Check the network settings for various HP printers

Answer

Troubleshooting an HP printer often involves checking its network setup information, such as its TCP/IP address or its AppleTalk name and zone. To see what the printer thinks its network settings are, print the Test or Configuration page. The exact steps to do so vary from model to model. Directions for many HP models are below.

If the TCP/IP Status line reads, “Bootp/dhcp in progress”, turn the printer off, pause, then turn it on. The printer tries to get its network address when it turns on. Print the configuration page again to see if the printer now knows its IP address and the status line says “Ready.”

Printer-Specific directions for obtaining the network settings

HP LaserJet 8000 and 8100 family printers

1. Press the printer's Menu button repeatedly until INFORMATION MENU appears.
2. Press the Item button repeatedly until PRINT CONFIGURATION appears.
3. Press the Select button to print the configuration page.

Result: The display will read PRINTING CONFIGURATION and the configuration page will print.

For the HP 5000 series, the instructions are as follows:

1. Press the printer's Menu button until INFORMATION MENU appears.
2. Press the Item button until PRINT CONFIGURATION appears.
3. Press the Select button to print the configuration page.

The display will read PRINTING CONFIGURATION and the configuration page will print.

HP Laserjet 4000 N

1. Press the Menu button until you see Information Menu.
2. Press the Item button until you see Print Configuration
3. Press Select.

Result: The second page of the printout shows the configuration details of the JetDirect network card in the printer.

HP Laserjet 5si and 5si MX

1. Press Menus until you see Test Menu.
2. Press Items until you see PCL Configuration Page.
3. Press Select.

Result: The HP MIO 1 section at the bottom of the page shows the TCP/IP and AppleTalk settings.

HP Laserjet 5 M

1. Press Menu until you see Test Menu.
2. Press Item until you see Print Self Test.
3. Press Select.

Result: The HP MIO section at the bottom of the page shows the current TCP/IP and AppleTalk settings.

HP Laserjet 4M

1. Press the Online button until the Ready light is off.
2. Press Menus until you see Test menu
3. Press Item until you see Self Test
4. Press Enter.

Result: The box labelled MIO in the center of the page shows the current TCP/IP and AppleTalk settings.

For more information and help, see Getting a Printer Set Up on MITnet or refer to the HP web pages.