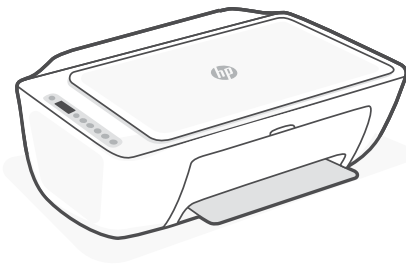




参考指南

Reference Guide



HP DeskJet All-in-One series

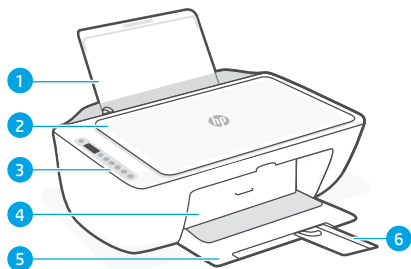
2800

Ink Advantage 2800

Ink Advantage Ultra 4900

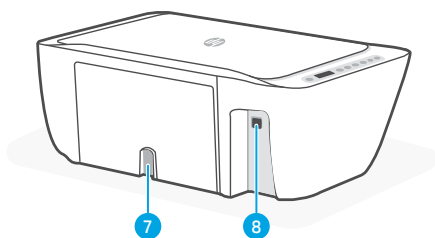
打印机功能

正面



- 1 进纸盒
- 2 扫描仪盖板
- 3 控制面板
- 4 墨水检修门
- 5 出纸盒
- 6 出纸盒延长板

背面



- 7 电源接口
- 8 USB 端口

控制面板



电源按钮

按此按钮可开启/关闭打印机。



墨水警告指示灯

指示墨水量不足或墨盒有问题。



取消按钮

按此按钮可停止当前的操作。



重新开始按钮/指示灯

亮起时按下即可继续完成作业。



信息按钮/指示灯

按下即可打印打印机设置和状态的摘要。



无线按钮/指示灯

指示无线连接状态。连接时指示灯常亮蓝色光。当打印机断开连接或处于设置模式时，指示灯会闪烁。



彩色复印按钮

按此按钮可启动彩色复印作业。



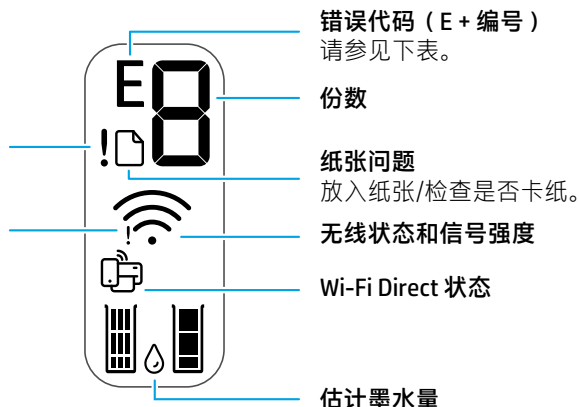
黑白复印按钮

按此按钮可启动黑白复印作业。
注意：若要增加复印份数，多按几次所需按钮即可。

显示屏图标

出现问题
检查 HP 软件

无线警报
Wi-Fi 已连接。重新
启动设置模式。



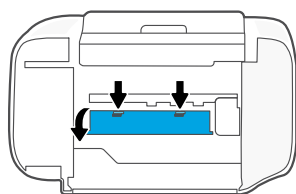
错误代码和繁忙状态

代码	说明	解决方案
E0	无法使用墨盒	检查 HP 软件并按照说明进行更换。
E1	纸张尺寸不匹配	需使用较大尺寸的纸张。装入正确尺寸的纸张，或调整打印设置。
E2	传感器/纸张长度不匹配	装入的纸张与打印设置不匹配。装入正确尺寸的纸张，或调整打印设置。
E3	墨盒托架卡住	取出墨盒检修区域中的卡纸。
E4	卡纸	取出进纸区域或清除区域中的卡纸。
E5	扫描仪故障	关闭然后重新开启打印机。
E6	常规打印机错误	关闭然后重新开启打印机。
	打印机繁忙	请勿关闭电源。此过程可能需要一段时间。

清除卡纸

按下 ⊗ 以自动清除卡纸。要手动清除卡纸，请执行以下操作：

- 1 关闭打印机。
- 2 降低进纸盒，合上出纸盒延长板，将出纸盒推入并关上。
- 3 翻转打印机。找到打印机底部的清出口。同时拉动门两侧的耳片以打开检修门。
- 4 取出卡纸。
- 5 合上清出口，直到两个卡销都卡到原位。将打印机放回其正常位置，并打开电源。



打印机底部

Wi-Fi 及连接帮助与提示



如果在设置期间软件找不到您的打印机，请检查以下条件以解决该问题。

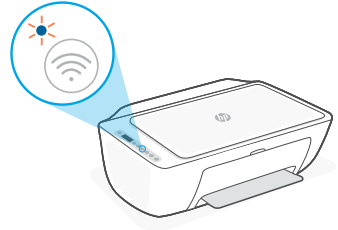
重置 Wi-Fi (设置模式)

初始安装期间：如果蓝色 Wi-Fi 指示灯未闪烁，则打印机可能未处于 Wi-Fi 设置模式。请执行下列步骤。

使用打印机期间，Wi-Fi 断开连接：如果蓝色 Wi-Fi 指示灯熄灭，请重新将打印机连接到网络。关闭打印机后再启动。如果打印机未自动重新连接，请执行下列步骤。

重置 Wi-Fi

1. 同时按  和 。注意查看电源按钮，在其短暂闪烁后释放按钮。无线指示灯将闪烁蓝色。
2. 等待 1 分钟。关闭并重新打开 HP 软件，然后尝试重新连接。



其他潜在问题

解决方案

计算机或移动设备离打印机太远

将计算机或移动设备靠近打印机。设备可能已超出打印机的 Wi-Fi 信号范围。

计算机已连接至虚拟专用网络 (VPN) 或远程工作网络

从 VPN 断开连接后再安装 HP 软件。与 VPN 连接时，无法通过 Microsoft Store 安装应用。完成打印机设置后再连接 VPN。

注意：在断开 VPN 连接之前，请考虑您的位置和 Wi-Fi 网络的安全性。

计算机上的 Wi-Fi 已关闭 (计算机通过以太网连接)。

如果计算机通过以太网连接，请在设置打印机时开启计算机的 Wi-Fi。暂时断开以太网连接线，以便通过 Wi-Fi 完成设置。

移动设备上的蓝牙和定位服务已关闭

如果用移动设备设置，请开启蓝牙和定位服务。这将帮助软件找到您的网络和打印机。

注意：我们不会确定您的位置，在设置过程中也不会将位置信息发送到 HP。

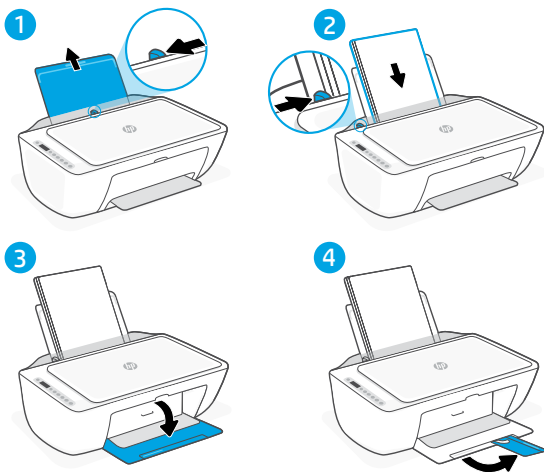
打印机硬件设置信息



按照 HP 软件中的说明操作即可轻松进行设置。请访问 123.hp.com 以安装软件。

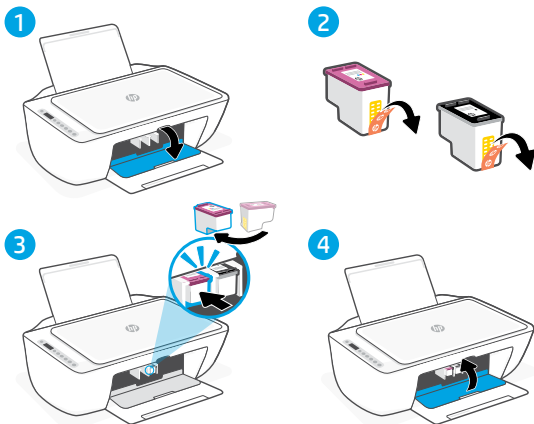
放入纸张

1. 向上拉起即可看到纸盒。
滑动导轨将其打开。
2. 装入 Letter 或 A4 纸张，
然后调整 导轨。
3. 打开出纸盘。
4. 拉开出纸盒延长板。



安装墨盒

1. 打开墨水检修门。
2. 取下两个墨盒上的保护胶带。
警告：请勿触摸胶带下的触点。
3. 旋转墨盒，使较高的一端朝向打印机。
插入墨盒并将其卡入到位。
4. 关闭墨水检修门。



帮助和支持

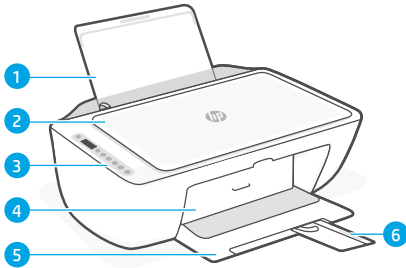
如需了解打印机故障排除相关信息和观看视频，请访问 HP 支持网站。输入您的型号名称以查找打印机。



hp.com/support

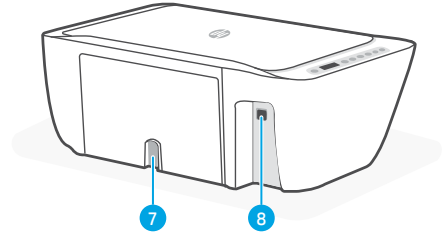
Printer features

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

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

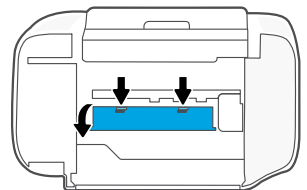
Error codes and busy state

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.

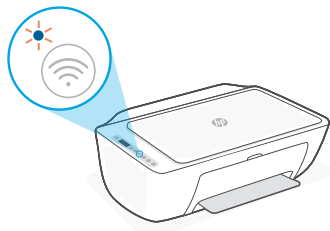
Reset Wi-Fi (setup mode)

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.

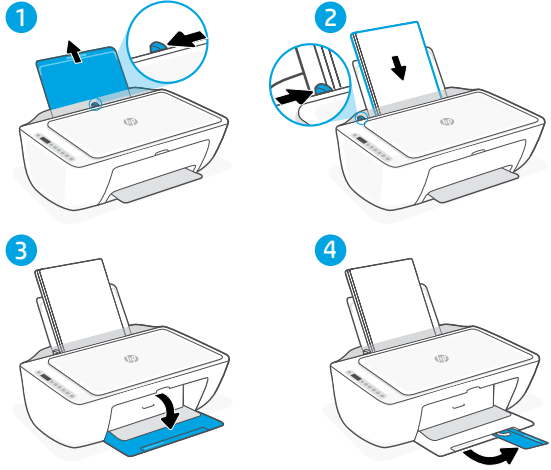
Printer hardware setup information



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

Load paper

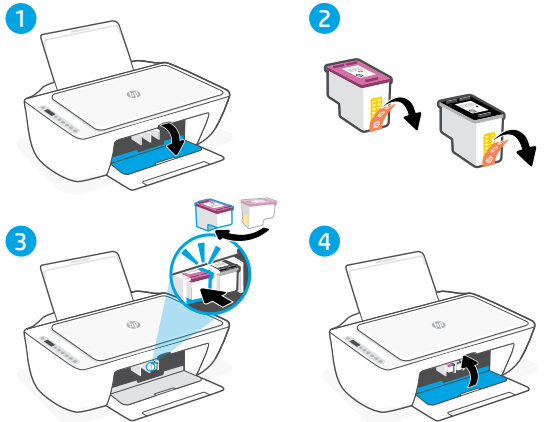
1. Pull up to reveal the paper tray. Slide open the guide.
2. Load Letter or A4 paper and adjust the guide.
3. Open the output tray.
4. Pull open the output tray extender.



Install cartridges

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

Caution: Do not touch the contacts under the tape.



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)



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