



LaserJet Pro M402, M403 入门指南 Getting Started Guide



www.hp.com/support/ljM402
www.hp.com/support/ljM403



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重要信息：

执行打印机硬件设置海报上的**步骤 1 - 2**，然后继续执行**步骤 3**。



3. 在控制面板上进行初始设置

开启打印机之后，等待其初始化。按提示并使用控制面板上的方向键配置以下这些设置：

- 语言
- 位置
- 默认设置

在“默认设置”下，选择以下某个选项：

- **自我管理**：为向导式设置、配置和更新体验优化的默认设置。
- **IT 管理**：为批量管理和增强安全性优化的默认设置。

初始设置之后，全部设置均可自定义。


4. 选择一种连接方式并准备安装软件

USB 直接连接打印机和计算机

请使用 A 接 B 型的 USB 电缆。

Windows

1. 对于 Windows 7 或更低版本，安装软件之前请勿连接 USB 电缆。安装过程将适时提示连接电缆。如果已连接电缆，则安装过程提示连接电缆时，重新启动打印机。
2. 继续执行“5. 找到或下载软件安装文件”。

 **注**：在安装软件期间，选择使用 USB 电缆直接连接此计算机选项。

Mac

1. 对于 Mac，在安装软件之前使用 USB 电缆连接计算机和打印机。
2. 继续执行“5. 找到或下载软件安装文件”。

有线（以太网）网络连接

使用标准网络电缆。

1. 使用网络电缆连接打印机和网络。等待几分钟，让打印机获取网络地址。
2. 在打印机控制面板上，轻触 **OK** 按钮。打开**网络设置**菜单。随后控制面板上默认将显示 IP 地址。请记住 IP 地址以备安装软件时使用。**IP 地址示例**：192.168.0.1
如果打印机不在主屏幕上显示网络地址，则在控制面板上手动配置 IP 地址。要手动配置 IP 地址，请参阅“**手动配置 IP 地址**”。
3. 继续执行“5. 找到或下载软件安装文件”。

 **注**：在安装软件期间，选择通过网络进行连接选项。

内置无线网络连接（仅限 dw 无线型号）

1. 要将打印机连接到无线 (Wi-Fi) 网络，请务必将打印机、接入点和计算机全部开启，并将计算机连接到该无线网络。
2. 需要使用 USB 电缆。
3. 拔下连接到打印机的任何 USB 或以太网电缆。
4. 要从计算机进行打印，请继续执行“5. 找到或下载软件安装文件”。

手动配置 IP 地址

有关如何手动配置 IP 地址的信息，请参阅打印机《用户指南》，网址为 www.hp.com/support/ljM402 或 www.hp.com/support/ljM403。

5. 找到或下载软件安装文件

方法 1：从 HP Easy Start 下载（Windows 和 OS X）

1. 访问 123.hp.com/laserjet，然后单击下载。
2. 按屏幕上的说明和提示将文件保存到计算机。
3. 从保存软件文件的文件夹中启动该文件，然后继续执行“6. 安装软件”。

方法 2：从打印机支持网站下载（Windows 和 OS X）

1. 访问 www.hp.com/support/ljM402 或 www.hp.com/support/ljM403。
2. 选择软件和驱动程序。

3. 下载适用于您的打印机型号和操作系统的软件。
4. 通过单击所需的 .exe 或 .zip 文件，启动安装文件，然后继续执行“6. 安装软件”。

方法 3：从打印机 CD 安装（仅限 Windows）

1. 将打印机 CD 插入计算机。
2. 继续执行“6. 安装软件”。

6. 安装软件

Windows 解决方案

1. 将打印机 CD 插入计算机，或启动从 Web 下载的软件安装文件。
2. 软件安装程序检测操作系统语言，然后以相同语言显示安装程序的主菜单。从 CD 进行安装时，如果安装程序在 30 秒后未启动，则浏览计算机上的 CD 驱动器并启动名为 SETUP.EXE 的文件。
3. 软件选择屏幕详细介绍要安装的软件。
 - 建议安装的软件包括打印驱动程序和有关产品所有功能的软件。
 - 要自定义所安装的软件，请单击**自定义软件选择**链接。完成后，单击**下一步**按钮。
4. 按照屏幕上的说明安装软件。
5. 提示选择连接类型时，选择连接类型对应的选项：
 - **使用 USB 电缆直接连接此计算机**
 - **通过网络进行连接**
 - **帮助我首次设置无线连接**

 注：通过网络进行连接时，检测打印机的最简便方式为选择在**网络上自动查找我的打印机**。

 注：对于无线安装，请选择**帮助我首次设置无线连接**选项，然后选择是，检索计算机上的无线设置。

OS X 解决方案

1. 软件安装程序检测操作系统语言，然后以相同语言显示安装程序的主菜单。
2. 按照屏幕上的说明安装软件。
3. 在安装软件过程结束时，使用 **HP Utility 设置助手** 配置打印机选项。

7. 移动和无线打印（可选）

7.1 将设备连接到无线网络

要从手机或平板电脑进行打印，请将该设备与打印机连接到同一无线网络。

Apple iOS 设备 (AirPrint): 打开要打印的项，然后选择“操作”图标。依次选择**打印**、**本打印机**、**打印**。

较新的 Android 设备 (4.4 或更高版本): 打开要打印的项，然后选择**菜单**按钮。依次选择**打印**、**本打印机**、**打印**。

某些设备需要从 Google Play 商店下载“HP Print Service 插件”应用程序。

较旧的 Android 设备 (4.3 或更低版本): 从 Google Play 商店下载“HP ePrint”应用程序。

Windows Phone: 从 Windows 应用商店下载“HP AiO Remote”应用程序。


① 详细了解移动打印

要详细了解其他移动打印选项（包括其他 ePrint 解决方案），请扫描二维码或参阅《用户指南》的“移动打印”一节。




7.2 Wi-Fi Direct (仅限 dw 无线型号)

通过 Wi-Fi Direct，可近距离从无线移动设备直接打印到支持 Wi-Fi Direct 的打印机，而无需连接到网络或 Internet。

 注：打印机可能需要更新固件才能使用此功能。

启用 Wi-Fi Direct

1. 打印配置页以确认打印机的 IP 地址。在控制面板上，按住“取消”(X) 按钮直至就绪指示灯开始闪烁，然后松开该按钮。随后将打印测试页。
2. 在 Web 浏览器的地址行中输入打印机 IP 地址。随后将打开内嵌式 Web 服务器 (EWS) 屏幕。**IP 地址示例:** 192.168.0.0
3. 单击**网络**选项卡。
4. 单击**Wi-Fi Direct 设置**。
5. 单击**Wi-Fi Direct 打印名称 (SSID)** 旁的复选框，然后在字段中输入网络名称 SSID。
6. 单击**应用**。随后将在**网络**选项卡上显示移动设备的 IP 地址。

 注：要查找网络名称 (SSID)，请从**网络**选项卡中单击**无线配置**菜单。

① 有关无线打印和无线设置的详细信息，请访问 www.hp.com/go/wirelessprinting。

8. 设置通过电子邮件的 HP ePrint (可选)

使用通过电子邮件的 HP ePrint 打印文档只需从任何支持电子邮件的设备 (甚至可从不在同一网络上的设备) 将这些文档作为电子邮件附件发送到产品的电子邮件地址即可。

要使用通过电子邮件的 HP ePrint, 打印机必须满足以下这些要求:

- 打印机必须连接到有线或无线网络并可访问 Internet。
- 打印机上必须启用 HP Web 服务, 并且打印机必须注册到 HP Connected。

启用 HP Web 服务 (仅限 n 和 dw 型号)

1. 在打印机控制面板上, 轻触 **OK** 按钮。
2. 滚动至 **HP Web 服务** 菜单, 然后按 **OK** 按钮。
3. 滚动至 **打印信息表** 选项, 然后按 **OK** 按钮。信息页面包含用于将 HP 打印机注册到 HP Connected 的打印机代码。
4. 访问 www.hpconnected.com 以创建 HP ePrint 帐户并完成设置过程。

故障排除

用户指南

《用户指南》中含有打印机使用和故障排除信息。可在打印机 CD 和 Web 上找到它:

1. 访问 www.hp.com/support/ljM402 或 www.hp.com/support/ljM403。
2. 单击手册。

对于 Windows, 在安装推荐的软件期间, 将《用户指南》复制到计算机。

Windows® XP、Windows Vista® 和 Windows® 7

单击**开始**, 依次选择**程序**或**所有程序**、**HP**、HP 打印机对应的文件夹、**帮助**。

Windows® 8

在**开始**屏幕上, 右键单击屏幕上的空白区域, 在应用栏上单击**所有应用**, 单击具有打印机名称的图标, 然后选择**帮助**。

检查固件更新

1. 在打印机控制面板上, 轻触 **OK** 按钮。
2. 滚动至**维修**菜单, 然后按 **OK** 按钮。
3. 选择 **LaserJet 更新**。
4. 选择 **立即检查更新**。

其他支持资源

有关 HP 对打印机的全方位帮助, 请访问

www.hp.com/support/ljM402 或 www.hp.com/support/ljM403:

- 解决问题
- 查找高级配置说明
- 下载软件更新
- 加入支持论坛
- 查找保修和监管信息
- 移动打印资源

有线 (以太网) 网络连接

- 确认打印机使用长度合适的电缆连接到正确的网络端口。
- 确认网络端口旁的指示灯点亮。
- 确认计算机上装有打印驱动程序。
- 通过 ping 网络, 测试网络连接:

Windows

单击**开始** > **运行**。键入 **cmd**, 然后按 **Enter**。依次键入 **ping**、空格、打印机 IP 地址, 然后按 **Enter**。IP 地址示例: 192.168.0.1

OS X

打开“网络实用工具”, 然后在 **Ping** 窗格中键入 IP 地址。按 **Enter**。IP 地址示例: 192.168.0.1

- 如果窗口显示往返时间, 则表明网络运行正常。
- 如果 ping 不起作用, 则尝试重新启动打印机, 然后重新检查所有连接步骤。

无线网络连接 (仅限 dw 无线型号)

- 确认未连接网络电缆。连接网络电缆时, 打印机无法连接到无线网络。
- 确认打印机和无线路由器均已开启且通电。还要确保无线开关已开启。
- 确认打印机在无线网络的覆盖范围内。对于大多数网络, 打印机与无线接入点 (无线路由器) 的距离必须在 30 米 (100 英尺) 以内。
- 确认计算机上装有打印驱动程序。
- 确认计算机与打印机连接到同一无线网络。
- 对于 Mac, 确认无线路由器支持 Bonjour。
- 重新启动无线路由器。

! IMPORTANT:

Follow **Steps 1 - 2** on the printer hardware setup poster, then continue with **Step 3**.



3. Initial setup on the control panel

After turning on the printer, wait for it to initialize. Follow the prompts and use the arrow keys on the control panel to configure these settings:

- **Language**
- **Location**
- **Default settings**

Under Default Settings select one of these options:

- **Self-managed:** Optimized default settings for a guided experience on setups, configurations, and updates.
- **IT-managed:** optimized default settings for fleet manageability with enhanced security.

Settings are fully customizable after initial setup.

4. Select a connection method and prepare for software installation

USB connection directly between the printer and the computer

Use an A-to-B type USB cable.

Windows

1. For Windows 7 or lower, do not connect the USB cable before installing the software. The installation process prompts to connect the cable at the appropriate time. If the cable is already connected, restart the printer when installation prompts to connect the cable.
2. Continue with “**5. Locate or download the software installation files.**”

 **NOTE:** During software installation, select the option to **Directly connect this computer using a USB cable.**

Mac

1. For Mac, connect the USB cable between the computer and the printer before installing the software.
2. Continue with “**5. Locate or download the software installation files.**”

Wired (Ethernet) network connection

Use a standard network cable.

1. Connect the network cable to the printer and to the network. Wait a few minutes for the printer to acquire a network address.
2. On the printer control panel, press the **OK** button. Open the **Network Setup** menu. The control panel will show the IP address by default. Note the IP address for use during software installation. **Example IP address:** 192.168.0.1
If the printer does not display the network address on the Home screen, manually configure the IP address on the control panel. To manually configure the IP address, see “**Manually configure the IP address.**”
3. Continue with “**5. Locate or download the software installation files.**”

 **NOTE:** During software installation, select the option to **Connect through a network.**

Built-in wireless network connection (dw wireless model only)

1. To connect the printer to a wireless (Wi-Fi) network, make sure that the printer, access point, and computer are all turned on, and that the computer is connected to the wireless network.
2. A USB cable will be required.
3. Disconnect any USB or Ethernet cable that is connected to the printer.
4. To print from a computer, continue to “**5. Locate or download the software installation files.**”

Manually configure the IP address

For information on how to manually configure the IP address, see the printer User Guide www.hp.com/support/ljM402 or www.hp.com/support/ljM403.

5. Locate or download the software installation files

Method 1: Download from HP Easy Start (Windows and OS X)

1. Go to 123.hp.com/laserjet, and click **Download**.
2. Follow the onscreen instructions and prompts to save the file to the computer.
3. Launch the software file from the folder where the file was saved, and continue with “**6. Install the software.**”

Method 2: Download from printer support Web site (Windows and OS X)

1. Go to www.hp.com/support/ljM402 or www.hp.com/support/ljM403.
2. Select **Software and drivers**.

3. Download the software for your printer model and operating system.
4. Launch the installation file by clicking on the .exe or .zip file as necessary, and continue with “**6. Install the software.**”

Method 3: Install from the printer CD (Windows only)

1. Insert the printer CD into the computer.
2. Continue with “**6. Install the software.**”

6. Install the software

Windows solution

1. Insert the printer CD into the computer, or launch the software installation file downloaded from the Web.
2. The software installer detects the language of the operating system, and then it displays the main menu of the installation program in the same language. When installing from the CD, if the installer program does not start after 30 seconds, browse the CD drive on the computer and launch the file named SETUP.EXE.
3. The **Software Selection** screen details the software to be installed.
 - The recommended software installation includes the print driver and software for all available printer features.
 - To customize the software installed, click the **Customize software selections** link. When finished, click the **Next** button.
4. Follow the on-screen instructions to install the software.
5. When prompted to select a connection type, select the appropriate option for the type of connection:
 - **Directly connect this computer using a USB cable**
 - **Connect through a network**
 - **Help me set up a first-time wireless connection**

 **NOTE:** When connecting through a network, the easiest way to detect the printer is to select **Automatically find my printer on the network**.

 **NOTE:** For wireless installation, select the option to **Help me set up a first-time wireless connection**, and then select **Yes, retrieve the wireless settings on my computer**.

OS X solution

1. The software installer detects the language of the operating system, and then it displays the main menu of the installation program in the same language.
2. Follow the on-screen instructions to install the software.
3. At the end of the software installation process, use the **HP Utility Setup Assistant** to configure printer options.

7. Mobile and wireless printing (optional)

7.1 Connect the device to the wireless network

To print from a phone or tablet, connect the device to the same wireless network as the printer.

Apple iOS devices (AirPrint): Open the item to print, and select the Action icon. Select **Print**, select the printer, and then select **Print**.

Newer Android devices (4.4 or newer): Open the item to print, and select the **Menu** button. Select **Print**, select the printer, and select **Print**.

Some devices require downloading the HP Print Service plugin app from the Google Play store.

Older Android Devices (4.3 or older): Download the HP ePrint app from the Google Play store.

Windows Phone: Download the HP AiO Remote app from the Windows Store.


Learn more about mobile printing

To learn more about other mobile printing options, including additional ePrint solutions, scan the QR code, or see the “Mobile printing” section of the User Guide.



7.2 Wi-Fi Direct (dw wireless model only)


Wi-Fi Direct enables close-proximity printing from a wireless mobile device directly to an Wi-Fi Direct-enable printer without requiring a connecting to a network or the Internet.

 **NOTE:** The printer might require a firmware update to use this feature.

Enable Wi-Fi Direct

1. Print a Network Configuration Page to identify the printer IP address. On the control panel, press and hold the Cancel (X) button until the ready light starts to blink, and then release the button. The test page prints.
2. Enter the printer IP address into the address line of your Web browser. The Embedded Web Server (EWS) screen displays.
Example IP address: 192.168.0.0
3. Click the **Networking** tab.
4. Click **Wi-Fi Direct Setup**.
5. Select the check box next to **Wi-Fi Direct Printing Name (SSID)**, and then enter the network name SSID in the field.
6. Click **Apply**. The IP address of the mobile device displays on the **Networking** tab.

 **NOTE:** To find the network name (SSID), click the **Wireless Configuration** menu from the **Networking** tab.

 For more information on wireless printing and wireless setup, go to www.hp.com/go/wirelessprinting.

8. Set up HP ePrint via email (optional)

Use HP ePrint via email to print documents by sending them as an email attachment to the printer's email address from any email enabled device, even from devices that are not on the same network.

To use HP ePrint via email, the printer must meet these requirements:

- The printer must be connected to a wired or wireless network and have Internet access.
- HP Web Services must be enabled on the printer, and the printer must be registered with HP Connected.

Enable HP Web Services (n and dw models only)

1. On the printer control panel, press the **OK** button.
2. Scroll to the **HP Web Services** menu, and press the **OK** button.
3. Scroll to the **Print Information Sheet** option, and press the **OK** button. The information page contains the printer code that you use to register your HP printer at HP Connected.
4. Go to www.hpconnected.com to create an HP ePrint account and complete the setup process.

Troubleshooting

User Guide

The User Guide includes printer usage and troubleshooting information. It is available on the printer CD and on the Web:

1. Go to www.hp.com/support/ljM402 or www.hp.com/support/ljM403.
2. Click **Manuals**.

For Windows, the User Guide is copied to the computer during the recommended software installation.

Windows® XP, Windows Vista®, and Windows® 7

Click **Start**, select **Programs** or **All Programs**, select **HP**, select the folder for the HP printer, and then select **Help**.

Windows® 8

On the **Start** screen, right-click an empty area on the screen, click **All Apps** on the app bar, click the icon with the printer's name, and then select **Help**.

Check for firmware updates

1. On the printer control panel, press the **OK** button.
2. Scroll to the **Services** menu, and press the **OK** button.
3. Select **LaserJet Update**.
4. Select **Check for Updates Now**.

Additional support resources

For HP's all-inclusive help for the printer, go to www.hp.com/support/ljM402 or www.hp.com/support/ljM403.

- Solve problems
- Find advanced configuration instructions
- Download software updates
- Join support forums
- Find warranty and regulatory information
- Mobile printing resources

Wired (Ethernet) network connection

- Verify that the printer is attached to the correct network port using a cable of the correct length.
- Verify the lights next to the network port are lit.
- Verify the print driver is installed on the computer.
- Test the network connection by pinging the network:

Windows

Click **Start** > **Run**. Type **cmd**, and press **Enter**. Type **ping**, type a space, type the printer IP address, and then press **Enter**.
Example IP address: 192.168.0.1

OS X

Open the Network Utility, and type the IP address in the **ping** pane. Press **Enter**. **Example IP address:** 192.168.0.1

- If the window displays round-trip times, the network is working.
- If the ping does not work, try restarting the printer and recheck all of the connection steps.

Wireless network connection (dw wireless model only)

- Verify that the network cable is not connected. The printer cannot connect to a wireless network when a network cable is connected.
- Verify that the printer and wireless router are turned on and have power. Also make sure the wireless switch is turned on.
- Verify that the printer is within the range of the wireless network. For most networks, the printer must be within 30 m (100 ft) of the wireless access point (wireless router).
- Verify the print driver is installed on the computer.
- Verify that the computer and printer connect to the same wireless network.
- For Mac, verify that the wireless router supports Bonjour.
- Restart the wireless router.

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本设备经测试，确认符合 FCC 规则第 15 部分有关 B 级数字设备的限制规定。这些限制旨在为防止住宅安装中的有害干扰提供合理保护。本设备会产生、使用并可能辐射射频能量。如果不按照说明进行安装和使用，可能会对无线电通信造成有害干扰。但也不能保证在特定的安装中不会产生干扰的问题。如果本设备确实对无线电或电视接收造成干扰（可以通过开关设备来确定），可通过以下一种或多种措施排除干扰：

- 重新调整接收天线的方向或位置。
- 增加设备和接收器之间的距离。
- 将设备连接到与接收器不在同一电路上的插座。
- 咨询代理商或经验丰富的无线电/电视技术人员。

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FCC Regulations

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio-frequency energy. If this equipment is not installed and used in accordance with the instructions, it may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase separation between equipment and receiver.
- Connect equipment to an outlet on a circuit different from that to which the receiver is located.
- Consult your dealer or an experienced radio/TV technician.

Any changes or modifications to the product that are not expressly approved by HP could void the user's authority to operate this equipment. Use of a shielded interface cable is required to comply with the Class B limits of Part 15 of FCC rules. For more regulatory information, see the electronic user guide. HP shall not be liable for any direct, indirect, incidental, consequential, or other damage alleged in connection with the furnishing or use of this information.

