

HP M102 Installation for Chromebook

The initial setup of an HP M102W printer must be done with the software that is packaged with the printer. That software works only on a Windows or MAC computer (which must be connected to the desired AARP secure network for the site). Once this is completed, the printer will be connected to the desired network.

Now, the Chrome OS must be configured to work with the printer. Last year, we used the HP Print for Chrome App for this. Unfortunately, it has a number of problems and AARP national has removed it from the Chromebooks. Instead, the M102W Printer Definition (ppd) file must be updated. Google has said the updated ppd file will be included in a Chrome OS release at the end of 2020. In case you need to use the printer before that or if Google misses their promised release date, here are instructions to manually install the ppd file.

Preparation:

- 1) Before you begin, make sure your Chromebook and M102w printer are connected to the SAME wireless network.
- 2) Log into your Chromebook and copy the ppd file (located in the website folder with these instructions) to My Drive in your Chromebook files
- 3) Obtain the IP address from the M102w printer. To get the IP address on the M102w, hold the Cancel/Resume button on top of the printer until the green light blinks. Release the button and a report will print. Read through the report until you locate the IP address that will look like: 192.168.X.XX

Adding the Printer:

- 1) In your Chromebook, click in the small black area at the right side of the bottom toolbar and then click on Settings (the small round cog wheel)
- 2) In the Settings menu, go to Advanced > Printing > Printers > Add printer. An Add Printer dialog box will appear.
- 3) Give your HP Printer a name such as: HP M102w Home. Since we use many HP M102w printers in different sites, you may consider replacing HOME with the site name where the printer is located.
- 4) In the IP Address field, enter the IP address for the printer.
- 5) In the Protocol field, select APPSOCKET (TCP/IP)

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- 6) Click ADD
- 7) Another screen will appear that says: Advanced printer configuration
- 8) In the "or specify your printer PPD" box, select "Browse" and search My Drive for the saved .PPD file. Select the .PPD file from My Drive in your Chromebook Google Drive
- 9) Click ADD.

Troubleshooting

If your printer gets completely messed up and will not function, you can do a Master Reset

- 1) Turn the printer off. Disconnect the power cable from the printer for 30 seconds and then reconnect.
- 2) Turn the printer on while you press and hold the Resume button for 10-20 seconds. The Attention light turns on.
- 3) Release the Resume Button
- 4) Restart the setup from the beginning with the HP supplied software.