



Color LaserJet ProCP1020 Series 入门指南 Getting Started Guide



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重要信息：

执行打印机硬件设置海报上的
步骤 1 - 3，然后执行下方的
步骤 4。



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，选择配置为使用 USB 进行打印选项。

Mac

1. 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**”。


内置无线网络连接 (仅限 CP1025nw 型号)

1. 要将打印机连接到无线 (Wi-Fi) 网络，请务必开启打印机、接入点和计算机，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**”。要仅从手机或平板电脑进行打印，请继续执行“**7. 移动和无线打印 (可选)**”。

 **注：**在安装软件期间，选择配置为通过无线网络进行打印选项。

有线 (以太网) 网络连接 (仅限 CP1025nw 型号)

使用标准网络电缆。

1. 使用网络电缆连接产品和网络。等待几分钟，让产品获取网络地址。
2. 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” 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。请记住 IP 地址以备安装软件时使用。**IP 地址示例：**192.168.0.1
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，选择配置为通过网络进行打印选项。

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/ljcp1020series。

5. 找到或下载软件安装文件



方法 1: 从 HP Easy Start 下载

1. 访问 123.hp.com/laserjet，然后单击下载 (Download)。
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: 从产品支持网站下载

1. 访问 www.hp.com/support/ljcp1020series。
2. 单击**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. 通过按需单击 .exe 或 .zip 文件，启动安装文件。



方法 3: 从打印机 CD 安装

- 对于 Windows，在打印机附带的 CD 上提供软件安装文件。
对于 OS X，CD 上的安装程序文件中含有从 Web 下载文件的链接。
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 完整解决方案

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. 提示选择连接类型时，选择连接类型对应的选项：
 - 配置为使用 USB 进行打印
 - 配置为通过网络进行打印
 - 配置为通过无线网络进行打印
4. 按照屏幕上的说明安装软件。

OS X 完整解决方案

1. 启动从 Web 下载的软件安装 .dmg 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。
3. 选择要安装的软件。
4. 按照屏幕上的说明安装软件。

OS X 基本安装

要安装基本打印驱动程序，但不运行 CD 上或从 hp.com 下载的 HP 完整解决方案软件，请执行以下步骤：

1. 将打印机连接到计算机或网络。
2. 从**系统偏好设置**中，单击**打印机与扫描仪**，然后单击左下角的加号按钮，再选择 **CP1025**，并使用名为“AirPrint”或“HP 打印机”的驱动程序。

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 HP Wireless Direct（仅限 CP1025nw 型号）

通过 HP Wireless Direct，无需连接到网络或 Internet，即可从无线移动设备直接打印到支持 HP Wireless Direct 的打印机。

启用 HP Wireless 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. 在计算机上打开 Web 浏览器，然后在地址行中输入打印机 IP 地址。随后将打开 HP EWS。
IP 地址示例：192.168.0.1
3. 单击**网络**选项卡。
4. 单击**Wireless Direct 设置**。
5. 单击**Wireless 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

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. 在计算机上打开 Web 浏览器, 然后在地址行中输入打印机 IP 地址。随后将打开 HP EWS。IP 地址示例: 192.168.0.1
3. 单击 **HP Web 服务** 选项卡。
4. 单击绿色的 **启用** 按钮以启用 Web 服务。
5. 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/ljcp1020series。
 2. 从列表中选择打印机或类别, 然后单击 **用户指南**。
- 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. 访问 www.hp.com/support/ljcp1020series。
2. 从列表中选择打印机或类别, 然后单击 **驱动程序**。
3. 选择操作系统, 然后单击 **下一步** 按钮。
4. 选择 **固件**, 然后单击 **下载** 按钮。

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/ljcp1020series。

- 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 (仅限 CP1025nw 型号)

- 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 CP1025nw 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 - 3** on the printer hardware setup poster, then continue with **Step 4** below.



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 **Configure to print using USB.**

Mac

1. 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.”**

Built-in wireless network connection (CP1025nw 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.”** To print from a phone or tablet only, continue with **“7. Mobile and wireless printing (optional).”**

 **NOTE:** During software installation, select the option to **Configure to print over the Wireless Network.**


Manually configure the IP address

For information on how to manually configure the IP address, see the printer User Guide www.hp.com/support/ljcp1020series.

Wired (Ethernet) network connection (CP1025nw model only)

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. 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. Note the IP address for use during software installation. **Example IP address:** 192.168.0.1
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 **Configure to print over the Network.**

5. Locate or download the software installation files



Method 1: Download from HP Easy Start

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 product support Web site

1. Go to www.hp.com/support/ljcp1020series.
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.



Method 3: Install from the printer CD

For Windows, the software installation files are provided on the CD that came with the printer.

For OS X, the installer file on the CD includes a link to download the files from the Web.

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

6. Install the software

Windows full 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. When prompted to select a connection type, select the appropriate option for the type of connection:
 - **Configure to print using USB**
 - **Configure to print over the Network**
 - **Configure to print over the Wireless Network**
4. Follow the on-screen instructions to install the software.

OS X full solution

1. Launch the software installation .dmg file that you 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.
3. Select the software you would like to install.
4. Follow the on-screen instructions to install the software.

OS X basic installation

To install basic print drivers without running the HP full solution software from CD or hp.com download, follow these steps:

1. Connect the printer to the computer or network.
2. From **System Preferences**, click **Printers and Scanners**, then the plus button on the bottom left, and select **CP1025** using the driver named either AirPrint or HP Printer.

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.

7.2 HP Wireless Direct (CP1025nw model only)

HP Wireless Direct enables close-proximity printing from a wireless mobile device directly to an HP Wireless Direct-enabled printer without requiring a connection to a network or the Internet.

Enable HP Wireless 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. At the computer, open a Web browser and enter the printer IP address into the address line. The HP EWS opens. **Example IP address:** 192.168.0.1
3. Click the **Networking** tab.
4. Click **Wireless Direct Setup**.
5. Select the check box next to **Wireless Direct Printing Name (SSID)**, and then enter the network name (SSID) in the field.



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

6. Click Apply. The IP address of the mobile device displays on the Networking tab.

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

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.



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

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. At the computer, open a Web browser and enter the printer IP address into the address line. The HP EWS opens. **Example IP address:** 192.168.0.1
3. Click the **HP Web Services** tab.
4. Click the green **Enable** button to enable Web Services.
5. 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/ljcp1020series.
2. Select a printer or category from the list, and then click **User guides**.

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. Go to www.hp.com/support/ljcp1020series.
2. Select a printer or category from the list, and then click **Drivers**.
3. Select the operating system, and click the **Next** button.
4. Select **Firmware**, and click the **Download** button.

Additional support resources

For HP's all-inclusive help for the printer, go to www.hp.com/support/ljcp1020series.

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

Wired (Ethernet) network connection (CP1025nw model only)

- 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 (CP1025nw 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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- 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。
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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.

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