



# Reference Guide

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参考指南

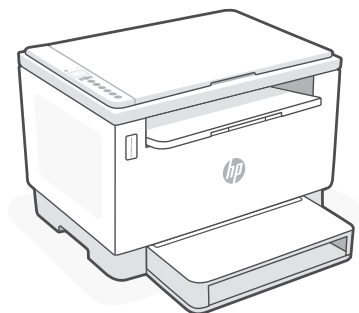
Panduan Referensi

คู่มืออ้างอิง

Hướng dẫn Tham khảo

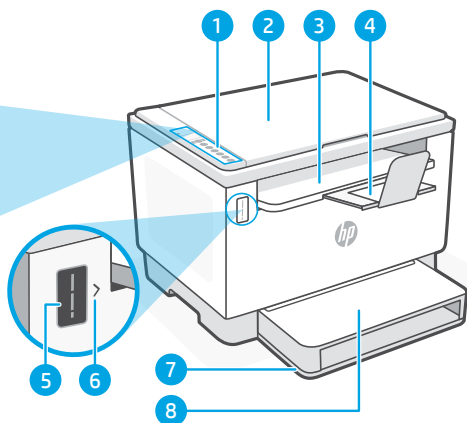
설명서

參考指南



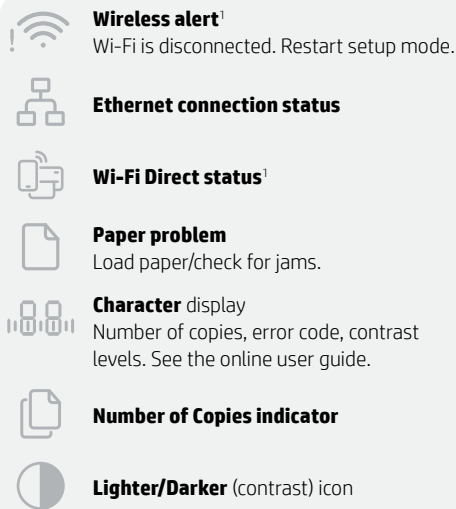
**HP LaserJet Tank MFP**  
160x, 260x series

# Printer features



- |                                   |                                 |
|-----------------------------------|---------------------------------|
| 1 Control Panel                   | 5 Toner gauge                   |
| 2 Scanner lid                     | 6 Refill toner indicator        |
| 3 Toner access door / Output tray | 7 Paper tray                    |
| 4 Output tray extender            | 8 Tray cover (some models only) |

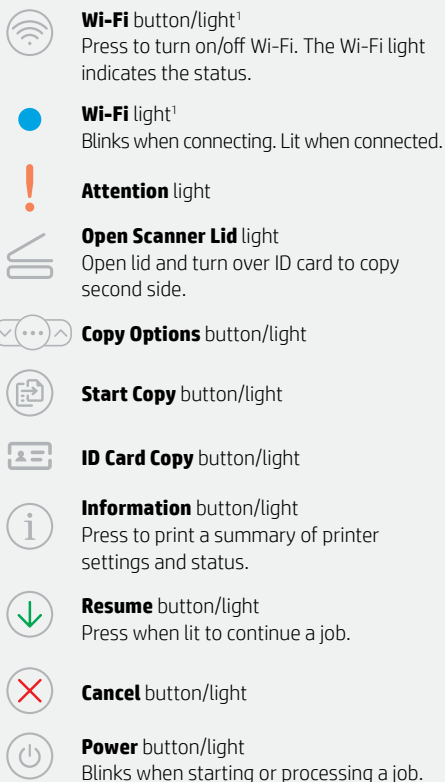
## Display icons



<sup>1</sup> Wireless model only

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

## Button and lights



## Check toner level

The printer is pre-filled with toner at purchase. HP **toner refill kits (TRK)** are available in 2 options: Standard and High capacity. The value of bars on the toner gauge are estimated toner levels and may vary slightly from the actual toner level.

Check the toner gauge indicator to determine when to add toner. Purchase original HP toner packs from [hp.com/buy/supplies](http://hp.com/buy/supplies) or your local HP reseller.



Standard TRK

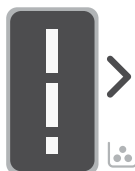


High Capacity TRK

## Toner level indicator states

### View toner level

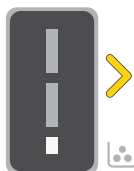
Toner is almost full



Toner is partly depleted



Toner level is low, but printing can continue.



Toner level is very low. Unable to print.



Arrow blinks amber when the toner level is very low.

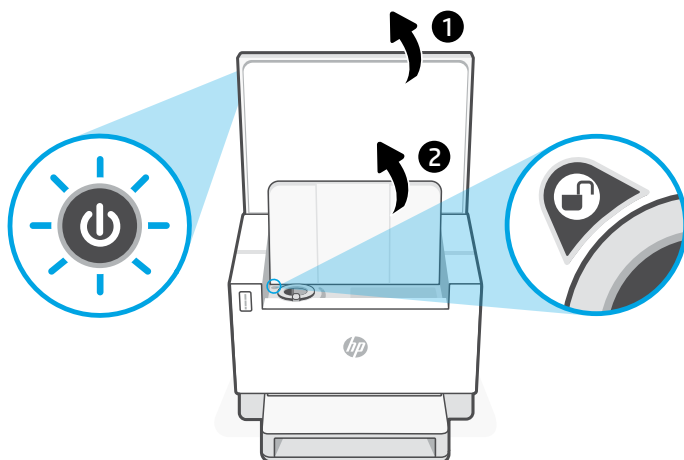
### Add toner reload kit (TRK)

No more toner must be added

1 Standard TRK can be added

1 High Capacity TRK or 2 Standard TRK can be added.

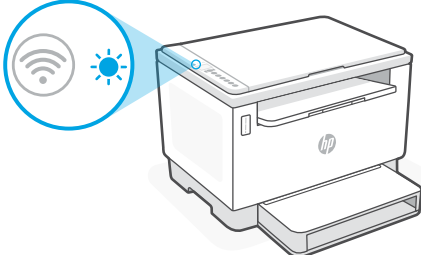
1 High Capacity TRK or 2 Standard TRK must be added.



Toner can be added only when the port indicator shows an **unlock** icon (🔓). For more information, see the User Guide at [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                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|----------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>Printer Wi-Fi setup mode timed out (Wireless light not blinking)</p>  | <p>If the Wireless light is not blinking blue, the printer might not be in Wi-Fi setup mode. Restart setup mode:</p> <ol style="list-style-type: none"><li>1. If the control panel is not lit, press  to exit sleep mode.</li><li>2. Press and hold  for 5 seconds, then release once all the control panel buttons light up.</li><li>3. Press  and  at the same time once and then release the buttons. Wait for one minute until the Wireless light blinks blue.</li><li>4. Close and reopen HP Smart and try connecting again.</li></ol> |
| <p>Computer or mobile device too far from printer</p>                                                                                                    | <p>Move your computer or mobile device closer to the printer. Your device might be out of range of the printer's Wi-Fi signal.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| <p>Computer connected to a Virtual Private Network (VPN) or remote work network</p>                                                                      | <p>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> <p><b>Note:</b> Consider your location and the security of the Wi-Fi network before disconnecting from a VPN.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| <p>Wi-Fi turned off on computer (computer connected by Ethernet)</p>                                                                                     | <p>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.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| <p>Bluetooth is turned off on your computer or mobile device</p>                                                                                         | <p>Turn on Bluetooth for the device being used to complete setup. For mobile devices, turn on Location services also. Bluetooth and Location help the software find your network and printer.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| <p>Location is turned off on your mobile device</p>                                                                                                      | <p><b>Note:</b> Your location is not being determined and no location information is being sent to HP as part of the setup process.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |



## Help and Support

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

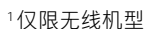


[hp.com/support](https://hp.com/support)

简体中文



## 显示屏图标

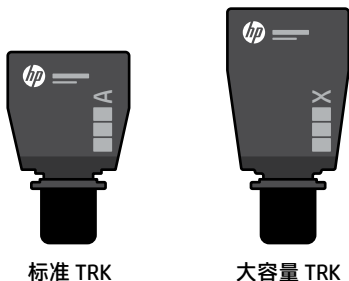


-  **Wi-Fi按钮/指示灯<sup>1</sup>**  
按下此按钮可开关 Wi-Fi。Wi-Fi 指示灯用于指示状态。
-  **Wi-Fi指示灯<sup>1</sup>**  
正在建立连接时闪烁。已连接后亮起。
-  **警示指示灯**
-  **打开扫描仪盖指示灯**  
打开盖子并翻转身份证以复印第二面。
-  **复印选项按钮/指示灯**
-  **开始复印按钮/指示灯**
-  **身份证复印按钮/指示灯**
-  **信息按钮/指示灯**  
按下即可打印打印机设置  
和状态的摘要。
-  **重新开始按钮/指示灯**  
亮起时按下即可继续完成作业。
-  **取消按钮/指示灯**
-  **电源按钮/指示灯**  
正在启动或处理作业时闪烁。

# 检查碳粉余量

打印机在购买时已预灌注碳粉。HP 碳粉重新灌注套件 (TRK) 提供 2 种选项：标准容量和大容量。碳粉测量计上测量条的值为估算碳粉量，可能与实际碳粉量略有不同。

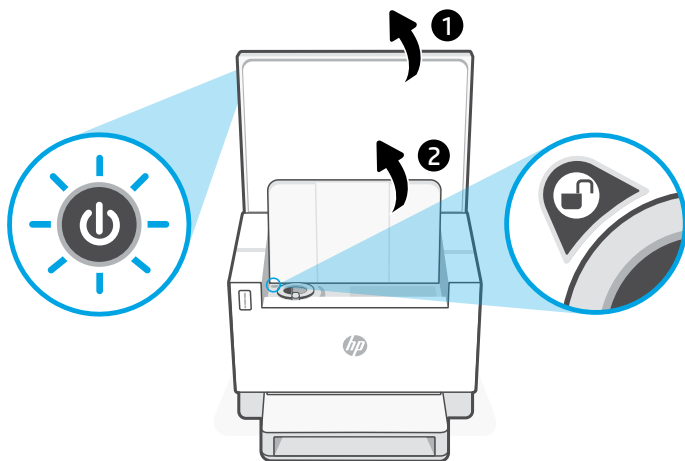
检查碳粉测量计指示器，确定何时添加碳粉。要购买 HP 原装碳粉包，请访问 [hp.com/buy/supplies](http://hp.com/buy/supplies) 或咨询当地的 HP 分销商。



## 碳粉余量指示器状态

| 查看碳粉余量         | 碳粉几乎装满  | 碳粉已部分耗尽       | 碳粉余量低，但仍可继续打印。              | 碳粉余量极低。无法打印。                 |
|----------------|---------|---------------|-----------------------------|------------------------------|
|                |         |               |                             |                              |
| 加装智能闪充粉盒 (TRK) | 不能再添加碳粉 | 可加装 1 个标准 TRK | 可加装 1 个大容量 TRK 或 2 个标准 TRK。 | 必须加装 1 个大容量 TRK 或 2 个标准 TRK。 |

碳粉余量极低时，箭头呈琥珀色闪烁。



只有在端口指示器显示解锁图标 (🔓) 时，才能添加碳粉。有关更多信息，请参阅用户指南，网址：[hp.com/support](http://hp.com/support)

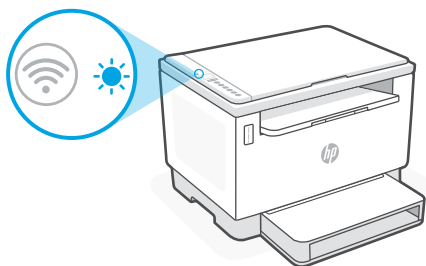
# Wi-Fi 及连接帮助与提示

如果软件在设置过程中未能找到打印机，请检查以下情况以解决问题。

## 潜在问题

## 解决方案

打印机 Wi-Fi 设置模式超时（无线指示灯未闪烁）



如果“无线”指示灯未呈蓝色闪烁，则说明打印机可能未进入 Wi-Fi 设置模式。重新启动设置模式：

1. 如果控制面板未点亮，请按下 ⊗ 退出睡眠模式。
2. 按住 ① 5 秒钟，然后在所有控制面板按钮亮起后释放。
3. 同时按下 Ⓢ 和 ⊗ 一次，然后释放这两个按钮。等待一分钟，直至无线指示灯闪烁。
4. 关闭并重新打开 HP Smart，然后尝试重新连接。

计算机或移动设备离打印机过远

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

请先断开 VPN，然后再安装 HP Smart 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。暂时断开以太网电缆，以便通过 Wi-Fi 完成设置。

计算机或移动设备上的蓝牙已关闭。

开启正在使用的设备的蓝牙，以完成设置。对于移动设备，还应开启定位服务。蓝牙和定位功能有助于软件找到您的网络和打印机。

移动设备上的定位功能已关闭。

**注意：**我们不会确定您的位置，设置过程中，也不会将位置信息发送到 HP。



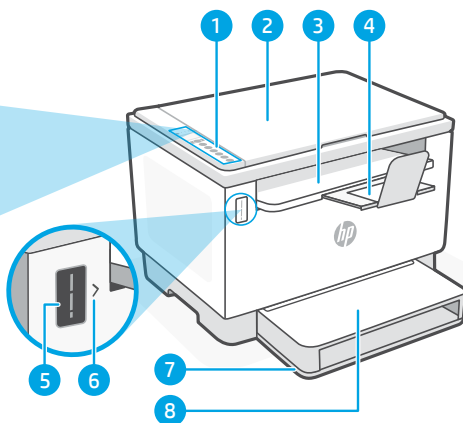
## 帮助和支持

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

## Fitur printer



- |                                   |                                       |
|-----------------------------------|---------------------------------------|
| 1 Panel Kontrol                   | 5 Pengukur toner                      |
| 2 Penutup pemindai                | 6 Indikator toner pengisian ulang     |
| 3 Pintu akses toner/Baki keluaran | 7 Baki kertas                         |
| 4 Pemanjang baki keluaran         | 8 Penutup baki (hanya model tertentu) |

## Ikons tampilan



### Peringatan nirkabel<sup>1</sup>

Wi-Fi terputus. Mulai ulang mode penyetelan.



### Status koneksi Ethernet



### Status Wi-Fi Direct<sup>1</sup>



### Masalah kertas

Masukkan kertas/periksa kemacetan.



### Layar karakter

Jumlah fotokopi, kode kesalahan, level kontras. Lihat panduan pengguna online.



### Indikator Jumlah Fotokopi



Ikons **Lebih Terang/Lebih Gelap** (kontras)

## Tombol dan lampu



### Tombol/lampu **Wi-Fi<sup>1</sup>**

Tekan untuk mengaktifkan/menonaktifkan Wi-Fi. Lampu Wi-Fi menunjukkan status.



### Lampu **Wi-Fi<sup>1</sup>**

Lampu berkedip saat menghubungkan. Lampu menyala saat terhubung.



### Lampu **Perhatian**



### Lampu **Penutup Pemindai Terbuka**

Buka penutup dan balik kartu ID untuk menyalin sisi kedua.



### Tombol/lampu **Opsi Fotokopi**



### Tombol/lampu **Mulai Fotokopi**



### Tombol/lampu **Fotokopi Kartu ID**



### Tombol/lampu **Informasi**

Tekan untuk mencetak ringkasan pengaturan dan status printer.



### Tombol/lampu **Lanjutkan**

Tekan saat tombol menyala untuk melanjutkan tugas.



### Tombol/lampu **Batal**



### Tombol/lampu **Daya**

Lampu berkedip saat memulai atau memproses pekerjaan.

<sup>1</sup> Khusus model nirkabel

Untuk informasi lebih lanjut tentang lampu dan kesalahan, kunjungi [hp.com/support](http://hp.com/support)

## Memeriksa level toner

Printer telah diisi dengan toner saat pembelian. **Kit pengisian ulang toner (TRK)** HP tersedia dalam 2 opsi: Standar dan Kapasitas tinggi. Nilai bilah pada pengukur toner adalah perkiraan level toner dan mungkin sedikit berbeda dari level toner sebenarnya.

Periksa indikator pengukur toner untuk menentukan kapan harus menambahkan toner. Beli paket toner HP asli dari [hp.com/buy/supplies](http://hp.com/buy/supplies) atau reseller HP setempat.



TRK Standar



TRK Kapasitas Tinggi

## Status indikator level toner

### Lihat level toner

Toner hampir penuh



Isi toner sebagian habis



Level toner rendah, namun pencetakan dapat dilanjutkan.



Isi toner tinggal sedikit. Tidak dapat mencetak.



Tanda panah berkedip kuning jika level toner tinggal sedikit.

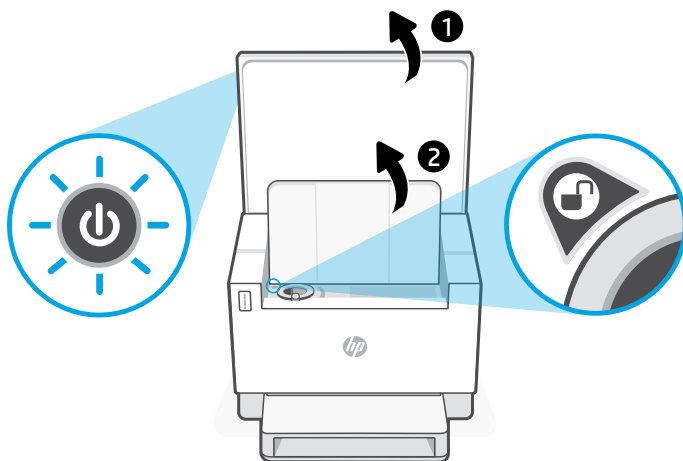
### Tambahkan kit pengisian ulang toner (TRK)

Tidak perlu ditambahkan toner lagi

1 TRK Standar dapat ditambahkan

1 TRK Kapasitas Tinggi atau 2 TRK Standar dapat ditambahkan.

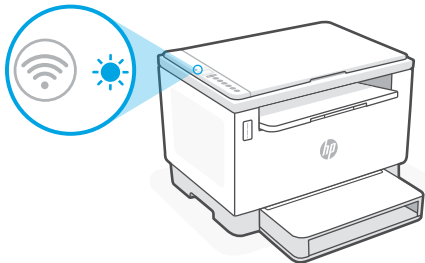
1 TRK Kapasitas Tinggi atau 2 TRK Standar harus ditambahkan.



Toner hanya dapat ditambahkan jika indikator port menunjukkan ikon buka kunci (🔓). Untuk informasi lebih lanjut, lihat Panduan Pengguna di [hp.com/support](http://hp.com/support)

# Bantuan dan kiat untuk Wi-Fi dan konektivitas

Jika perangkat lunak tidak dapat menemukan printer Anda selama penyetelan, periksa kondisi berikut untuk menyelesaikan masalah.

| Kemungkinan Masalah                                                                                                                                               | Solusi                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>Waktu mode Penyetelan Wi-Fi printer habis (lampu Nirkabel tidak berkedip)</p>  | <p>Jika lampu Nirkabel tidak berkedip biru, printer mungkin tidak dalam mode penyetelan Wi-Fi. Mulai ulang mode penyetelan:</p> <ol style="list-style-type: none"> <li>1. Jika panel kontrol tidak menyala, tekan ⊗ untuk keluar dari mode tidur.</li> <li>2. Tekan dan tahan ⓘ selama 5 detik, lalu lepaskan setelah semua tombol panel kontrol menyala.</li> <li>3. Tekan Ⓜ dan ⊗ satu kali secara bersamaan, lalu lepas tombol. Tunggu selama satu menit hingga lampu Nirkabel berkedip biru.</li> <li>4. Tutup dan buka kembali HP Smart, lalu coba hubungkan kembali.</li> </ol> |
| Komputer atau perangkat seluler terlalu jauh dari printer                                                                                                         | Dekatkan komputer atau perangkat seluler Anda ke printer. Perangkat Anda mungkin berada di luar jangkauan sinyal Wi-Fi printer.                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| Komputer terhubung ke Virtual Private Network (VPN) atau jaringan kerja jarak jauh                                                                                | <p>Putus koneksi dari VPN sebelum menginstal perangkat lunak HP Smart. Anda tidak dapat menginstal aplikasi dari Microsoft Store saat terhubung ke VPN. Hubungkan kembali ke VPN setelah penyetelan printer selesai.</p> <p><b>Catatan:</b> Pertimbangkan lokasi Anda dan keamanan jaringan Wi-Fi sebelum memutuskan koneksi dari VPN.</p>                                                                                                                                                                                                                                            |
| Wi-Fi dinonaktifkan di komputer (komputer terhubung melalui Ethernet)                                                                                             | Jika komputer Anda terhubung melalui Ethernet, aktifkan Wi-Fi komputer saat menyetel printer. Cabut kabel Ethernet sementara untuk menyelesaikan penyetelan melalui Wi-Fi.                                                                                                                                                                                                                                                                                                                                                                                                            |
| Bluetooth dinonaktifkan di komputer atau perangkat seluler Anda                                                                                                   | Aktifkan Bluetooth untuk perangkat yang digunakan untuk menyelesaikan penyetelan. Untuk perangkat seluler, aktifkan juga layanan Lokasi. Bluetooth dan Lokasi membantu perangkat lunak menemukan jaringan dan printer Anda.                                                                                                                                                                                                                                                                                                                                                           |
| Lokasi dinonaktifkan di perangkat seluler Anda                                                                                                                    | <p><b>Catatan:</b> Lokasi Anda belum ditetapkan dan tidak ada informasi lokasi yang dikirimkan ke HP sebagai bagian dari proses penyetelan.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                       |



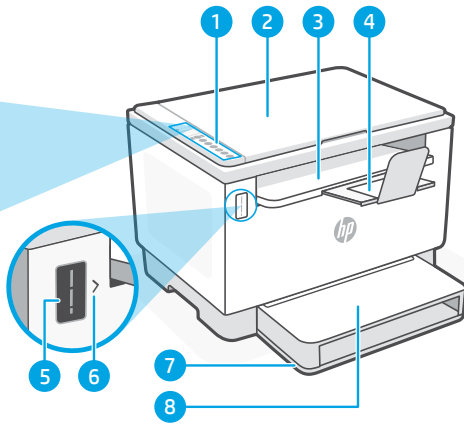
## Bantuan dan Dukungan

Untuk pemecahan masalah dan video tentang printer, kunjungi situs dukungan HP. Masukkan nama model printer Anda untuk menemukannya.



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

# คุณลักษณะเครื่องพิมพ์



- |                                  |                                    |
|----------------------------------|------------------------------------|
| 1 แผงควบคุม                      | 5 เกจวัดผงหมึก                     |
| 2 ฟาสแกนเนอร์                    | 6 ตัวระบุการเติมผงหมึก             |
| 3 ฝาช่องผงหมึก / ถาดรับกระดาษ    | 7 ถาดรองกระดาษ                     |
| 4 แกนรองรับกระดาษของถาดรับกระดาษ | 8 ฝาครอบถาด (เฉพาะบางรุ่นเท่านั้น) |

## ปุ่มและไฟแสดงสถานะ

### ไอคอนจอแสดงผล



**การแจ้งเตือนระบบไร้สาย<sup>1</sup>**  
Wi-Fi ถูกตัดการเชื่อมต่อแล้ว รีเซ็ตรหัสใหม่ตั้งค่า



**สถานะการเชื่อมต่อ Ethernet**



**สถานะ Wi-Fi Direct<sup>1</sup>**



**ปัญหาเกี่ยวกับกระดาษ**  
ใส่กระดาษเพิ่ม/ตรวจสอบว่ามีกระดาษติดหรือไม่



**การแสดงผลตัวอักษร**  
จำนวนสำเนา รหัสข้อผิดพลาด ระดับคอนทราสต์ ดูคู่มือผู้ใช้ออนไลน์



**ตัวระบุจำนวนสำเนา**



**ไอคอนออนไลน์/เซมซัน (คอนทราสต์)**



ปุ่ม/ไฟแสดงสถานะ **Wi-Fi<sup>1</sup>**  
กดเพื่อเปิด/ปิด Wi-Fi ไฟแสดงสถานะ Wi-Fi จะระบถึงสถานะ



ไฟแสดงสถานะ **Wi-Fi<sup>1</sup>**  
กะพริบขณะทำการเชื่อมต่อ ติดสว่างเมื่อเชื่อมต่อแล้ว



ไฟแสดงสถานะ **เตือน**



ไฟแสดงสถานะ **ฟาสแกนเนอร์เปิด**  
เปิดฝาแล้วพลิกบัตรประชาชนเพื่อถ่ายสำเนาด้านหลัง



ปุ่ม/ไฟแสดงสถานะ **ตัวเลือกการถ่ายสำเนา**



ปุ่ม/ไฟแสดงสถานะ **เริ่มทำสำเนา**



ปุ่ม/ไฟแสดงสถานะ **ทำสำเนาบัตรประชาชน**



ไฟแสดงสถานะ **ข้อมูล**  
กดเพื่อพิมพ์สรุปข้อมูลการตั้งค่าและสถานะของเครื่องพิมพ์



ปุ่ม/ไฟแสดงสถานะ **กลับสู่การทำงาน**  
กดเมื่อติดสว่างเพื่อทำงานต่อ



ปุ่ม/ไฟแสดงสถานะ **ยกเลิก**



ปุ่ม/ไฟแสดงสถานะ **เปิด/ปิด**  
กะพริบขณะเริ่มทำงานหรือระหว่างที่กำลังประมวลผลงาน

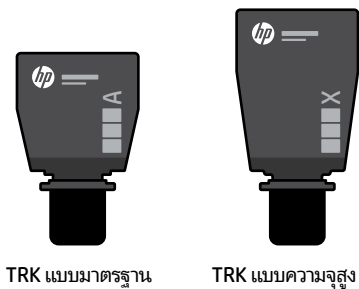
<sup>1</sup> เฉพาะรุ่นระบบไร้สายเท่านั้น

สามารถดูข้อมูลเพิ่มเติมเกี่ยวกับไฟแสดงสถานะและข้อผิดพลาดได้ที่ [hp.com/support](http://hp.com/support)

# การตรวจสอบระดับผงหมึก

เครื่องพิมพ์จะได้รับการเติมผงหมึกไว้แล้วในขณะที่ซื้อ ชุดเติมผงหมึก (TRK) ของ HP มีตัวเลือก 2 แบบ: แบบมาตรฐานและแบบความจุสูง ค่าของแท่งที่แสดงบนเกจวัดผงหมึกเป็นระดับผงหมึกโดยประมาณ และอาจแตกต่างจากระดับผงหมึกจริงเล็กน้อย

ตรวจสอบตัวบ่งชี้ของเกจวัดผงหมึก เพื่อพิจารณาว่าควรเติมหมึกเมื่อใด ซื้อแพ็คเกจหมึกแท้ของ HP จาก [hp.com/buy/supplies](http://hp.com/buy/supplies) หรือตัวแทนจำหน่าย HP ในพื้นที่ของคุณ



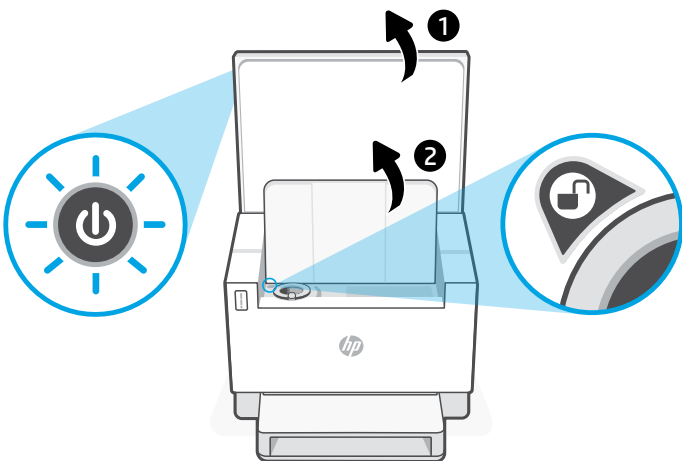
TRK แบบมาตรฐาน

TRK แบบความจุสูง

## สถานะบ่งชี้ระดับผงหมึก

| ดูระดับผงหมึก            | ผงหมึกเกือบเต็ม            | ผงหมึกถูกใช้ไปบางส่วน           | ระดับผงหมึกเหลือน้อยแต่ยังคงสามารถพิมพ์ต่อไปได้         | ระดับผงหมึกเหลือน้อยมากไม่สามารถพิมพ์ได้           |
|--------------------------|----------------------------|---------------------------------|---------------------------------------------------------|----------------------------------------------------|
|                          |                            |                                 |                                                         |                                                    |
| เพิ่มชุดเติมผงหมึก (TRK) | ไม่ต้องเพิ่มผงหมึกอีกต่อไป | สามารถเพิ่มได้ 1 TRK แบบมาตรฐาน | สามารถเพิ่มได้ 1 TRK แบบความจุสูง หรือ 2 TRK แบบมาตรฐาน | ต้องเพิ่ม 1 TRK แบบความจุสูง หรือ 2 TRK แบบมาตรฐาน |

ลูกศรจะกะพริบเป็นสีเหลืองเมื่อระดับผงหมึกเหลือน้อยมาก



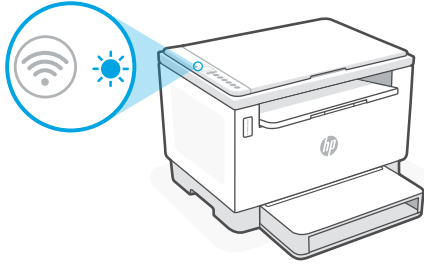
สามารถเพิ่มผงหมึกได้เฉพาะเมื่อตัวบ่งชี้พอร์ตแสดงไอคอน ปลดล็อก เท่านั้น  
 สามารถดูข้อมูลเพิ่มเติมได้ที่ คู่มือผู้ใช้ [hp.com/support](http://hp.com/support)

# วิธี ใช้และเคล็ดลับเกี่ยวกับ Wi-Fi และการเชื่อมต่อ

หากซอฟต์แวร์ไม่พบเครื่องพิมพ์ของคุณในระหว่างการตั้งค่าให้ตรวจสอบสถานะต่อไปนี้เพื่อแก้ไขปัญหา

## สาเหตุที่เป็นไปได้

โหมดตั้งค่า Wi-Fi เครื่องพิมพ์หมดเวลา (ไฟระบบไร้สายไม่กะพริบ)



## วิธีการแก้ไข

หากไฟระบบไร้สายไม่กะพริบเป็นสีน้ำเงิน เครื่องพิมพ์อาจไม่ได้อยู่ในโหมดตั้งค่า Wi-Fi รีเซ็ตการตั้งค่าใหม่:

1. หากไฟแผงควบคุมไม่ติดสว่างให้กด (X) เพื่อออกจากโหมดพักเครื่อง
2. กด ① ค้างไว้ 5 วินาที แล้วปล่อยหลังจากที่ปุ่มแผงควบคุมทั้งหมดติดสว่าง
3. กด (Ⓢ) และ (X) พร้อมกันหนึ่งครั้ง จากนั้นจึงปล่อยปุ่ม รอหนึ่งนาที่ จนกว่าไฟระบบไร้สายจะพริบเป็นสีน้ำเงิน
4. ปิดและเปิด HP Smart อีกครั้ง จากนั้นลองเชื่อมต่ออีกครั้ง

คอมพิวเตอร์หรืออุปกรณ์เคลื่อนที่อยู่ห่างจากเครื่องพิมพ์มากเกินไป

ขยับคอมพิวเตอร์หรืออุปกรณ์เคลื่อนที่ของคุณให้เข้าใกล้เครื่องพิมพ์มากขึ้น อุปกรณ์ของคุณอาจอยู่นอกระยะสัญญาณ Wi-Fi ของเครื่องพิมพ์

คอมพิวเตอร์เชื่อมต่อกับ Virtual Private Network (VPN) หรือเครือข่ายงานระยะไกล

ตัดการเชื่อมต่อจาก VPN ก่อนที่จะติดตั้งซอฟต์แวร์ HP Smart คุณไม่สามารถติดตั้งแอปจาก Microsoft Store ได้ในขณะที่เชื่อมต่อกับ VPN เชื่อมต่อกับ VPN อีกครั้ง หลังจากเสร็จสิ้นการตั้งค่าเครื่องพิมพ์  
**หมายเหตุ:** พิจารณาตำแหน่งที่ตั้งของคุณและการรักษาความปลอดภัยของเครือข่าย Wi-Fi ก่อนที่จะตัดการเชื่อมต่อจาก VPN

ปิด Wi-Fi บนคอมพิวเตอร์ (คอมพิวเตอร์เชื่อมต่อแล้วโดยใช้ Ethernet)

หากคอมพิวเตอร์ของคุณเชื่อมต่อโดยใช้ Ethernet ให้เปิด Wi-Fi ของคอมพิวเตอร์ ในขณะที่ตั้งค่าเครื่องพิมพ์ ถอดสาย Ethernet ออกชั่วคราว เพื่อดำเนินการตั้งค่าให้เสร็จผ่านทาง Wi-Fi

Bluetooth บนคอมพิวเตอร์หรืออุปกรณ์เคลื่อนที่ของคุณถูกปิดไว้

เปิด Bluetooth ของอุปกรณ์ที่ต้องการใช้ในการตั้งค่าให้เสร็จ สำหรับอุปกรณ์เคลื่อนที่ ให้เปิดบริการตำแหน่งที่ตั้งด้วย Bluetooth และตำแหน่งที่ตั้ง จะช่วยให้ซอฟต์แวร์สามารถค้นพบเครือข่ายและเครื่องพิมพ์ของคุณได้

ตำแหน่งที่ตั้งบนอุปกรณ์เคลื่อนที่ของคุณถูกปิดไว้

**หมายเหตุ:** ขั้นตอนนี้ไม่ใช่การระบุตำแหน่งที่ตั้งของคุณ และไม่ได้มีการส่งข้อมูลตำแหน่งที่ตั้งให้กับ HP ในระหว่างกระบวนการตั้งค่า



## วิธี ใช้และบริการช่วยเหลือ

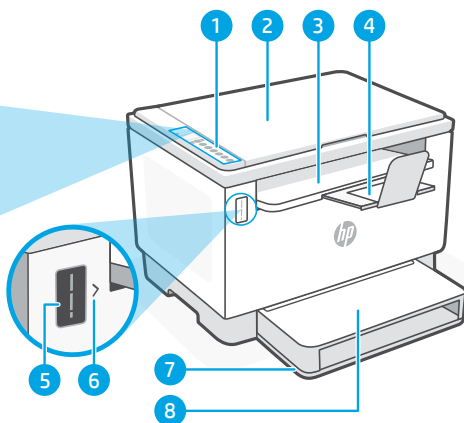
ไปที่เว็บไซต์สนับสนุนของ HP เพื่อดูวิธีการแก้ไขปัญหาและวิดีโอแนะนำการใช้งานเครื่องพิมพ์ ป้อนชื่อรุ่นของคุณเพื่อค้นหาเครื่องพิมพ์



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

ข้อมูลในเอกสารชุดนี้อาจเปลี่ยนแปลงได้โดยไม่ต้องแจ้งให้ทราบล่วงหน้า

# Tính năng của máy in



- |                                          |                                           |
|------------------------------------------|-------------------------------------------|
| 1 Bảng điều khiển                        | 5 Đồng hồ đo mực                          |
| 2 Nắp máy scan                           | 6 Chỉ báo nạp lại mực                     |
| 3 Cửa tiếp cận hộp mực in / Khay giấy ra | 7 Khay giấy                               |
| 4 Phần mở rộng của khay giấy ra          | 8 Nắp khay nạp giấy (chỉ một số kiểu máy) |

## Nút và đèn

## Biểu tượng hiển thị



### Cảnh báo Không dây<sup>1</sup>

Wi-Fi đã ngắt kết nối. Khởi động lại chế độ cài đặt.



### Trạng thái kết nối Ethernet



### Trạng thái Wi-Fi Direct<sup>1</sup>



### Sự cố về giấy

Nạp giấy/kiểm tra kẹt giấy.



### Màn hình ký tự

Số bản sao, mã lỗi, mức độ tương phản. Xem hướng dẫn sử dụng trực tuyến.



### Chỉ báo Số bản sao



Biểu tượng (tương phản) **Nhạt hơn/Đậm hơn**



### Nút/đèn **Wi-Fi<sup>1</sup>**

Nhấn để bật/tắt Wi-Fi. Đèn báo Wi-Fi cho biết trạng thái.



### Đèn **Wi-Fi<sup>1</sup>**

Nhấp nháy khi đang kết nối. Sáng khi đã kết nối.



### Đèn báo **Chú ý**



### Đèn **Nắp máy quét đang mở**

Mở nắp và lật thẻ định danh để sao chép mặt thứ hai.



### Nút/đèn **Tùy chọn sao chụp**



### Nút/đèn **Bắt đầu sao chụp**



### Nút/đèn **Sao chụp Thẻ căn cước**



### Nút/đèn **Thông tin**

Nhấn để in bản tóm tắt cài đặt và trạng thái máy in.



### Nút/đèn **Tiếp tục**

Nhấn khi đèn đang sáng để tiếp tục một lệnh.



### Nút/đèn **Hủy bỏ**



### Nút/đèn **Nguồn**

Nhấp nháy khi bắt đầu hoặc xử lý một lệnh.

<sup>1</sup>Chỉ với kiểu máy không dây

Để biết thêm thông tin về các đèn và sự cố, vui lòng truy cập [hp.com/support](http://hp.com/support)

# Kiểm tra mức mực in

Máy in được nạp sẵn mực in lúc mua. **Bộ nạp mực (TRK)** của HP có 2 lựa chọn: Dung tích Tiêu chuẩn và Cao. Giá trị của các vạch trên đồng hồ đo mực là mức mực in ước tính và có thể khác một chút so với mức mực in thực tế.

Kiểm tra chỉ báo đo mực để xác định khi nào cần thêm mực in. Mua gói mực in HP chính hãng tại [hp.com/buy/supplies](http://hp.com/buy/supplies) hoặc nhà bán lẻ HP tại địa phương.



TRK Tiêu chuẩn



TRK Dung tích cao

## Trạng thái chỉ báo mức mực in

### Xem mức mực in

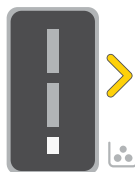
Mực in đã đầy



Mực in đã cạn một phần



Mức mực in thấp, nhưng vẫn có thể tiếp tục in.



Mức mực in rất thấp. Không thể in.



Mũi tên nhấp nháy màu đỏ phách khi mức mực in rất thấp.

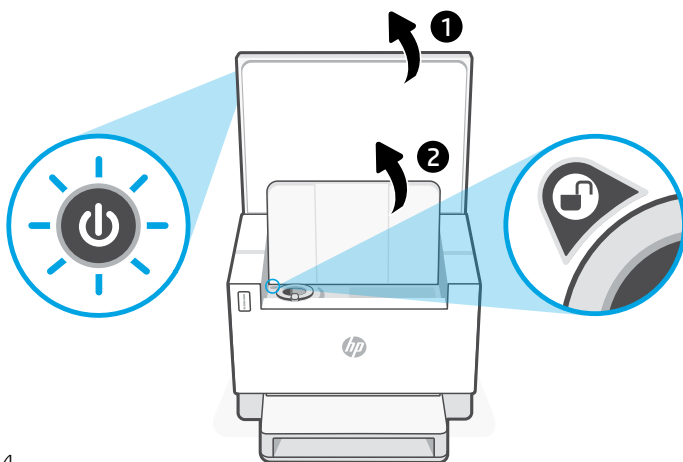
### Thêm bộ nạp lại mực (TRK)

Không còn nữa phải thêm mực in

Có thể thêm 1 TRK Tiêu chuẩn

Có thể thêm 1 TRK Dung tích cao hoặc 2 TRK Tiêu chuẩn.

Phải thêm 1 TRK Dung tích cao hoặc 2 TRK Tiêu chuẩn.



Chỉ có thể thêm mực in khi chỉ báo cổng hiển thị biểu tượng **mở khóa** (🔓). Để biết thêm thông tin, hãy xem Hướng dẫn sử dụng tại [hp.com/support](http://hp.com/support)

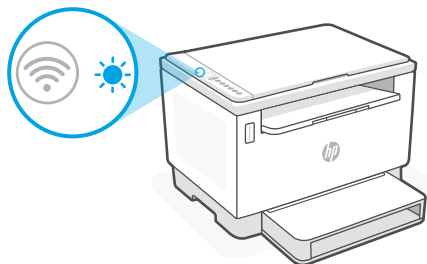
# Trợ giúp và mẹo về Wi-Fi và khả năng kết nối

Nếu phần mềm không thể tìm thấy máy in của bạn trong quá trình cài đặt, hãy kiểm tra các điều kiện sau đây để giải quyết vấn đề.

## Sự cố có thể xảy ra

## Giải pháp

Chế độ cài đặt Wi-Fi máy in đã hết thời gian (đèn Không dây không nhấp nháy)



Nếu đèn Không dây không nhấp nháy màu xanh dương, có thể máy in đang không ở chế độ cài đặt Wi-Fi. Khởi động lại chế độ cài đặt:

1. Nếu bảng điều khiển không sáng, hãy nhấn (X) để thoát chế độ ngủ.
2. Nhấn và giữ (1) trong 5 giây, sau đó nhả ra khi tất cả các nút trên bảng điều khiển sáng lên.
3. Nhấn đồng thời (Wi-Fi) và (X) một lần, sau đó nhả ra các nút ra. Đợi một phút cho đến khi đèn Không dây nhấp nháy màu xanh dương.
4. Đóng và mở lại HP Smart, sau đó thử kết nối lại.

Máy tính hoặc thiết bị di động ở quá xa máy in

Di chuyển máy tính hoặc thiết bị di động lại gần máy in hơn. Có thể thiết bị của bạn ở ngoài phạm vi sóng Wi-Fi của máy in.

Máy tính đã kết nối với một Mạng Riêng Ảo (VPN) hoặc mạng làm việc từ xa

Ngắt kết nối khỏi VPN trước khi cài đặt phần mềm HP Smart. Bạn không thể cài đặt ứng dụng từ Microsoft Store khi đang kết nối với VPN. Kết nối lại với VPN sau khi hoàn thành cài đặt máy in.

**Lưu ý:** Hãy xem xét vị trí của bạn và bảo mật của mạng Wi-Fi trước khi ngắt kết nối khỏi VPN.

Wi-Fi trên máy tính đang tắt (máy tính được kết nối bằng Ethernet)

Nếu máy tính của bạn được kết nối bằng Ethernet, hãy bật Wi-Fi của máy tính trong quá trình cài đặt máy in. Ngắt kết nối cáp Ethernet tạm thời để hoàn tất quá trình cài đặt qua Wi-Fi.

Bluetooth đã tắt trên máy tính hoặc thiết bị di động của bạn

Bật Bluetooth cho thiết bị đang được sử dụng để thực hiện cài đặt. Bật cả dịch vụ Vị trí với thiết bị di động. Bluetooth và Vị trí giúp phần mềm tìm thấy mạng và máy in của bạn.

Bluetooth đã tắt trên thiết bị di động của bạn

**Lưu ý:** Vị trí của bạn hiện không được xác định và không có thông tin vị trí nào được gửi cho HP trong quy trình cài đặt.



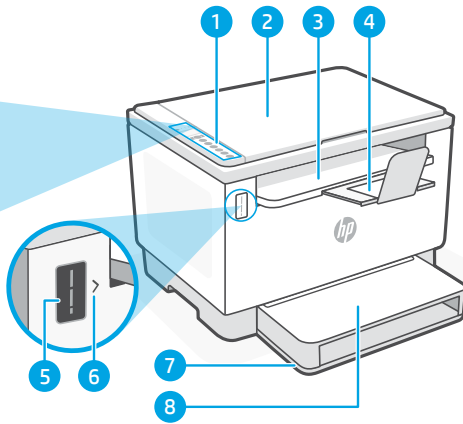
## Trợ giúp và Hỗ trợ

Để xem video và khắc phục sự cố máy in, hãy truy cập trang hỗ trợ của HP. Nhập tên kiểu máy của bạn để tìm máy in.



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

# 프린터 기능



- |                    |            |
|--------------------|------------|
| 1 제어판              | 5 토너 게이지   |
| 2 스캐너 뚜껑           | 6 토너 리필 표시 |
| 3 토너 액세스 도어/출력 용지함 | 7 용지함      |
| 4 출력 용지함 확장대       | 8 용지함 덮개   |

## 버튼 및 표시등

## 디스플레이 아이콘

- 무선 알림<sup>1</sup>**  
Wi-Fi 연결이 끊겼습니다. 설정 모드를 다시 시작합니다.
- 이더넷 연결 상태**
- Wi-Fi Direct 상태<sup>1</sup>**
- 용지 문제**  
용지를 넣거나/용지 걸림을 확인합니다.
- 문자 표시**  
인쇄 매수, 오류 코드, 대비 수준을 조정합니다. 온라인 사용자 설명서를 참조하십시오.
- 사본 수 표시**
- 밝게/어둡게(대비) 아이콘**

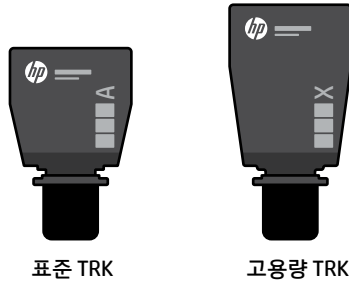
<sup>1</sup> 무선 모델 전용

표시등과 오류에 대한 정보를 자세히 알아보려면 [hp.com/support](http://hp.com/support) 를 방문하십시오.

- Wi-Fi 버튼/표시등<sup>1</sup>**  
Wi-Fi를 켜거나/끄려면 누릅니다. Wi-Fi 표시등이 상태를 알려줍니다.
- Wi-Fi 표시등<sup>1</sup>**  
연결 중일 때 깜박입니다. 연결되면 불이 들어옵니다.
- 주의 표시등**
- 스캐너 덮개 열기 표시등**  
두 번째 면을 복사하려면 덮개를 열고 신분증을 뒤집습니다.
- 복사 옵션 버튼/표시등**
- 복사 시작 버튼/표시등**
- ID 카드 복사 버튼/표시등**
- 정보 버튼/표시등**  
프린터 설정과 상태 요약물 인쇄하려면 누릅니다.
- 다시 시작 버튼/표시등**  
작업을 계속하려면 불이 들어왔을 때 누릅니다.
- 취소 버튼/표시등**
- 전원 버튼/표시등**  
작업을 시작 중이거나 처리 중일 때 깜박입니다.

## 토너 잔량 확인

구매 시 토너가 프린터에 미리 채워져 있습니다. HP 토너 리필 키트(TRK)는 2 옵션으로 이용할 수 있습니다. 토너 게이지의 막대 수치로 예상 토너 잔량을 알 수 있으며 실제 토너 잔량과 약간의 차이가 있을 수 있습니다. 토너 게이지 표시를 확인하여 언제 토너를 추가할지 판단합니다. [hp.com/buy/supplies](http://hp.com/buy/supplies)나 현지 HP 소매점에서 정품 HP 토너 팩을 구매하십시오.



## 토너 잔량 표시 상태

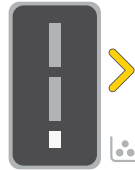
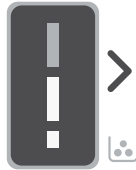
### 토너 잔량 보기

토너가 거의 가득 참

토너가 부분적으로  
충분하지 않음

토너 잔량이  
부족하지만 계속  
인쇄할 수 있습니다.

토너 잔량이 매우  
부족합니다. 인쇄할 수  
없습니다.



토너 잔량이  
매우  
부족하면  
화살표가  
황색으로  
깜박입니다.

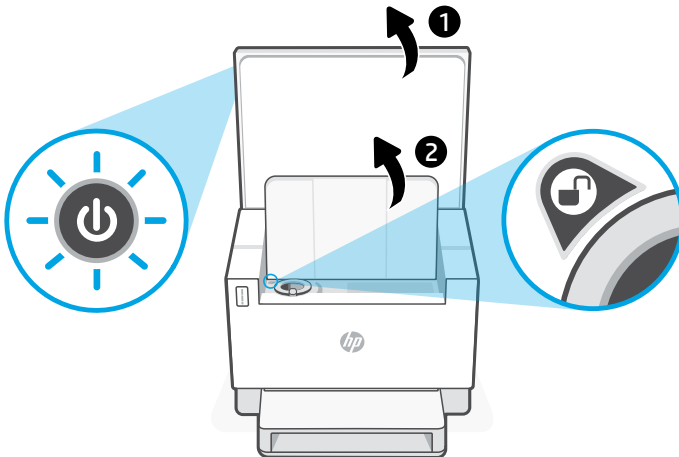
### 토너 다시 넣기 키트 (TRK) 추가

토너 없음  
반드시  
추가해야 함

표준 TRK 1개를  
추가할 수 있음

고용량 TRK 1개  
또는 표준 TRK 2  
개를 추가할 수  
있습니다.

고용량 TRK 1개  
또는 표준 TRK 2  
개를 추가해야만  
합니다.



포트 표시에 **잠금 해제** 아이콘이  
표시될 때에만 토너를  
추가할 수 있습니다. 자세한  
내용은 [hp.com/support](http://hp.com/support) 의  
사용자 설명서를 참조하십시오.

# Wi-Fi 및 연결 관련 도움말과 팁

설정 중 소프트웨어가 프린터를 찾지 못하는 경우, 다음 상황을 점검하여 문제를 해결하세요.

| 있을 수 있는 문제                              | 해결 방법                                                                                                                                                                                                                                                                                                                                                                   |
|-----------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 프린터 무선 설정 모드 시간 초과(무선 표시등이 깜박이지 않음)     | <p>무선 표시등이 파란색으로 깜박이지 않는 경우, 프린터가 Wi-Fi 설정 모드에 있지 않은 것일 수 있습니다. 설정 모드를 다시 시작하려면:</p> <ol style="list-style-type: none"> <li>1. 제어판에 불이 들어오지 않은 경우 ⊗을 눌러 절전 모드를 해제합니다.</li> <li>2. 5초 동안 ①을 누른 채로 유지했다가 제어판의 모든 버튼에 불이 들어오면 버튼을 놓습니다.</li> <li>3. ① 및 ⊗을 동시에 한 번 눌렀다가 버튼을 놓습니다. 무선 표시등이 파란색으로 깜박일 때까지 1분 동안 기다립니다.</li> <li>4. HP Smart를 닫았다가 연 다음 다시 연결해봅니다.</li> </ol> |
| 컴퓨터나 모바일 기기가 프린터와 너무 멀리 떨어져 있음          | <p>컴퓨터나 모바일 기기를 프린터에 더 가깝게 이동합니다. 기기가 프린터의 Wi-Fi 신호 범위를 벗어났을 수 있습니다.</p>                                                                                                                                                                                                                                                                                                |
| 컴퓨터가 가상 사설망(VPN) 또는 원격 업무 네트워크에 연결되어 있음 | <p>HP Smart 소프트웨어를 설치하기 전에 VPN 연결을 해제합니다. VPN에 연결되어 있으면 Microsoft Store에서 앱을 설치할 수 없습니다. 프린터 설정을 마친 후에 VPN에 다시 연결합니다.</p> <p><b>참고:</b> VPN 연결을 해제하기 전에 Wi-Fi 네트워크의 위치와 보안을 염두에 두시기 바랍니다.</p>                                                                                                                                                                           |
| 컴퓨터에서 Wi-Fi가 꺼짐<br>(컴퓨터가 이더넷으로 연결됨)     | <p>컴퓨터가 이더넷으로 연결된 경우, 프린터를 설정하면서 컴퓨터의 Wi-Fi를 켭니다. 이더넷 케이블의 연결을 임시로 끊고 Wi-Fi 설정을 완료합니다.</p>                                                                                                                                                                                                                                                                              |
| 사용자 컴퓨터 또는 모바일 기기에서 블루투스가 꺼져 있음         | <p>사용 중인 기기에서 설정을 완료할 수 있도록 블루투스를 켭니다. 모바일 기기에서는 위치 서비스도 켭니다. 블루투스 및 위치 서비스는 소프트웨어에서 네트워크와 프린터를 찾으도록 도와줍니다.</p> <p><b>참고:</b> 사용자 위치를 판별할 수 없고 설정 프로세스의 일부로 위치 정보를 HP로 전송하지 않습니다.</p>                                                                                                                                                                                   |
| 사용자 모바일 기기에서 위치 서비스가 꺼져 있음              |                                                                                                                                                                                                                                                                                                                                                                         |



## 도움말 및 지원

프린터 문제 해결 및 동영상을 보려면 HP 지원 사이트를 방문하십시오. 프린터를 찾으려면 모델 이름을 입력하세요.



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

본 문서의 내용은 예고 없이 변경될 수 있습니다.

# 印表機功能



- |              |                    |
|--------------|--------------------|
| 1 控制面板       | 5 碳粉量測計            |
| 2 掃描器蓋板      | 6 重新填充碳粉指示燈        |
| 3 碳粉存取擋門/出紙匣 | 7 紙匣               |
| 4 出紙匣延伸架     | 8 紙匣封蓋<br>(僅限部分機型) |

## 按鈕與指示燈

## 顯示圖示

-  **無線警示<sup>1</sup>**  
Wi-Fi 已中斷連線。重新啟動設定模式。
-  **乙太網路連線狀態**
-  **Wi-Fi Direct 狀態<sup>1</sup>**
-  **紙張問題**  
放入紙張/檢查是否卡紙。
-  **字元顯示**  
份數、錯誤代碼、對比度等級。請參閱線上使用者指南。
-  **份數指示器**
-  **變淡/變暗 (對比) 圖示**

-  **Wi-Fi 按鈕/指示燈<sup>1</sup>**  
按下可開啟/關閉 Wi-Fi。Wi-Fi 指示燈會指示狀態。
-  **Wi-Fi 指示燈<sup>1</sup>**  
正在連線時會閃爍。連線後會亮起。
-  **注意指示燈**
-  **開啟掃描器蓋板指示燈**  
開啟蓋板並將身分證翻面以影印第二面。
-  **影印選項按鈕/指示燈**
-  **開始影印按鈕/指示燈**
-  **身分證影印按鈕/指示燈**
-  **資訊按鈕/指示燈**  
按下即可列印印表機設定及狀態的摘要。
-  **重新開始按鈕/指示燈**  
亮起時按下即可讓工作繼續。
-  **取消按鈕/指示燈**
-  **電源按鈕/指示燈**  
在啟動或處理工作時會閃爍。

<sup>1</sup> 僅限無線機型

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)

## 檢查碳粉剩餘量

印表機於購入時已預先填充了碳粉。HP **碳粉重新填充套件 (TRK)** 備有 2 種選擇：標準容量與高容量。碳粉量測計上的條形值為估計的碳粉剩餘量，與實際的碳粉剩餘量可能會略有出入。

檢查碳粉量測計指示器，確定何時該添加碳粉。從 [hp.com/buy/supplies](http://hp.com/buy/supplies) 或當地 HP 經銷商處購買原廠 HP 碳粉匣。



標準 TRK



高容量 TRK

## 碳粉剩餘量指示燈狀態

### 檢視碳粉剩餘量

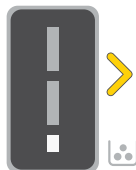
碳粉  
幾乎全滿



碳粉已部分  
耗盡



碳粉剩餘量低，但  
列印仍可繼續。



碳粉剩餘量嚴重不  
足。無法列印。



當碳粉剩餘量嚴重不足時，箭頭會閃爍琥珀色。

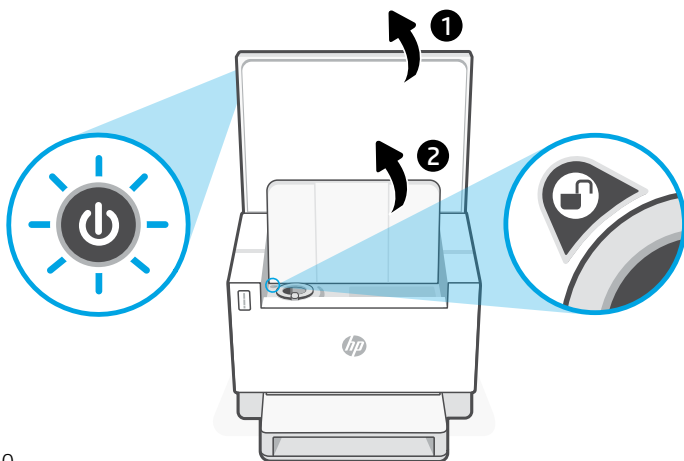
### 添加碳粉裝填套件 (TRK)

無需  
添加 碳粉

可以添加  
1 組標準 TRK

可以添加 1 組高容量 TRK 或 2 組標準 TRK。

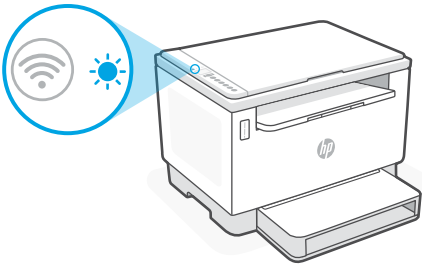
必須添加 1 組高容量 TRK 或 2 組標準 TRK。



只有在連接埠指示器顯示**解除鎖定**圖示時才能添加碳粉。如需更多資訊，請參閱 [hp.com/support](http://hp.com/support) 上的使用者指南。

# 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                                                                                                                                                                                                                                                                |
|---------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>印表機 Wi-Fi 設定模式逾時 (無線指示燈未閃爍)</p>  | <p>如果無線指示燈未閃爍藍色，則印表機可能並未處於 Wi-Fi 設定模式。重新啟動設定模式：</p> <ol style="list-style-type: none"> <li>1. 如果控制台沒有亮起，請按下 ⊗ 以結束睡眠模式。</li> <li>2. 按住 ① 5 秒，接著在所有控制台按鈕亮起時放開。</li> <li>3. 同時按住 ② 和 ⊗ 一次，接著放開這些按鈕。等候一分鐘，直到無線指示燈閃爍藍色。</li> <li>4. 關閉並重新開啟 HP Smart，並嘗試再次連線。</li> </ol> |
| <p>電腦或行動裝置距離印表機太遠</p>                                                                                               | <p>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。</p>                                                                                                                                                                                                                |
| <p>電腦已連線至虛擬私人網路 (VPN) 或遠端工作網路</p>                                                                                   | <p>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。</p> <p><b>附註：</b>在中斷 VPN 連線前，請考慮您的位置及 Wi-Fi 網路安全性。</p>                                                                                                                    |
| <p>電腦上的 Wi-Fi 已關閉 (電腦已透過乙太網路連線)</p>                                                                                 | <p>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。</p>                                                                                                                                                                                                |
| <p>您的電腦或行動裝置上的 Bluetooth 已關閉</p>                                                                                    | <p>開啟正在使用之裝置的 Bluetooth 以完成設定。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。</p>                                                                                                                                                                                    |
| <p>您的行動裝置上的位置已關閉</p>                                                                                                | <p><b>附註：</b>我們不會確認您的位置，在設定過程中也不會有位置資訊傳送至 HP。</p>                                                                                                                                                                                                                   |



## 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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