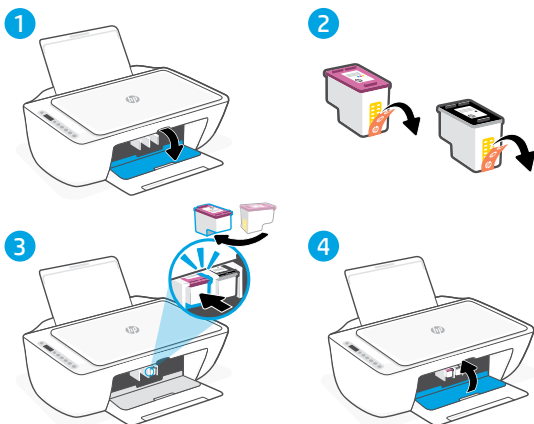
放入紙張

1. 向上拉起即可看到紙匣。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. 拉開出紙匣延伸架。



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點。
3. 旋轉墨水匣，讓較高的一端面向印表機。將墨水匣插入並卡入定位。
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



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