

Troubleshooting Steps

Make sure the printer is ready to print

The printer should be on, have paper in the input tray, have sufficient ink or toner, and display no errors or blinking lights.

1. Make sure the printer is not off or in Sleep mode. Press the Power button to wake it or turn it on.
2. Make sure paper is loaded into the input tray and the paper width guides rest gently against the sides of the stack.
3. Make sure the correct ink or toner cartridges are installed and the printer has sufficient ink or toner for your print job.
4. Make sure no error messages or blinking lights display on the printer control panel. Resolve any errors before you use the printer.
5. Restart the printer to clear any error states. Turn the printer off, wait 30 seconds, and then turn it on.

Resolve an offline printer in Windows or macOS

Troubleshoot a 'printer offline' status using your Windows computer or Mac.

Resolve an offline printer (Windows)


Troubleshoot a 'printer offline' status using your Windows computer.

Run Diagnose & Fix

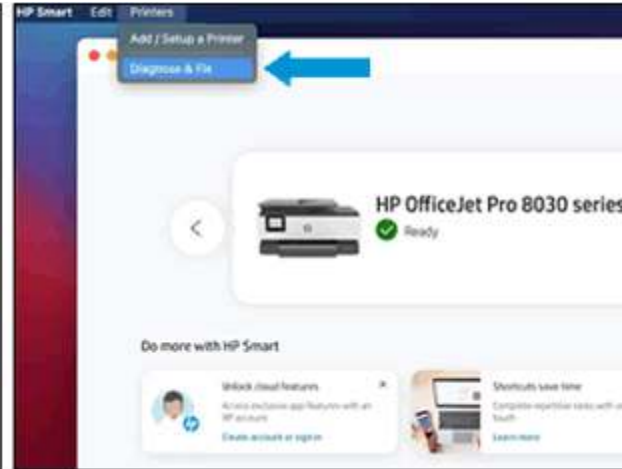
Locate and run Diagnose & Fix in the HP Smart app for Mac and Windows computers.

1. Open the HP Smart app, and then open Diagnose & Fix.

If you do not have HP Smart, download it from [HP Smart - Microsoft Store](#) or [HP Smart - Mac App Store](#).

- Windows: Click the Diagnose & Fix icon  in the bottom-left corner.
- macOS: Click your printer, click Printers in the top menu bar, and then click Diagnose & Fix.

Click the icon in the lower left (Windows), select Diagnose & Fix from the Printers menu (macOS)



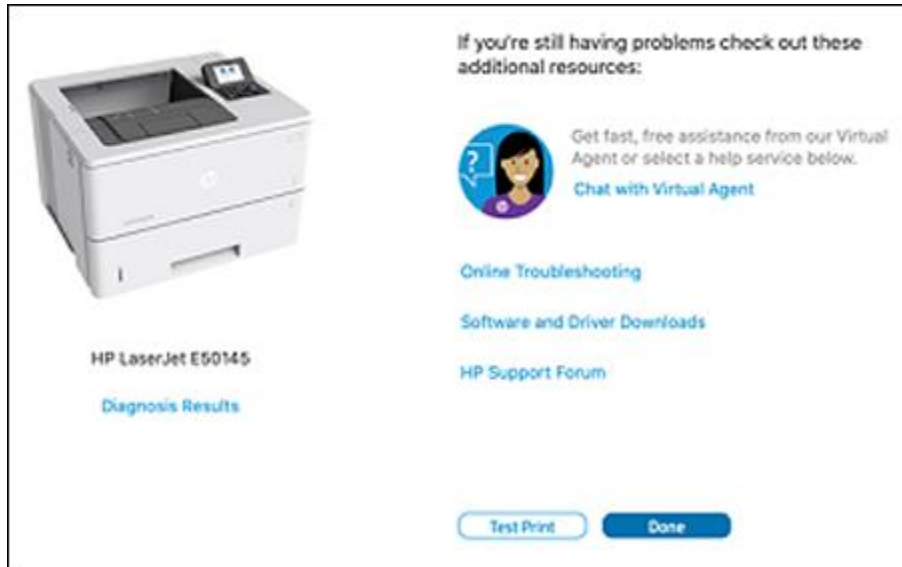
2. Click Start.

Note:

Do not close HP Smart while the troubleshooter is running.



3. Follow any instructions provided if any issues are found.



4. If the issue is not resolved, select one of the additional resources, or go to [HP Customer Support](#) and search for the specific issue or error message you are experiencing.

Use HP Print and Scan Doctor (Windows)

Use HP Print and Scan Doctor on your Windows computer to help diagnose and fix printer connection issues.

1. Make sure paper is loaded in the main tray, and then turn on the printer.
2. Download [HP Print and Scan Doctor - Printer Offline](#), and then follow the prompts to install and open the tool.
3. On the welcome screen, click Start to select your printer and run the diagnostic.
4. If your printer is not found, click My product is not listed, and then follow the instructions to troubleshoot the connection.

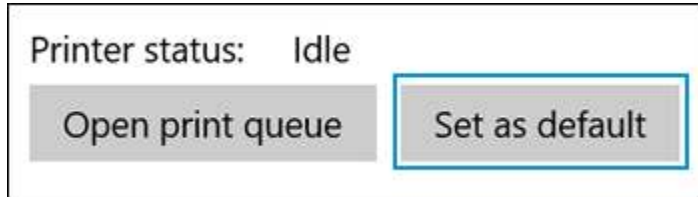
Set the default printer

Set your printer as default on your Windows computer to make sure print and scan jobs use the correct printer.

1. In Windows, search for and open `Printers & scanners`.
2. Make sure the box next to `Let Windows manage my default printer` is not checked.
3. From the list of printers, click your printer name, and then click `Manage`. If there are multiple printer names that match yours, select the printer that is idle or online.



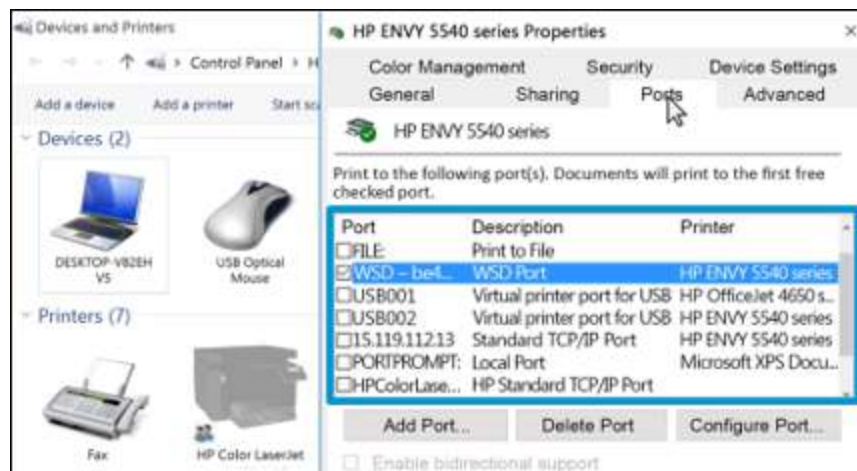
4. Under Manage your device, click Set as default.



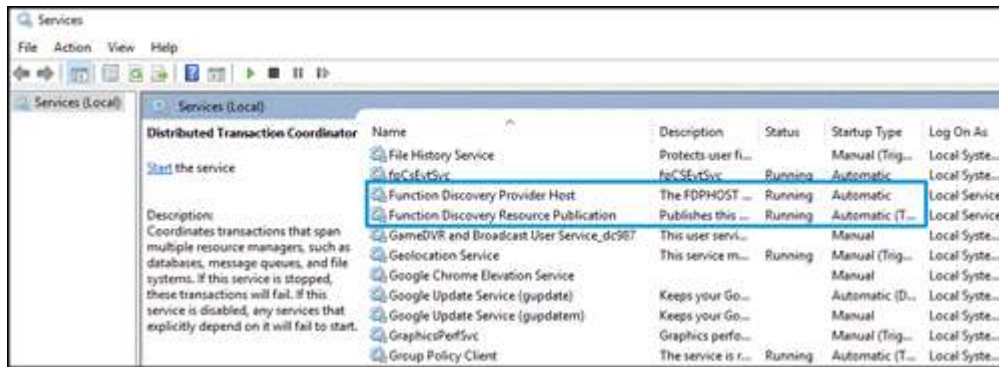
Check Windows Function Discovery services

Make sure Function Discovery services start automatically and are currently running.

1. In Windows, search for and open Control Panel, and then click View devices and printers.
2. Right-click your printer, select Printer Properties, and then click the Ports tab.
3. Look for a WSD port in the list.
 - o If there is no WSD port, do not continue with these steps. Print a Network Configuration Page, create a manual IP connection in the printer EWS, and then add a Standard TCP/IP printer port in Windows.
 - o If there is a WSD port, make sure the check box is selected, and then continue with these steps.














4. In Windows, search for and open Services.
5. Find Function Discovery Provider Host and Function Discovery Resource Publication in the list.
6. For both, make sure the Status is Running and Startup Type is Automatic.



7. If one or both items have a Manual Startup Type or is not running, right-click the item, and then select Properties. Change the Startup Type to Automatic, click Apply, click Start, and then click OK.
8. Close the Services window.

Create a manual IP connection

Print a Network Configuration or Wireless Network Test Results Page, and then use the information on it to connect your printer wirelessly.

1. Print a **Wireless Network Test Results** or **Network Configuration** report.
 - Inkjet printers with a control panel menu: Open the Wireless, Network Settings, or Setup menu  to locate the list of available reports.
 - Most inkjet printers without a control panel menu: Press the Wireless  and Information  buttons at the same time, or press the Wireless  and Start Copy Black  buttons at the same time.
 - LaserJet printers: Press and hold the Wireless button  for 10 seconds or until the Ready light blinks, or go to the Wireless menu and select Wireless Network Test.
 - Laser NS and Neverstop Laser printers: Press and hold the Resume  and Wireless  buttons for 3 seconds.
 - DeskJet 6000 and 6400, ENVY 6000 and 6400, and Tango printers: Touch and hold the Information button  until all control panel buttons light up, and then touch the Information  and Resume  buttons at the same time.
2. On the printout, find the Wireless Status, IP Address, Subnet Mask, Default Gateway, and URL.
 - Wireless status: Under **802.11 Wireless**, the **Status** should be **Connected**. If it is not, your printer is not connected to the wireless network. Connect your printer to the network. For more information, go to [Connect to a wireless HP printer](#).

802.11 Wireless	
Hardware Address (MAC)	00:02:85:00:00:00
Status	Connected
Communication Mode	Infrastructure
Network Name (SSID)	80211-Print-LAN
Access Point HW Address	00:02:85:00:00:00
Signal Strength (1 - 5)	5
Channel	11
Authentication Type	WPA or WPA2
Encryption	Automatic (AES or TKIP)

- IP Address, Subnet Mask, Default Gateway: Under **802.11 Wireless**, find the printer's IP Address, Subnet Mask, and Default Gateway numbers. If you see different numbers for IPv4 and IPv6, you only need the **IPv4** numbers.

802.11 Wireless	
Hardware Address (MAC)	00:02:85:00:00:00
Status	Connected
Communication Mode	Infrastructure
Network Name (SSID)	80211-Print-LAN
Access Point HW Address	00:02:85:00:00:00
Signal Strength (1 - 5)	5
Channel	11
Authentication Type	WPA or WPA2
Encryption	Automatic (AES or TKIP)
IPv4	
IP Address	192.168.1.10
Subnet Mask	255.255.255.0
Default Gateway	192.168.1.1
Domain Name	print.lan
Configuration Source	Static
Preferred DNS Server	192.168.1.1
Alternate DNS Server	192.168.1.1
Total Packets Received	1000
Unicast Packets Received	0
Total Packets Transmitted	1000


- URL(s): Under **General Information**, find the **URL(s) for Embedded Web Server**. Your printer might have more than one URL.

General Information	
Network Status	Ready
Active Connection Type	Wireless
URL(s) for Embedded Web Server	http:// http://11
Firmware Revision	
Hostname	
Serial Number	
Internet	
Warning: Web Services require the printer to have a connection to a network with Internet connectivity.	

3. From a computer connected to the same network as your printer, open an internet browser, type one of the URLs into the address field, and then press Enter to open the printer's EWS. If the EWS does not display, try another browser.
4. In the EWS, click the Network or Networking tab, open the Wireless menu option, and then click IPv4 Configuration.
5. Select Manual IP, and then provide your printer information.

Wireless (802.11)
IPv4 Configuration

IP Address Configuration

 Changing the IP address can disrupt the current network connection. Also the connection to the embedded web server might be disrupted.












DHCP
 BOOTP
 Auto IP
 Manual IP

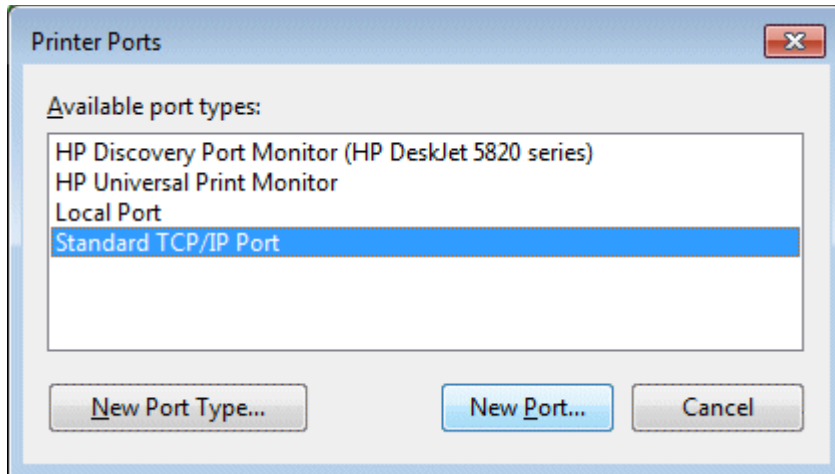
Manual IP Address	10	.	0	.	1	.	134
Manual Subnet Mask	255	.	255	.	255	.	0
Manual Default Gateway	10	.	0	.	1	.	1

- To auto-fill all fields, click Suggest a Manual IP Address, and then make sure the fields for Manual IP Address, Manual Subnet Mask, and Manual Default Gateway match your printer's information on the Network Configuration Page.
 - If Suggest a Manual IP Address is not available, type the information from the Network Configuration Page into the IP Address, Subnet Mask, and Default Gateway fields.
6. Click Apply, and then wait until the changes are confirmed.

Create a TCP/IP Port in Windows (wireless only)

Add a printer port to Windows that matches your printer's IP address.

1. Print a **Wireless Network Test Results** or **Network Configuration** report.
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2. On the Network Configuration Page, find the printer's IP address.
3. In Windows, search for and open Printers & scanners.
4. Click the name of your printer, and then select Manage.
5. Click Printer Properties.
6. On the Ports tab, click Add Port.
7. Select Standard TCP/IP Port, and then click New Port.



8. Type the printer's IP address, and then click Next.
9. Select the new Standard TCP/IP Port from the list, and then click OK.

Note:

You might see two printers in the list of devices. **Do not remove or uninstall either printer.**