



## Trouble shooting steps: No Connection after Router or Wi-Fi Settings Change

This document is for HP wireless inkjet printers connecting to a wireless network

# Connect a printer with a touchscreen control panel

Access the Wireless Setup Wizard through the printer control panel to establish a wireless connection between your printer and network.

1. From the home screen of your printer control panel, touch the Wireless icon .
2. Touch the Setup icon .
3. Touch Restore Network Defaults or Restore Network Settings, and then touch Yes to confirm your selection.
4. After the default network settings are restored, touch the back arrow, touch Wireless Settings, and then touch Wireless Setup Wizard.

The printer searches for available networks.

5. Touch the name of your wireless network.
6. If your wireless network does not display in the list of wireless networks, touch Enter New Network Name, and then type the name of your wireless network.

note:

Type the exact network name, including any uppercase and lowercase letters.

7. Type the WEP or WPA key (network password), and then touch Done.

If you do not know your network password, go to [Find Your Wireless WEP, WPA, WPA2 Password](#).

Once the printer connects to the wireless network, the blue Wireless light on the control panel turns on solid.

If the printer fails to connect to the wireless network, print a **Wireless Network Test Report** for further assistance.

# Connect a printer that does not have a touchscreen control panel


Use Wi-Fi Protected Setup (WPS), HP Smart, or temporarily connect a USB cable to establish a wireless connection between your printer and network.

## Step 1: Connect the printer with WPS

Use WPS to connect the printer to your wireless network.

1. Locate the WPS button on your router, **but do not press it yet.**

If your router does not support WPS, skip to the next step to connect the printer with the HP Smart app.

2. Turn on the printer. If the printer is in sleep mode, press the Cancel button on the control panel.
3. On the printer control panel, press and hold the Wireless button  for at least 3 seconds or until the wireless light starts to flash.

note:

HP Tango printers: Press and hold the Wireless and Power buttons on the back of the printer for 5 seconds. The Edge lighting flashes blue to indicate the printer is in WPS mode.

4. On the router, press and hold the WPS button for 3 to 5 seconds or until it shows that the WPS connection process has started.

note:

The printer stops searching for a WPS connection two minutes after the wireless button is pressed. If you were unable to press the WPS button within that timeframe, attempt these steps again.

Once the printer connects to the wireless network, the blue Wireless light on the control panel turns on solid.

If the printer fails to connect to your wireless network, continue to the next step.

## Step 2: Connect the printer with the HP Smart app

Use the HP Smart app to connect the printer to your wireless network from computer with Windows 10 or an Android or Apple mobile device.

### Windows 10


Use the HP Smart app to connect the printer to your wireless network.

1. Make sure your computer is connected to your wireless network.
2. On your computer, download and install the [HP Smart](#) app (in English) from the Microsoft store.

3. Turn on the printer. If the printer is in sleep mode, press the Cancel button on the control panel.
4. Press and hold the Wireless and Cancel buttons until the Wireless light and Power light start to flash. You must complete network setup within 2 hours.

note:

For HP Tango printers, press and hold the Wireless button on the back of the printer for 5 seconds. The Edge lighting flashes blue to indicate the printer is in wireless setup mode.

5. On your computer, open HP Smart, and then click the Printer icon .
6. Click Set Up a New Printer, and then click Continue.

HP Smart searches for printers on your wireless network.

7. Select your printer, and then click Continue.
8. When prompted, type the WEP or WPA key (network password).

If you do not know your network password, go to [Find Your Wireless WEP, WPA, WPA2 Password](#).

9. After the printer connects to your wireless network, click Continue, and then click Exit Setup.

Once the printer connects to the wireless network, the blue Wireless light on the control panel turns on solid.

If the printer fails to connect to your wireless network, continue to the next step.

## Mac OS X

Use the HP Smart app to connect the printer to your wireless network.

note:

The HP Smart app is only available for select printer models with Mac computers.

1. Make sure your computer is connected to your wireless network.
2. Download and install the [HP Smart app](#).
3. Turn on the printer. If the printer is in sleep mode, press the Cancel button on the control panel.
4. Press and hold the Wireless and Cancel buttons until the Wireless light and Power light start to flash. You must complete network setup within 2 hours.

note:

For HP Tango printers, press and hold the Wireless button on the back of the printer for 5 seconds. The Edge lighting flashes blue to indicate the printer is in wireless setup mode.

5. On your computer, open the HP Smart app.
  - **If you are using the HP Smart app for the first time**, the app automatically searches for new printers.
  - **If you have used the HP Smart app before**, click the Printers tab.
6. Click Set Up a New Printer, and then click Continue.

HP Smart searches for printers on your wireless network.

7. Select your printer, and then click Continue.
8. When prompted, type the WEP or WPA key (network password).

If you do not know your network password, go to [Find Your Wireless WEP, WPA, WPA2 Password](#).

9. After the printer connects to your wireless network, click Continue, and then click Exit Setup.

Once the printer connects to the wireless network, the blue Wireless light on the control panel turns on solid.


## Android mobile device

Use the HP Smart app to connect the printer to your wireless network.

1. Make sure your Android device is connected to the same wireless network that you want to connect your printer to.
2. Go to [123.hp.com](http://123.hp.com) from a browser on your phone or tablet and install the HP Smart app.
3. Turn on the printer. If the printer is in sleep mode, press the Cancel button on the control panel.
4. Press and hold the Wireless and Cancel buttons until the Wireless light and Power light start to flash. You must complete network setup within 2 hours.

note:

For HP Tango printers, press and hold the Wireless button on the back of the printer for 5 seconds. The Edge lighting flashes blue to indicate the printer is in wireless setup mode.

5. Open the HP Smart app, and then tap the Plus sign .
6. Tap Add Printer.

A list of available printers displays.

7. Tap your printer. The printer name contains 'Setup' and the model number, such as HP-Setup>A8-Deskjet 3700 series.
8. Follow the on-screen instructions to type the WEP or WPA key (network password).

If you do not know your network password, go to [Find Your Wireless WEP, WPA, WPA2 Password](#).

9. After the printer connects to your wireless network, you can skip the remaining screens to complete the setup.

Once the printer connects to the wireless network, the blue Wireless light on the control panel turns on solid.

If the printer fails to connect to your wireless network, continue to the next step.


## Apple mobile device

Use the HP Smart app to connect the printer to your wireless network.

1. Make sure your Apple iOS device is connected to the same wireless network that your printer is connected to, or that you want to connect a new printer to.
2. Go to [123.hp.com](http://123.hp.com) from a browser on your phone or tablet and install the HP Smart app.
3. Turn on the printer. If the printer is in sleep mode, press the Cancel button on the control panel.
4. Press and hold the Wireless and Cancel buttons until the Wireless light and Power light start to flash. You must complete network setup within 2 hours.

note:

For HP Tango printers, press and hold the Wireless button on the back of the printer for 5 seconds. The Edge lighting flashes blue to indicate the printer is in wireless setup mode.

5. Open the HP Smart app.
6. If a printer setup notification displays, tap the notification. Otherwise, tap the Plus sign  to add your printer.
7. Tap Set Up a New Printer.
8. Press the Home button, and then connect your Apple device to your printer's wireless network.
  1. From the home screen on your Apple device, tap Settings, and then tap Wi-Fi.
  2. Tap your printer. The printer name contains 'Setup' and the model number, such as HP-Setup>A8-Deskjet 3700 series.

Your Apple device is now on your printer's wireless network.

9. Press the Home button, and then tap the HP Smart app.

10. Follow the on-screen instructions to type the WEP or WPA key (network password).

If you do not know your network password, go to [Find Your Wireless WEP, WPA, WPA2 Password](#).

11. After the printer connects to your wireless network, you can skip the remaining screens to complete the setup.

Once the printer connects to the wireless network, the blue Wireless light on the control panel turns on solid.

If the printer fails to connect to your wireless network, continue to the next step.

### **Step 3: Connect the printer with a temporary USB connection**

Use a temporary USB connection from your computer to your printer to connect the printer to your wireless network.

note:

HP Tango printers do not support setting up a wireless network connection with a USB cable.

#### **Temporary USB connection in Windows**

Temporarily connect the printer to the computer with a USB cable, and then change the connection to wireless in HP Printer Assistant.

1. Search Windows for HP, and then click your printer name from the list of results. If you do not have the printer software installed on your computer, to go [123.hp.com](http://123.hp.com) to download and install it.

HP Printer Assistant opens.

2. Click the Utilities tab.
3. Click Printer Setup & Software, and then click Reconfigure Wireless Settings.
4. Follow the on-screen instructions to change the wireless settings.
5. When prompted, connect the USB cable and type the WEP or WPA key (network password).

If you do not know your network password, go to [Find Your Wireless WEP, WPA, WPA2 Password \(Windows\)](#).

Once the printer connects to the wireless network, the blue Wireless light on the control panel turns on solid.

#### **Temporary USB connection in macOS**

