Troubleshooting

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HP Printers - Printer Claim Code Troubleshooting

This document is for HP Instant Ink and HP ePrint customers.

Troubleshoot common printer claim code issues, such as an invalid, expired, or lost claim code, or when you are unable to obtain an information page after turning on Web Services.
HP Printers - Printer is Offline (Windows)
This document is for all HP printers and computers with Windows.

A status message of offline or printer offline displays on the computer, and the printer does not print.

**Figure : Examples of printer offline status messages**

Step 1: Use HP Print and Scan Doctor to check connectivity

If you have Windows 10 or 8, download a special version of HP Print and Scan Doctor specifically created to help with printer offline conditions. Skip to the next step if your computer does not have Windows 10 or 8.

1. Download [HP Print and Scan Doctor](#).
2. Run HPPSdr.exe from the download location on your computer.
3. Once HP Print and Scan Doctor opens, click Start, and then select your printer.
   - If your printer in not in the list, turn it off and on, and then click Retry.
   - If there is a connection problem, follow the instructions in HP Print and Scan Doctor.
4. If a screen displays prompting to turn on printer updates, click Yes and continue.
5. If a screen displays prompting to make your printer the default printer, click Yes and continue.
6. If the printer continues to go offline, continue to the next step.

Step 2: Reset the print environment

Resetting your printing environment can restore the connection to the printer and the device you are printing from.

1. Turn the printer off, wait about 10 seconds, and then disconnect the printer power cord from the printer.
2. Turn off the computer or device that you are trying to print from.
3. Connect the printer power cord to the printer, and then turn on the printer if it does not automatically power on.
4. If your printer uses a wireless connection, restart the router.
   1. Disconnect the power cord from your wireless router.
      
      **NOTE:**
      
      Internet service is interrupted while the router is not in service.
   2. Wait 10 seconds, and then reconnect the power cord to the router.
3. Wait for the router’s network activity light to become active.
4. Press the wireless button or wireless control panel icon on the printer to turn the wireless connection off, and then on.
5. Wait for the printer to reconnect to your router.
6. Turn on the computer.
7. Reconnect the power cord to the rear of the printer.
8. Try to print.
   - If you can print, you are done.
   - If the printer cannot print and remains offline, continue.

Step 3: Set the default printer

The default print driver might have changed from the driver you installed to another driver, such as a Web Services for Devices (WSD) driver with a very similar name. Change the default print driver to your originally installed driver and confirm the printer is not set for offline use.

1. Search Windows for devices, and then click Devices and Printers from the list of results.
2. Right-click the name of the HP printer that is active (not grayed out), and then select Set as Default printer.

3. Try to print.
   - If you can print, you are done.
   - If the printer cannot print and remains offline or goes offline intermittently, continue to the next step.

Other things to try

If the printer remains offline after previous troubleshooting steps did not resolve the issue, try these possible solutions.

Connect to a proper wireless network

When connecting a wireless printer to a network, make sure it is connected to the same network name as the computer.

Do not connect the printer to guest or host networks, such as networks found in apartments, coffee shops, schools, or hotels. These have additional security features or login requirements that prevent connections to the printer.

Connect to the printer’s wireless direct connection
If you can’t connect a wireless printer to your network, use the printer’s wireless direct connection to print. For more information on wireless direct printing, see Wi-Fi Direct or HP wireless direct.

**Update the printer firmware**

HP regularly releases printer updates. Updating the printer firmware might resolve the issue. For more information, see Updating Firmware on the Printer.

**Reinstall the printer software**

Uninstall and reinstall the printing software to try resolving any errors that may have occurred during the original installation.

1. Disconnect the USB cable if a USB cable is attached.
2. Search Windows for programs and features, and then click **Programs and Features** in the list of results.
3. Find the HP printer software in the list and uninstall it.
4. Restart the computer.
5. Reinstall the HP printer software. You can install the software from the installation disc that came with your printer or download from 123.hp.com or Software and Drivers.
6. Try printing again.

**NOTE:**

If you are using HP full feature software and the problem continues, a compatibility problem might exist. Try installing the basic driver from HP (if available) or using a compatible driver that comes with Windows (in-OS solution).

**Find Your Wireless WEP, WPA, WPA2 Password**

A wireless network password is often required to connect a computer, phone, wireless printer, or other type of wireless device to your wireless network.

**NOTE:**

A **WPS PIN** for your printer is a temporary security code and is not your normal wireless password. For more information, see Enter WPS PIN Prompt When Adding a Printer (Windows 10).

**Find the password on the router**

When you subscribe to an Internet service, your Internet Service Provider (ISP) provides you with a network password. Look for this password on your wireless router or in the original paperwork that came from your ISP. The password might be labeled Wireless Key, security password, WPA2 password, WEP key, or similar.

If you are unable to find your password, contact your ISP for assistance.

**A router with the network password on a label**
Find the password in Windows

View your password from any Windows computer that is already connected to your network.

1. Right-click the wireless network tray icon 🌐, and then select Open Network and Sharing Center.
2. Select Change Adapter Settings.
3. Right-click the name of your wireless network, and then click Status.
5. Click the Security tab, and then select the Show characters check box to see the wireless network security key (your password).

Find the password in MacOS

You might be able to find the wireless network password from a computer that is connected to the wireless network. To view the network password on a Mac, open the Keychain Access application.

1. In the Finder menu, click Go, and then click Utilities.
2. Open the Keychain Access application.
3. In the Keychains list, click Local Items.
4. In the Category list, click Passwords.
5. Double-click the wireless network name, then select the **Show password** check box.
6. If prompted, type your administrator password, and then click **OK**.

**HP Printers - Network Scanner Connection Error (Windows)**

This document is for HP multifunction printers connected to a Windows computer on a wired or wireless network.

When you try to scan, the computer or the scanner is not found or the scan fails. One of the following communication or connection errors displays and the scan fails.

- An error occurred communicating with the scanning device
- An error occurred while communicating with the HP imaging device
- Computer not found
- No Computer Detected
- Scan to computer is currently unavailable
- Scan to computer no longer activated
- Scan Unsuccessful
- Scanner not found
- Scanner Unreachable
- The scanner could not be initialized

Step 1: Confirm if the issue is also printing-related

The steps in this document resolve communication and connection errors when scanning only.

**If the connection error occurs when both printing and scanning**, use the following resources to resolve the issue:

- **For wireless connections**, go to [Guided Solutions: Printer Does Not Maintain Wireless Connection](#).
- **For wired connections**, make sure the cable is connected to the printer Ethernet port and to an available port on the router. If the green link is not steady and the orange activity light is not blinking, restart the router, printer, and computer to resolve any network error states.

**If you have a connection issue when scanning only**, continue to the next step.

Step 2: Restart devices and check driver scan settings

Restarting the computer and printer can restore the lost scan connection.

1. Turn off the printer.
2. Make sure the printer power cord connects directly to an electrical outlet and not through a surge protector or power strip.
3. Close all running programs on your computer, and then shut down the computer.
4. Turn on the printer.
5. Turn on the computer.
6. Search Windows for your printer model name, and then click the printer name in the list of results.
   - If HP Printer Assistant opens, click Scan a Document or Photo or Manage Scan to Computer, and then make sure the check box is selected next to Automatically start Scan to Computer when I log onto Windows.
   - If HP Solution Center opens, click Scan Settings to view scan connection status, settings, and preferences.
   - If your printer name is not in the results, skip to the step to install the HP software for your printer.

7. Try to scan.
   If the error persists, continue to the next step.

Step 3: Check the network and printer connection status

Make sure your network is working correctly and the printer is ready for scanning.

1. Make sure the printer is connected to the network.
   - **Wireless network connection:** On the printer, open the Wireless network or Settings menu to make sure the wireless signal is turned on. Make sure the Wireless icon light is on and steady.
   - **Wired network connection:** Make sure the cable is connected to the printer Ethernet port and to an available port on the router. The green link light should be steady, and the orange activity light should blink.

2. Many routers can operate in both 2.4 GHz and 5.0 GHz frequency bands, but not all HP printers support both bands. Make sure the 2.4 GHz router band is enabled and broadcasting. If the router broadcasts separate network names (SSIDs) for each band, connect the printer to the 2.4 GHz band SSID. If the printer supports 5.0 GHz, connect it to the 5.0 GHz band SSID.

3. On the computer, mouse over the network icon in the notification area to view the network name and status of the connection.
   **NOTE:**

   If you are using a Virtual Private Network (VPN), disconnect from it when trying to scan.
• **If the network shown is not yours** (for instance, if you connected to a neighbor’s or guest network), you must reconnect to your own network to scan.

• **If the network signal strength is weak**, move the computer and printer closer to the router, position the devices away from large metal objects such as bookcases, and move away from devices that emit radio signals such as microwaves and cordless phones.

• **If the network status is not connected**, confirm that your network is working correctly, and then check the status again. Make sure a check mark displays next to the network name.

• **If an Airplane icon displays**, click the icon, slide the **Airplane mode** slider to **Off**, and then connect to your wireless network.

4. Try to scan. 
If the error persists, continue to the next step.

**Step 4: Run the Print and Scan Doctor**

HP provides a free tool called HP Print and Scan Doctor to diagnose and resolve printing problems. Download and run [HP Print and Scan Doctor](#) to quickly and automatically perform several troubleshooting tasks known to resolve this issue. When this link is clicked, HP Print and Scan Doctor is downloaded using your Internet browser’s download capabilities.

After the Print and Scan Doctor opens, click **Fix Scanning** to review a list of issues and fixes.

1. In the Print and Scan Doctor results screen, view the list of actionable results.
   - If you see **white checkmarks** ✔️, the printer passed the tests.
   - If you see a **white wrench** ⚒️, Print and Scan Doctor found an issue and repaired it.
   - If you see **yellow exclamation points** ⚠️, the test failed and required user action, but the step was skipped.
   - If you see a **red X** ✗, follow the on-screen instructions to resolve the issue.

2. Click **Test Scan** or **Skip**.
   - If you click **Test Scan**, the Print and Scan Doctor launches the HP scanning software to perform a test scan. Follow the on-screen instructions in the scanning software to perform the test.
   - If you click **Skip** and are not experiencing additional issues, click **Quit** to exit the tool.
   - If you click **Skip** and are still experiencing scanning issues, click **Support and Troubleshooting** for support that is tailored to your scanner, or click **HP Support Forum** for help from other HP customers.

If the error persists, continue to the next step.

**Step 5: Uninstall the printer software**
Resolve scan connection issues by uninstalling the printer software before reinstalling the latest driver. Do not disconnect the printer from the network when uninstalling the software.

1. Search Windows for uninstall a program, and then click the **Uninstall a program** Control Panel setting in the list of results.
2. In the list of installed programs, click your HP printer name, and then click **Uninstall** or **Yes** to confirm the uninstall.
3. Follow the on-screen instructions to complete the software removal.
4. Restart the computer.
Continue to the next step.

Step 6: Reinstall the HP software

Go to HP Customer Support to download the most current version of the full feature software for your printer.

**NOTE:**
As an alternative, you can use the software disc if it supports the operating system installed on your computer.

1. Turn on the printer.
2. If your printer is connected to the computer with a USB cable, disconnect the cable from the printer. The software installation prompts you to connect the cable if needed.
3. Go to **HP Customer Support - Software and Driver Downloads**.
4. If a **Let's identify your product to get started** page displays, click **Printer**, type your printer model number, and then click **Submit**.

The software results page for your printer displays with the default operating system selected.

5. If you need to change the operating system, click **Change**, select your version, and then click **Change**.
6. Under the **Driver** heading, click **Download**.
7. During the installation, select the **Typical** or **Recommended** type of installation when prompted by the software installer.

If the error persists, continue to the next step.

Step 7: Check Windows Image Acquisition settings

Windows Image Acquisition (WIA) is a service in the Windows operating system that supports communication between the computer and scanners. If WIA is not activated, scan jobs can fail.

1. Search Windows for view local services, and then click the **View local services** Control panel setting in the list of results.

The Services window opens.
2. Find **Windows Image Acquisition (WIA)** in the Name column and look at the Status and Startup type values.
   - **If the status is 'Started' and the Startup type is 'Automatic',** WIA is running correctly. Skip to the next step.
   - **If the status is 'Disabled',** right-click **Windows Image Acquisition (WIA)**, click **Properties**, click the **General** tab, click **Start** under the Service status, and then select **Automatic** from the Startup type dropdown menu.
     
     **NOTE:**
     
     If you cannot start WIA, make sure the following services are also Started and set as the Automatic startup type.
     - Remote Procedure Call (RPC)
     - Shell Hardware Detection
     - RPC Endpoint Mapper
     - DCOM Server Process Launcher

3. Try to scan.
   If the error persists, continue to the next step.

Step 8: Temporarily disable firewall software on the computer

Firewall software helps block threats from outside your network, but some settings or configurations can block communication with network printers. Use the Print and Scan Doctor to identify and temporarily disable firewall software on your computer.

1. Return to the Print and Scan Doctor, click **Network**, and then click **Troubleshoot Firewalls**.

2. Click the name of any firewall software on your system that has an **Enabled** status, and then click **Disable**.
3. Try to scan.
   - **If you can scan**, consult the firewall software support site to change settings such as security level, trusted zones, and open ports to allow communication with your printer. After changing the settings, re-enable the firewall in the Print and Scan Doctor.
   - **If you cannot scan**, the firewall software is not causing the issue. Re-enable the firewall in the Print and Scan Doctor, and then continue to the next step.

Step 9: Try other scanning options

Use these workarounds to scan if the previous steps did not resolve the issue. Some workarounds might be unavailable depending on the printer. Try one of the other workarounds if the first method you tried did not work.

**Scan with the Windows Scan app (Windows 10)**

**Scan with Paint**

**Scan with Windows Fax and Scan**

**Scan with the HP Scan and Capture app (Windows 8 and 10)**

**Scan from the printer Embedded Web Server**

Frequently asked questions (FAQs)

Review these frequently asked questions about scan issues.

**What if I cannot scan after upgrading to Windows 10?**

After upgrading your computer to Windows 10, you can no longer scan from the printer or the computer. Use these steps to fix the problem and enable scanning.
Step 1: Confirm all Windows updates installed

Part of the Windows 10 upgrade process includes installing important software updates to support full functionality of the computer and connected devices. If all updates failed to install, your printer might not work as expected. Make sure Windows installed all updates and is set to install them automatically.

1. Search Windows for change device installation settings Control panel setting in the list of results.
2. Select Install updates automatically from the Important updates dropdown menu.
3. Search Windows for Windows update, and then click the Windows Update Control panel setting in the list of results.
4. Click Check for updates.
   - If updates are available, wait for them to install, restart the computer, and then try to print. If you can print, the issue is resolved.
   - If updates are not available or you still cannot print, continue to the next step.

What if 'Error 0x800xxxxx' displays after running Windows Update?

Step 2: Run the HP Print and Scan Doctor

HP provides a free tool called HP Print and Scan Doctor to diagnose and resolve printing and scanning problems. Download and run HP Print and Scan Doctor to quickly and automatically perform several troubleshooting tasks known to resolve this issue. When this link is clicked, HP Print and Scan Doctor is downloaded using your Internet browser's download capabilities.

   - If you can scan, the issue is resolved.
   - If you cannot scan, continue to the next step.

Step 3: Uninstall the HP driver and software

Uninstall the HP print driver and software that might cause the scanning issue.

1. Disconnect the USB cable from the printer, if necessary.
2. In Windows, search for and open the Control Panel.
3. Click Programs and Features.
4. In the list of installed programs, click your HP printer name, and then click Uninstall or Yes.
5. Follow the on-screen instructions to complete the software removal.
6. Restart the computer.

Step 4: Reinstall the HP driver and software

After uninstalling the software, go to HP Customer Support to download the most current version of the full feature software for your printer.

NOTE:

As an alternative method to downloading the software, you can use the installation disc if it includes the Windows 10 driver.

1. Turn on the printer.
2. Disconnect the USB cable from the printer, if necessary. The software installation prompts you to connect the cable if needed.


4. If a Let's identify your product to get started page displays, click Printer, type your printer model number, and then click Submit.

5. If you need to change the operating system, click Change, select your version, and then click Change.

6. Under the Driver heading, click Download for the full software package, or click Basic Drivers for other driver options.

Step 5: Restart the computer and the printer

Restart the computer and your printer after reinstalling the driver to finish setting up the software in Windows.

1. Turn off the printer.
2. Close all running programs on your computer, and then restart your computer.
3. Turn on the printer.
4. Try to scan.

**What if I cannot connect the printer to my network?**

Troubleshoot and resolve common connection issues, depending on your connection type.

For detailed information on how to connect your printer, or if you get an error message when trying to connect, go to HP Customer Support, enter your printer model, and then search for the document on installing your printer for a wired or wireless connection or for the error message that displays.

**Wireless network connection**

Try these recommendations and procedures to troubleshoot and avoid wireless connectivity issues.

- **Restart the printer and the computer**: Restarting the computer and the printer can clear error conditions.

- **Confirm the printer connection and network name**: On the printer, make sure the blue light next to the Wireless icon is on and steady. Open the Wireless network menu to make sure the printer is connected to the same network as your computer.

- **Move the printer and router closer together**: Move the printer and the computer closer to your wireless router, to within 6 ft (1.8 m). Wireless signals are weaker at greater distances between the printer and the router.

- **Manually connect the printer to the network**: Many HP printers have a Wireless Setup Wizard on the printer control panel network or wireless settings menus. Follow the on-screen instructions to connect the printer to the network.

- **Restart the router**: If you are experiencing a slow or intermittent wireless connection, restart your router. Consult your router manufacturer, Internet service provider, or network administrator for instructions on how to restart the router.
- **Check the router band setting**: Many routers operate in both 2.4 GHz and 5.0 GHz frequency bands, but not all HP printers support both bands. Make sure the 2.4 GHz router band is turned on and broadcasting. If the router broadcasts separate network names (SSIDs) for each band, connect the printer to the 2.4 GHz band SSID.

- **Check your firewall software**: Your firewall software might prevent the printer from accessing the computer. Accept or allow any firewall messages that display during the printer software download and installation. You can also configure the software to allow HP downloads and installations.

- **Check for obstructions between the printer and the router**: Remove any metal objects between the printer, the computer, and the access point (router). Objects such as refrigerators or metal bookcases can interfere with wireless signals.

- **Check for other devices that emit radio and wireless signals**: Move any devices that emit radio signals, such as microwaves and cordless telephones, farther away from the printer.

- **Set the IP address on the printer**: Your printer can bypass automatic IP address assignment by DHCP and use any valid IP address you choose. Use the control panel menu to type an IP address that is valid for use on your local area network.

**Wired (Ethernet) connection**

Try these tips and procedures to troubleshoot and avoid wired network connectivity issues.

- **Restart the printer and the computer**: Restarting the computer and the printer can clear error conditions.

- **Confirm the network connection**: Confirm that your printer is connected to the wired network by checking the cable and the lights on the printer’s Ethernet port. The green link light should be steady, and the orange activity light should blink when the cable is connected.

- **Check the cable**: Examine the Ethernet cable attached to the rear of the printer to make sure that it is not a phone cable (Ethernet cables and phone cables look similar but are different sizes).

- **Reconnect the cable**: Disconnect, and then reconnect the Ethernet cable to the rear of the printer, and then plug the cable into another valid port on the router.

- **Use a different cable**: Connect a different Ethernet cable.
HP Printers - Print Jobs Stuck in Queue Troubleshooting

This document is for HP printers.

The printer cannot print from a computer because a print job is stuck in the print queue. This stuck print job cannot be cancelled or deleted and prevents further print jobs from printing. Clicking Cancel or the Delete Job button does nothing.

HP Printers - Printer Not Found During Network Driver Setup (Windows)

This document is for HP printers with wireless or wired network connections and Windows computers.

The HP full feature driver on the software disc or downloaded from the HP website uses a guided installer to set up your printer for a Wi-Fi or wired network connection. If the installer does not detect the printer after selecting the connection type, one of the following errors might display:

- Printer not found
- Unable to find the printer
- No devices found
- Your printer could not be found on your wireless network

Use the steps in this document to troubleshoot issues that can cause network printer setup problems.

Step 1: Restart the computer, printer, and router

Restart the computer, printer, and router to resolve any error states present during the printer setup.

NOTE:

The following steps temporarily disconnect network and Internet connections, and require restarting your computer. Complete any tasks or downloads in progress before continuing.

1. Disconnect the power cord from the router.
2. Turn off the printer.
3. Close all running programs on your computer, including the HP software installation window, then shut down the computer.
4. Reconnect the power cord to the router, then wait for the Internet activity light to display a normal connected status.
5. Turn on the printer.
6. Turn on the computer.
7. Try installing the HP driver and software again.

Step 2: Check the network and printer connection status

Make sure your network is working correctly and that the printer is ready for the network setup.
1. Confirm that the printer is ready for the network setup.
   - **Wireless network connection**: On the printer, open the Wireless network or Settings menu to make sure the wireless signal is turned on. Make sure the light next to the Wireless icon is either on and steady, or blinking.
   - **Wired network connection**: Check that the cable is connected to the printer Ethernet port and to an available port on the router. The green link light should be steady, and the orange activity light should blink when the cable is connected.

2. Make sure your printer is not connected to a guest or host network, such as those networks found in schools, hotels, or home networks that allow guest logins. For more information see [Can’t Print on a Guest or Host Network](#).

3. If you have a dual band router, make sure it is set to the 2.4 GHz band. If your router is set to the 5 GHz band, the printer cannot connect to the network.

4. On the computer, mouse over the network icon in the notification area to view the network name and status of the connection.
   - **NOTE**: If you are using a Virtual Private Network (VPN), disconnect from it when installing the printer.

   - **If the network shown is not yours** (for instance, if you connected to a neighbor’s or guest network), you must reconnect to your own network to complete the printer setup.
   - **If the network signal strength is weak**, move the computer and printer closer to the router, position the devices away from large metal objects such as bookcases, and move away from devices that emit radio signals such as microwaves and cordless phones.
   - **If the network status is not connected**, confirm that your network is working correctly, then check the status again. Make sure a check mark displays next to the network name.
   - **If an Airplane icon displays**, click the icon, slide the Airplane mode slider to Off, then connect to your wireless network.
Try installing the HP driver and software again.

Step 3: Manually connect the printer to your network (wireless connections only)

Try connecting the printer to your network manually so that the HP installer can find the printer. Use the Wireless Setup Wizard if you have a touch or text-based control panel, or try Wi-Fi Protected Setup (WPS). After connecting, try installing the HP driver and software again.

**Steps for printers with touch or text-based control panels**

**Steps for printers with basic control panels**

Step 4: Run the HP Print and Scan Doctor

HP provides a free tool called HP Print and Scan Doctor to diagnose and resolve printing and scanning problems. Download and run [HP Print and Scan Doctor](#) to quickly and automatically perform several troubleshooting tasks known to resolve this issue. When this link is clicked, HP Print and Scan Doctor is downloaded using your Internet browser's download capabilities.

1. After HP Print and Scan Doctor opens, click **Start** on the Welcome screen.
2. If your printer is not listed, make sure the printer is turned on and connected, click **My product is not listed**, and then click **Retry**.
3. Select your printer, and then click **Next**.

![Select your printer](image)
4. If a connection problem is detected, click the method being used to connect the printer, follow the instructions on the screen, and then click **Retry**.

   The tool provides helpful information to set up your networked printer, including network login information and current network information for the computer.

Step 5: Temporarily disable firewall software on the computer

Firewall software helps block threats from outside your network, but some settings or configurations can block communication with network printers. Use the Print and Scan Doctor to identify and temporarily disable firewall software on your computer.

1. Return to the Print and Scan Doctor window, and then click **Network**.
   
   **Figure**: Click Network in the HP Print and Scan Doctor window

2. In the drop-down menu, click **Troubleshooting Firewalls**.
   
   **Figure**: Click Troubleshoot Firewalls in the drop-down menu
3. Click the name of any firewall software on your system that has an **Enabled** status, and then click **Disable**.

**Figure : Example of the Troubleshooting Firewalls window**

4. Try installing the HP driver and software again.
   - **If the installation completed**, consult the firewall software support to change settings such as security level, trusted zones, and open ports to allow communication with HP software and websites. After changing the settings, re-enable the firewall in the Print and Scan Doctor.
   - **If the installation failed**, the firewall software is not causing the issue. Re-enable the firewall in the Print and Scan Doctor, then continue to the next step.

**Step 6: Uninstall the HP driver and software**

Some HP software components might have installed incorrectly, even if the driver and printer setup did not complete.

1. Disconnect the USB cable from the printer, if necessary.
2. In Windows, search for and open the **Control Panel**.
3. Click **Programs and Features**.
4. In the list of installed programs, click your HP printer name, and then click **Uninstall or Yes**.
5. Follow the on-screen instructions to complete the software removal.
6. Restart the computer.

**Step 7: Reinstall the HP software**

After uninstalling the software, go to HP Customer Support to download the most current version of the full feature software for your printer. This ensures your printer has complete functionality.

**NOTE:**

As an alternative, you can use the software disc if it supports the operating system installed on your computer.

1. Turn on the printer.
2. Disconnect the USB cable from the printer, if necessary. The software installation prompts you to connect the cable if needed.
3. Go to [HP Customer Support - Software and Driver Downloads](#).
4. If a **Let's identify your product to get started** page displays, click **Printer**, type your printer model number, and then click **Submit**.
5. If you need to change the operating system, click **Change**, select your version, and then click **Change**.
6. Under the **Driver** heading, click **Download** for the full software package, or click **Basic Drivers** for other driver options.

**HP Printers - Printer is Offline (Mac)**

This document applies to all HP printers and computers with macOS and OS X.

The message 'offline' displays as the status for a printer or the message 'Printer not responding' displays when attempting to print.

Offline indicates that the Mac cannot communicate with the printer. The offline message displays when the printer is powered off, or a USB cable connection has become disconnected.

**Figure: Printer status examples**

![Printer status examples](image)

**Step 1: Check connection between the printer and the Mac (connectivity)**

Offline messages happen when the Mac cannot communicate with the printer. Select the type of connection you have, then follow the instructions to make sure the connection is working.

**You have a USB printer connection**

Disconnect the USB cable, and then reconnect it to the Mac.
1. Press the Power button to turn off the printer, and then wait five seconds.

2. Disconnect the USB cable from the rear of the printer.

   **Figure**: Disconnect the USB cable from the rear of the printer

3. Press the Power button to turn on the printer.
   The printer makes some noise as it powers on and might start printing pages. Wait for the printer to become idle and silent before continuing.

4. Wait five seconds, and then reconnect the USB cable to the printer. Apply enough pressure to make sure the connection is secure. If the printer starts to print, let it finish printing before continuing.

   **Figure**: Connect the smaller end of the USB cable to the rear of the HP printer

   **Figure**: Connect the larger end of the USB cable to the computer

5. Try printing again.
   - If the printer prints, you can stop troubleshooting.
   - If the print job becomes stuck again, continue to the next step.
You have a network printer connection

Step 2: Reset the printer

Resetting power to the printer forces the printer to reset stored values in the firmware. A power reset can help when the printer is not accepting communication from the Mac.

1. Make sure the printer is idle, not making any sounds, before continuing.
2. **With the printer turned on**, disconnect the power cord from the rear of the printer.
3. Unplug the power cord from the wall outlet.
4. Wait at least 60 seconds.
5. Plug the power cord back into the wall outlet.
6. Reconnect the power cord to the rear of the printer.
7. If the printer does not turn on by itself, press the Power button 🔄 to turn it on.
8. Try printing again and note what happens.
   - If the printer prints, you can stop troubleshooting.
   - If the print job becomes stuck again, continue to the next step.

Step 3: Remove multiple printers from the printer list

Check for multiple devices in the Printers list, and then remove any extra entries other than one in idle status.

1. Search the Mac for Print, and then click **Print & Fax, Print & Scan, or Printers & Scanners** in the list of results.
2. Find the printer names that match your printer from the list of devices.
   
   Figure: Printers and Scanner window with multiple names of a printer in the list
3. If you see multiple printer queues for the same printer, remove all extra printers by selecting them one at a time, and then clicking the minus button at the bottom of the list. Leave one 'idle' printer in the list that matches your printer if available and use this printer as the Default printer.

4. Try printing again.
   - If the printer prints, you can stop troubleshooting.
   - If the printer remains offline or displays an error, continue to the next step.

Step 4: Delete the existing print queue and add the printer

Remove the printer queue from the list of printers, and then add it again. Doing so creates a new printing session.

1. Make sure your Mac is connected to the Internet.
2. In the Printers list, click your HP printer, and then click the Minus button to delete it.
3. Click the **Add** button.

4. Find and select the name of your printer from the Printer list, and then click **Add** to add your printer. Do not select an HP Fax driver.

   **NOTE:**

   If your printer does not display in the list, make sure the printer is connected, turned on, has power, and is ready to print.

   **Figure : Example of the printer selection list**

   ![Printer selection list](image)

5. Click **Print Using** or **Use**.

6. Select the name of your printer (if available) or **AirPrint**.

   **Figure : Menu showing AirPrint selected**

   ![AirPrint menu](image)

Your new printer queue displays in the Printers list in an Idle status.

**Figure : Example of a newly added printer in the Printers & Scanners list**

![Newly added printer](image)
7. Try printing again.
   - If the printer prints, you can stop troubleshooting.
   - If the printer remains offline or displays an error, continue to the next step.

Step 5: Reset the printing system

If all previous troubleshooting did not resolve the issue, try resetting the printing system.

**CAUTION:**
Resetting the print system deletes all devices in the print queue. This includes both HP and non-HP devices.

Video of resetting the printing system

View this video on YouTube.

1. Right-click (or Ctrl + click) the blank space in the Printers list, and then click **Reset printing system**.

   **Figure : Resetting the print system**
2. Click Reset in the confirmation window.

3. Enter the administrator user name and password, and then click OK.

4. Wait until the printing system is reset and no devices show in the Printers list.

5. Add your printer to the list again as was done previously.

6. Try printing again.
   - If the printer prints, you can stop troubleshooting.
   - Continue troubleshooting if the errors persist.

Step 6: Other things to try

If all previous troubleshooting has not resolved the issue, try these possible solutions.

**Do not connect the printer to a guest or host network**

Guest or host networks (such as networks found in apartments, coffee shops, schools, or hotels) can have additional security features, such as an isolation feature that can prevent printers from connecting and printing.

To print to your printer, connect your wireless computer to the printer directly using **Wi-Fi Direct** or **HP wireless direct**.

If you have access to the wireless router that is serving a guest network, you can temporarily disable the security features, allowing the printer to connect to the Internet. You can then use **HP ePrint** to print.

For additional information, see the router’s documentation or contact your Internet Service Provider (ISP) for assistance.

**Try connecting the printer to another computer**

If you have access to another Mac, try connecting the printer using the same type of connection.
If the new connection works, you know that the printing problem is related to the computer. If the new connection does not work, then the printer might need to be serviced or printed to using a different type of connection.

Make sure multicasting is supported

If you are using a wireless network, make sure that multicasting is supported and enabled on your router.

- If the new connection works, you know that the printing problem is related to the computer.
- If the new connection does not work, then the printer might need to be serviced or printed to using a different type of connection.

Disable IPv6 (network connection)

Disable IPv6 on the printer to ensure that IPv4 is used on your network.

- If your printer has a control panel with a display, find the IPv6 setting from the Advanced network settings menu, and set it to Off or Disabled.
- If your printer does not have a display, use the embedded web server (EWS) to turn off IPv6.
  - From a computer connected to your network, type the printer IP address into the URL field of your Internet browser.
    
    NOTE:
    
    If the Web page appears blank, try a different Internet browser.
  
    Click the Network or Networking tab, and then open the section or page for your network type - wired or wireless.
  
    Select Enable IPv4 only (or similar).

Figure: Example of setting IPv4 using an EWS
Click **Apply**, and then wait until the changes are confirmed.

**Add a new printer using JetDirect protocol (HP LaserJet and network connection only)**

If the printer is offline and your printer is already connected to your network, connect to the printer using an IP address.

1. From the Printers and scanners list, click the plus button to add a printer.
2. Click the **IP** tab.
3. Enter the printer’s IP address into the Address field. You can find the printer’s IP address by printing out a network configuration page from the printer.
4. Next to protocol, select **HP Jetdirect – Socket**.
5. If desired, you can change the name in the name field from the IP address to a name that you can better understand.
6. Look at the **Use** field:
   - If the Use field is already filled out with the name of your printer, then your printer has been detected and is likely online again.
   - If the Use field is filled out with a Generic Postscript printer, your printer may or may not be recognized over the network.
7. Click **Add** to add the printer.

*Figure : Example of Adding the printer*
HP Printers - USB Scanner Connection Error (Windows)

This document is for HP multifunction printers connected to a Windows computer with a USB cable.

When you try to scan, the computer or the scanner is not found or the scan fails. One of the following error messages might display.

- An error occurred communicating with the scanning device
- An error occurred while communicating with the HP imaging device
- Computer not found
- No Computer Detected
- No TWAIN compliant device installed
- Scan to computer is currently unavailable
- Scan Unsuccessful
- Scanner not found
• Scanner Unreachable
• The scan could not be initialized

Step 1: Restart the computer and printer

Restarting the computer and printer can restore a lost scan connection.

1. Turn off the printer.
2. Make sure the printer power cord connects directly to an electrical outlet and not through a surge protector or power strip.
3. Close all running programs on your computer, then shut down the computer.
4. Turn on the printer.
5. Turn on the computer.
6. Try to scan.

If the error persists, continue to the next step.

Step 2: Check the USB connection

Reconnect the USB cable directly to a different port on the computer. If problems continue, unplug all other devices from any of the other USB ports and use a different USB cable to connect the printer.

• Connect to a different USB port: Connect the cable to a different USB port on the computer. If you are connecting to a USB 3.0 computer port, try connecting to a USB 2.0 port.

  NOTE:

Make sure you are plugging the USB cable into the USB outlet.

Figure: Plugging the USB cable into the USB outlet

• Disconnect from a USB hub or docking station: If you connected the printer through a USB hub or docking station, try connecting the cable directly to a port on the computer.

• Try a different USB cable: Use a different USB cable. HP supports USB cables less than 3 meters (9 ft 10 in) in length.

• Disconnect other USB devices: If you have several USB-connected devices, the computer might not have sufficient power for the USB ports to detect all of them. Disconnect other USB devices that are not in use.

If removing other devices resolves the issue, HP recommends installing a powered hub to connect multiple USB devices.

Try to scan. If the error persists, continue to the next step.
Step 3: Run the Print and Scan Doctor

HP provides a free tool called HP Print and Scan Doctor to diagnose and resolve printing problems. Download and run [HP Print and Scan Doctor](#) to quickly and automatically perform several troubleshooting tasks known to resolve this issue. When this link is clicked, HP Print and Scan Doctor is downloaded using your Internet browser's download capabilities.

You can use the HP Print and Scan Doctor to resolve scanning issues which might include instructions to fix problems, such as downloading software, testing the scan, or restarting the printer.

1. On the desktop, double-click the HP Print and Scan Doctor icon to open the tool.
2. Click **Start** on the Welcome screen.
3. Select your printer, and then click **Next**. The **Finding and Fixing Problems** screen displays.

**Figure : Select your printer**

![Select your printer](#)

4. Click **Fix Scanning**.
5. In the HP Print and Scan Doctor results screen, view the list of actionable results.

**Figure : Example of the results screen with no problems detected**
6. Evaluate the results.
   - If you receive instructions to resolve an issue, follow the on-screen instructions, and then try to scan. If the issue persists, continue to the next step.
   - If you receive an Everything checks out okay with your scanner message, continue to the next step.

Step 4: Uninstall the printer software

Resolve scan connection issues by uninstalling the printer software before reinstalling the latest driver.

1. Disconnect the USB cable from the printer, if necessary.
2. In Windows, search for and open the Control Panel.
3. Click Programs and Features.
4. In the list of installed programs, click your HP printer name, and then click Uninstall or Yes.
5. Follow the on-screen instructions to complete the software removal.
6. Restart the computer.

Continue to the next step.

Step 5: Check for any installed printer devices in Windows

After you have uninstalled the printer software, make sure there are no printing devices listed in Windows.

1. Search Windows for devices, then click Device and Printers in the list of results.
2. If a device icon is shown in the list of printers for your printer, right-click the icon and select Remove Device.
3. Turn off the printer.
4. If your printer is connected to the computer with a USB cable, **disconnect the USB cable from the printer**.

5. Restart the computer and wait until Windows opens. Continue to the next step.

**Step 6: Reinstall the HP software**

Go to HP Customer Support to download the most current version of the full feature software for your printer.

**NOTE:**
As an alternative, you can use the software disc if it supports the operating system installed on your computer.

1. Turn on the printer.
2. If your printer is connected to the computer with a USB cable, disconnect the cable from the printer. The software installation prompts you to connect the cable if needed.
3. Go to [HP Customer Support - Software and Driver Downloads](#).
4. If a **Let's identify your product to get started** page displays, click **Printer**, type your printer model number, and then click **Submit**.

The software results page for your printer displays with the default operating system selected.

5. If you need to change the operating system, click **Change**, select your version, and then click **Change**.
6. Under the **Driver** heading, click **Download**.
7. During the installation, select the **Typical** or **Recommended** type of installation when prompted by the software installer.

**Step 7: Check Windows Image Acquisition settings**

Windows Image Acquisition (WIA) is a service in the Windows operating system that supports communication between the computer and scanners. If WIA is not activated, scan jobs can fail.

1. Search Windows for view local services, then click the **View local services** Control panel setting in the list of results.

The Services window opens.

2. Find **Windows Image Acquisition (WIA)** in the Name column and look at the Status and Startup type values.
   - **If the status is 'Started' and the Startup type is 'Automatic',** WIA is running correctly. Skip to the next step.
   - **If the status is 'Disabled',** right-click **Windows Image Acquisition (WIA)**, click **Properties**, click the **General** tab, click **Start** under the Service status, then select **Automatic** from the Startup type dropdown menu.
NOTE:
If you cannot start WIA, make sure the following services are also Started and set as the Automatic startup type.

- Remote Procedure Call (RPC)
- Shell Hardware Detection
- RPC Endpoint Mapper
- DCOM Server Process Launcher

3. Try to scan.
If the error persists, continue to the next step.

Step 8: Set Windows Image Acquisition (WIA) dependencies

Use the Command Prompt to reset the WIA dependencies to detect whether the print hardware might resolve the scanning issue.

2. Right click Command Prompt from the list of search results, and then select Run as Administrator.
3. In the Command Prompt window, enter Net stop stisvc, and then press Enter.
   A Windows Image Acquisition (WIA) service was stopped successfully message displays.

4. In the Command Prompt window, enter Sc config stisvc depend= rpcss/ShellHWDetection, and then press Enter.

5. In the Command Prompt window, enter Net start stisvc, and then press Enter
   A Windows Image Acquisition (WIA) service was started successfully, message displays.

   Figure: Example of a successful reset of WIA dependencies

6. Try to scan.
If the error persists, continue to the next step.

Step 9: Try scanning workarounds
Use these workarounds to scan if the previous steps did not resolve the issue. Some workarounds might be unavailable depending on the printer. Try one of the other workarounds if the first method you tried did not work.

**Scan with the Windows Scan app (Windows 10)**

Scan in Windows 10 with the Windows Scan app. The free app is available in the Windows Store.

1. Place the document or photo that you want to scan on the scanner glass, or load it into the automatic document feeder (ADF), if your printer has one.
2. Search Windows for Scan, and then click the **Scan** app in the list of results.
   
   If the **Scan** app does not display in the list, install [Windows Scan](https://www.microsoft.com) (in English) from the Windows Store.

3. If **Source** is an available option, select where you loaded your document or photo.
4. Click **Show more** to change settings such as **Color mode**, **Resolution**, and where to save the file.
5. Click **Scan**.

**Scan with the HP Scan and Capture app (Windows 8 and 10)**

Scan in Windows 8 and Windows 10 with the HP Scan and Capture app. The free app is available in the Windows Store.

1. Install [HP Scan and Capture](https://www.hpi.com) (in English) from the Windows Store.
2. Place the item you want to scan on the scanner glass or load it into the document feeder.
3. Open Start, and then click **HP Scan and Capture**.
4. Click the menu icon, and then select **Settings**.
5. Click **Select Device**.
6. Select your HP printer.
7. Click **Photo Scan Options** to change any settings, and then click the back arrow.
8. Click outside the **Settings** menu, and then click **Capture Photos**.
9. Click **Save**.
   
   A window opens to save to a folder on your computer.

**Scan with Paint**

Scan from the computer using Windows Paint.

Video of scanning with Paint

The following video demonstrates how to scan in Windows 8 with Paint:

1. Load the item on the scanner glass or in the document feeder.
   
   **CAUTION:**

   Do not load photos in the ADF.

2. Search Windows for paint, and then click the **Paint** in the list of results.
3. Click **File** or the menu icon, and then click **From scanner or camera**.

4. Select a color option for the type of image or document you are scanning. To change brightness, contrast, and resolution settings, click **Adjust the quality of the scanned picture**.

5. Click **Scan**.

6. In the File menu, click **Save as**.

**Scan with Windows Fax and Scan**

Scan from the computer using Windows Fax and Scan.

Video of scanning with Windows Fax and Scan

The following video demonstrates how to scan in Windows 8 with Windows Fax and Scan.

1. Place the item on the scanner glass or load it into the automatic document feeder (ADF).
2. Search Windows for fax, and then click **Windows Fax and Scan** in the list of results.
3. Click **New Scan**.
4. Select your printer, click **OK**, and then click **Scan**.

**HP Printers - Wireless Troubleshooting**

This document is for HP printers set up on a wireless network.

You have **successfully connected your printer to a wireless network**, but the connection drops. When the printer loses its connection, the printer goes offline and cannot print or scan.

**HP PCs and Printers - Is Windows on My Computer 32-bit or 64-bit?**

This document applies to HP products and software for Windows operating systems only. This document does not pertain to Mac, Linux or other non-Windows operating systems.

Some software and drivers install only in a 32-bit or 64-bit version of Windows. Know your Windows version so that you can download the correct type of software and drivers from the HP website.
Find 32-bit or 64-bit system type and Windows version in Windows 10

Determine which version of Windows 10 you are using, and if it is 32-bit or 64-bit.

1. Search Windows for About your PC, and open About your PC from the list of results.
2. The Version and System type are shown on the About screen.

Find 32-bit or 64-bit system type in Windows 8

Video of finding your system type in Windows 8

Determine if your operating system is 32-bit or 64-bit.
1. Right-click the Start button or the lower left corner of the screen, and then click **System**.
2. Your system type is shown next to the label **System type**.

**NOTE:**

If your operating system does not include (64-bit) or (32-bit) in the name, the system type is 32-bit.

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**Find 32-bit or 64-bit system type in Windows 7 and Vista**

Video of finding your system type in Windows 7 and Vista

To find the Windows type, do the following:

1. Click **Start** and right-click **Computer**.
2. Select **Properties**.
3. Your system type is shown next to the label **System type**.
Find 32-bit or 64-bit system type in Windows XP

Determine if your operating system is 32-bit or 64-bit.

Video of finding 32-bit or 64-bit system type in Windows XP

Video of finding your system type in Windows XP

1. Click Start , right-click My Computer, click Properties, and then click the General tab.

2. Your system type is shown next to the label System.

    NOTE:

    If your operating system does not include (64-bit) or (32-bit) in the name, the system type is 32-bit.
Find 32-bit or 64-bit system type if your computer does not start

If your computer does not start, you can find the 32-bit or 64-bit system type from the product packaging. You can also find the system type online from a product specification document. Search the Internet for your computer model and the terms "specifications" or "review" to find webpages that list product information about your computer.

1. From any Web browser, search the Internet for your computer model number, a space, and specification.
   For example, if you own a TouchSmart 600-1055 computer, type touchsmart 600-1055 specification.

2. Open the specifications webpage from the list of search results that matches your computer model. If you have an HP computer, be sure to open the page from the HP website. A product specification support document opens.

3. Scroll down to the software section to find the operating system version and system type.
The system type is listed with the name of the operating system, for example: Windows Vista Home Premium (64-bit). If 32-bit or 64-bit is not listed next to the name of the operating system, the system type is 32-bit.

Download a 32-bit or 64-bit print driver

Find and download a print driver.

1. Turn on the printer.
2. Disconnect the USB cable from the printer, if necessary. The software installation prompts you to connect the cable if needed.
4. If a Let's identify your product to get started page displays, click Printer, type your printer model number, and then click Submit.
5. If you need to change the operating system, click Change, select your version, and then click Change.
6. Under the Driver heading, click Download for the full software package, or click Basic Drivers for other driver options.

HP Printers - Printer Not Found During Network Driver Setup (Mac)

This document is for HP printers with wireless or wired network connections and Mac computers with macOS or OS X.

The HP print driver and software for Mac downloaded from the HP website uses a guided installer to set up your printer for a Wi-Fi or wired network connection. If the installer does not find your printer during the installation, read these steps to connect your printer and to troubleshoot any network issues.

Step 1: Restart the computer, printer, and router

Restart the computer, printer, and router to resolve any network or communication error states.

NOTE:

The following steps temporarily disconnect network and Internet connections, and require restarting your computer. Complete any tasks or downloads in progress before continuing.

1. Disconnect the power cord from the router.
2. Turn off the printer.
3. Close all running programs on your computer, including the HP software installation window, then shut down the computer.
4. Reconnect the power cord to the router, then wait for the Internet activity light to display a normal connected status.
5. Turn on the printer.
6. Turn on the computer.
7. Try installing the HP software again.
If the printer is found during the installation, the issue is resolved.

If the printer is not found during the installation, continue to the next step.

Step 2: Check the network and printer connection status

Make sure your network is working correctly and that the printer is ready for the network setup.

1. If you are using a wireless router, check your router’s documentation or support site to make sure it meets the following requirements:
   - **Check the router band**: Many routers can operate in both 2.4 GHz and 5.0 GHz frequency bands, but not all HP printers support both bands. Make sure the 2.4 GHz router band is enabled and broadcasting. If the router broadcasts separate network names (SSIDs) for each band, connect the printer to the 2.4 GHz band SSID.
   - **Bonjour support**: HP recommends routers that support Bonjour, Apple’s network discovery software. Connecting with Bonjour is the best way to find the printer and support wireless printing.

2. Make sure your printer is not connected to a guest or host network, such as those networks found in schools, hotels, or home networks that allow guest logins. For more information see [Can't Print on a Guest or Host Network](#).

3. Confirm that the printer is ready for the network setup.
   - **Wireless network connection**: On the printer, open the Wireless network or Settings menu to make sure the wireless signal is turned on and enabled. Make sure the Wireless icon light is either on and steady or blinking.
   - **Wired network connection**: Check that the cable is connected to the printer Ethernet port and to an available port on the router. The green link light should be steady, and the orange activity light should blink when the cable is connected.

4. On the Mac, click the network icon in the menu bar to view the network name and status of the connection.
   - **If the selected network is not yours** (for instance, if you connected to a neighbor's or a guest network), you must reconnect to your own network to complete the printer setup.
   - **If the network signal strength is weak**, move the computer and printer closer to the router, position the devices away from large metal objects such as bookcases, and move away from devices that emit radio signals such as microwaves and cordless phones.
If the network status is not connected, confirm that your network is working correctly, then check the status again. Make sure a check mark displays next to the network name.

5. Disconnect from any Virtual Private Networks (VPN) before installing the printer software.
6. Try installing the HP software again.
   - If the printer is found during the installation, the issue is resolved.
   - If the printer is not found during the installation, continue to the next step.

Step 3: Manually connect the printer to your network (wireless connections only)

If you are not using a wireless connection, skip this step.

Try connecting the printer to your network manually so that the HP installer can find the printer. Use the Wireless Setup Wizard if you have a touch or text-based control panel, or try Wi-Fi Protected Setup (WPS).

Connect printers with touch or text-based control panels

Connect printers with basic control panels

Connect if you have an Apple AirPort

Step 4: Reset the print system

If the previous troubleshooting did not resolve the issue, try resetting the print system.

CAUTION:
Resetting the print system deletes all printers in the queue. This includes both HP and non-HP printers.

1. Click the Apple menu, then click System Preferences.
2. Depending on your version of OS X, click Print & Fax, Print & Scan, or Printers & Scanners.
3. Right-click the blank space in the Printers list, then click Reset printing system.

Figure: Resetting the print system
4. Click **Reset** in the confirmation window.
5. Enter the Administrator name and password, then click **OK**.
6. Wait for the printing system to reset. When complete, no printers should display in the list.
7. Try installing the HP software again.
   - **If the printer is found during the installation**, the issue is resolved.
   - **If the printer is not found during the installation**, continue to the next step.

**Step 5: Uninstall the HP software**

Some HP software components might have installed incorrectly, even if the driver and printer setup did not complete.

1. Click **Finder** in the Dock.
2. In the menu bar, click **Go**, click **Applications**, and then open the **HP** or **Hewlett Packard** folder.
3. Double-click **HP Uninstaller**, then follow the on-screen instructions to remove the HP software from the computer.
   
   **NOTE:**
   
   If you have issues uninstalling the HP software, go to [Uninstalling HP Printer Software (Mac)](Uninstalling%20HP%20Printer%20Software%20(Mac)) for more help.

After completing the uninstall, continue to the next step.

**Step 6: Reinstall the HP software**

Go to HP Customer Support to download and install the most current version of the Mac driver and software for your printer.
1. Turn on the printer.
2. If your printer is connected to the computer with a USB cable, disconnect the cable from the printer. The software installation prompts you to connect the cable if needed.
4. If a Let's identify your product to get started page displays, click Printer, type your printer model number, and then click Submit.
The software results page for your printer displays with the default operating system selected.
5. If you need to change the operating system, click Change, select your version, and then click Change.
6. Click Download next to HP Easy Start or next to the full feature driver, depending on the option that displays.
7. Open the Downloads folder, and then open the HP Easy Start file or the full feature driver .dmg file to begin the installation.
8. Follow the on-screen instructions to set up the printer connection and install the software.
9. If you are prompted to add the printer to the printer queue, click the name of your printer, click the Use or Print Using menu, select the name of your printer in the pop-up menu, and then click Add.
10. Return to the HP installer to complete the installation.

**HP LaserJet, HP PageWide Enterprise - Printer does not pick up paper or misfeeds**

The printer does not pick up paper

The printer picks up multiple sheets of paper
Introduction

The following solutions can help solve problems if the printer is not picking up paper from the tray or is picking up multiple sheets of paper at one time. Either of these situations can result in paper jams.

To resolve LaserJet paper jam issues online, go to Help With LaserJet Paper Jams.

The printer does not pick up paper

If the printer does not pick up paper from the tray, try following solutions.

1. Open the printer and remove any jammed sheets of paper. Verify that no torn remnants of paper remain inside the printer.
2. Load the tray with the correct size of paper for the job.
3. Make sure the paper size and type are set correctly on the printer control panel.
4. Make sure the paper guides in the tray are adjusted correctly for the size of paper. Adjust the guides to the appropriate indentation in the tray. The arrow on the tray guide should line up exactly with the marking on the tray.
   
   **NOTE:**

   Do not adjust the paper guides tightly against the paper stack. Adjust them to the indentations or markings in the tray.

   The following images show examples of the paper-size indentations in the trays for various printers. Most HP printers have markings similar to these.

   **Figure : Size markings for Tray 1 or the multipurpose tray**

   ![Image showing size markings for Tray 1 or the multipurpose tray]

   **Figure : Size markings for cassette trays**

   ![Image showing size markings for cassette trays]
5. Verify that the humidity in the room is within specifications for this printer and that paper is being stored in unopened packages. Most reams of paper are sold in moisture-proof wrapping to keep paper dry. In high-humidity environments, paper at the top of the stack in the tray can absorb moisture, and it might have a wavy or uneven appearance. If this happens, remove the top 5 to 10 sheets of paper from the stack.

In low-humidity environments, excess static electricity can cause sheets of paper to stick together. If this happens, remove the paper from the tray, and flex the stack by holding it at each end and bringing the ends up to form a U shape. Then, rotate the ends down to reverse the U shape. Next, hold each side of the stack of paper, and repeat this process. This process releases individual sheets without introducing static electricity. Straighten the paper stack against a table before returning it to the tray.

**Figure : Technique for flexing the paper stack**

6. Check the printer control panel to see if it is displaying a prompt to feed the paper manually. Load paper, and continue.
7. The rollers above the tray might be contaminated. Clean the rollers with a lint-free cloth dampened with warm water. Use distilled water, if it is available.

   **CAUTION:**

Do not spray water directly on to the printer. Instead, spray water on the cloth or dab the cloth in water and wring it out before cleaning the rollers.

8. The tray rollers may be worn. Inspect the rollers for any smooth surface either completely around the circumference or just on one side.

   If there are any smooth areas, check the Supplies Status Page to see if the Fuser (Maintenance kit) is low and needs to be replace; these rollers come with the kit.

   The following image shows examples of the roller location for various printers.

   **Figure : Roller locations for Tray 1 or the multipurpose tray**

9. Replace the tray rollers.

The printer picks up multiple sheets of paper

   If the printer picks up multiple sheets of paper from the tray, try these solutions.

   1. Remove the stack of paper from the tray and flex it, rotate it 180 degrees, and flip it over. **Do not fan the paper.** Return the stack of paper to the tray.

   **NOTE:**

   Fanning the paper introduces static electricity. Instead of fanning the paper, flex the stack by holding it at each end and bringing the ends up to form a U shape. Then, rotate the ends down to reverse the U shape. Next, hold each side of the stack of paper, and repeat this process. This process releases individual sheets without introducing static electricity. Straighten the paper stack against a table before returning it to the tray.

   **Figure : Technique for flexing the paper stack**
2. Use only paper that meets HP specifications for this printer.

3. Verify that the humidity in the room is within specifications for this printer, and that paper is being stored in unopened packages. Most reams of paper are sold in moisture-proof wrapping to keep paper dry.

   In high-humidity environments, paper at the top of the stack in the tray can absorb moisture, and it might have a wavy or uneven appearance. If this happens, remove the top 5 to 10 sheets of paper from the stack.

   In low-humidity environments, excess static electricity can cause sheets of paper to stick together. If this happens, remove the paper from the tray, and flex the stack as described above.

4. Use paper that is not wrinkled, folded, or damaged. If necessary, use paper from a different package.

5. Make sure the tray is not overfilled by checking the stack-height markings inside the tray. If it is overfilled, remove the entire stack of paper from the tray, straighten the stack, and then return some of the paper to the tray.

   The following images show examples of the stack-height markings in the trays for various printers. Most HP printers have markings similar to these. Also make sure that all sheets of paper are below the tabs near the stack-height marks. These tabs help hold the paper in the correct position as it enters the printer.

   **Figure: Stack-height markings**

   ![Stack-height markings](image1)

   ![Tab for the paper stack](image2)

   **Figure: Tab for the paper stack**
6. Make sure the paper guides in the tray are adjusted correctly for the size of paper. Adjust the guides to the appropriate indentation in the tray. The arrow on the tray guide should line up exactly with the marking on the tray.

**NOTE:**

Do not adjust the paper guides tightly against the paper stack. Adjust them to the indentations or markings in the tray.

The following images show examples of the paper-size indentations in the trays for various printers. Most HP printers have markings similar to these.

*Figure: Size markings for Tray 1 or the multipurpose tray*

*Figure: Size markings for cassette trays*
7. Make sure the printing environment is within recommended specifications.