

# Printer setup guide for: HP LaserJet MFP M140we Printer



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step 1

## Unpack your printer and connect to power

Need help? Watch a step-by-step video to guide you through unpacking your printer, loading paper, and installing toner cartridges.

## Install HP Smart app to complete setup and support

Install HP Smart app to setup and use your Printer

- HP Smart will help you connect your printer, install driver, offer print, scan, fax, share files and Diagnose/Fix top issues. [Click here to learn how to setup your Printer successfully](#) (Recommended).
- Creating an HP Account and registering is mandatory for HP+/Instant-ink customers. It also helps in accessing assisted support options and more.

### NOTE:

- Disconnect from Virtual Private Network (VPN) connection before downloading.
- Creating an account on Microsoft Store to download HP Smart app is optional.

## After printer setup, add this printer to your HP Support Dashboard (optional)

Access HP Support features like easy access to software and drivers, warranty information, and troubleshooting help. Watch our video to learn more.

# Set up an HP+ inkjet printer with the HP Smart app

Use the HP Smart app to connect and activate a new HP+ printer. The printer must always be connected to the internet for set up and use.

This document is for the following printers:

- DeskJet 2742e, 2752e, 2755e, 4110e, 4120e, 4121e, 4122e, 4123e, 4130e, 4132e, 4152e, 4155e, 4158e

- ENVY 6010e, 6020e, 6022e, 6030e, 6032e, 6034e, 6052e, 6055e, 6075e, 6452e, 6455e, 6475e
- ENVY Inspire 7220e, 7221e, 7224e, 7252e, 7255e, 7920e, 7921e, 7924e, 7955e, 7958e
- OfficeJet 8010e, 8012e, 8014e, 8015e, 8022e, 9012e
- OfficeJet Pro 8020e, 8024e, 8025e, 8028e, 8035e, 9010e, 9014e, 9015e, 9018e, 9020e, 9022e, 9025e

Make sure the printer hardware is set up

Before installing HP Smart, set up the printer hardware and make sure it is ready to be connected to the network.

1. Take the printer out of the box, and then remove all packing materials from the outside and inside of the printer.
2. Connect the power cable to a wall outlet.
3. Install the ink cartridges, and then load paper into the input tray.

For more information, refer to the setup poster that came with the printer or go to one of the following documents.

[HP DeskJet 2700, 2700e, Ultra 4800 printers - First time printer setup](#)

[HP DeskJet Plus 4100 printers - First time printer setup](#)

[HP DeskJet, ENVY 6000, 6400 printers - First time printer setup](#)

[HP ENVY Inspire 7200e, 7900e printers - First time printer setup](#)

[HP OfficeJet 8010, Pro 8020, 8030 printers - First time printer setup](#)

[HP OfficeJet Pro 9010, 9020 printers - First time printer setup](#)

Install the HP Smart app and activate your HP+ account

Install the HP Smart app to connect your printer to the network, your computer or mobile device, and to your HP account.

Do the following if you are setting up the printer on a Wi-Fi network.

- Place the printer and the computer or mobile device near the Wi-Fi router.
- Turn on Wi-Fi on your computer or mobile device and connect to your network. If the computer is connected to the network with an Ethernet cable, temporarily disconnect the cable and use the Wi-Fi connection during the setup.
- Enable Bluetooth on the computer or mobile device so that HP Smart can detect the printer during the setup.

- For Windows computers, turn on Windows Update to make sure Windows is always up to date.
- After installing HP Smart for iOS and Android, enable the mobile device location service and allow the app to use your location. This is used to find your printer, network connection, and offer regional services. Your location information is not tracked and sent to HP as part of the setup process.

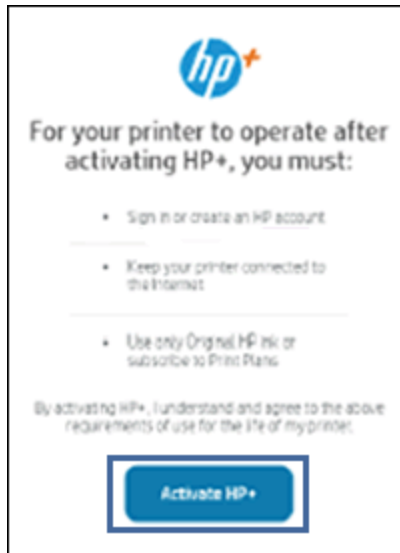
1. Download the HP Smart app from [123.hp.com](https://123.hp.com) (Android, Apple iOS, iPadOS), [HP Smart - Microsoft Store](#) (Windows), or [HP Smart - Mac App Store](#) (macOS).

If you are prompted to sign in with Microsoft to use the app across devices, you can sign in or click No, thanks to continue.

Note:

Disconnect from a Virtual Private Network (VPN) connection before downloading.

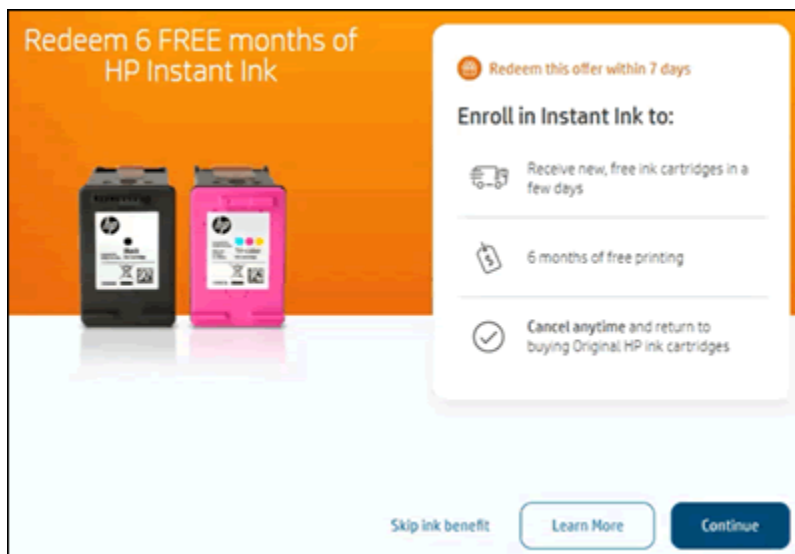
2. Open the app, on the Welcome screen click Manage options, and then select Continue or Accept All.
3. Click Set Up a New Printer.
4. Select from the **Sign in** or **Skip for now** options if they display.
  - Sign in: Sign into your HP account to use HP Smart app features. Follow the steps to find the verification code if prompted, and then log in with your user name (email address) and password. Click Add Printer, and then follow the steps to add your printer.
  - Skip for now: Go to the app home screen, click Add Printer, and then follow the steps to add your printer.
5. Select your printer name, enter the Wi-Fi password or let the app access the password, and then click Continue.
6. To complete the secure connection, go to the printer to allow the app setup to continue.
  - Printers with a touchscreen control panel: Touch the check icon on the App is attempting to set up this printer message.
  - Printers without a touchscreen control panel: Press the Information button ⓘ.
7. On the Printer connected to Wi-Fi screen, click Continue.
8. On the Connected Printing Services screen, click Manage options, and then select Continue or Accept All.
9. On the HP+ offer screen, click Continue, and then click Activate HP+.



10. Sign into your HP account.

If you do not have an account yet, follow the steps provided to create a user name and password, and select your region.

11. Continue with the steps to set up your account and redeem the free printing and Instant Ink offer.



12. On the Enter your details to receive a new [ink/toner] cartridge screen, select a plan, enter your shipping and billing information, and then click Continue.

13. On the Print from other devices screen, select Send link or Skip sending link. Printing from other mobile devices or desktops is enabled by installing the HP Smart app.

The setup is complete and you can start printing. If the setup was not completed, the printer does not print and an alert displays to finish the setup.

## **troubleshoot a Wi-Fi connection to an HP printer**

Check for network and connection issues if you cannot print or scan with a wireless HP printer.

### [General Wi-Fi network requirements and checking connection status](#)


Make sure your Wi-Fi network and printer setup meet connection requirements.

1. Restart the printer and the computer or mobile device to clear possible error conditions.
2. Make sure the printer is not connected to a computer with a USB cable. A USB connection can block Wi-Fi setup and disables the printer internet connection required for HP Instant Ink.
3. Check your router support website or documentation to make sure it meets the following requirements.
  - 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 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.
  - Bonjour support (Mac): 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.
4. On your computer or mobile device, open the list of available networks.
  - If the network you are connected to is not yours, disconnect from the network and reconnect to your normal Wi-Fi network.

Note:

A printer connection cannot be established over public or guest networks that allow guest logins used in schools, hotels, or coffee shops.



- If the network status is not connected, connect to your network, and then check the status again. A check mark or connected status displays next to the network name when connected.
5. Move the printer close to the router or range extender, and then check the printer connection status.

- If the wireless light or icon  is solid and blue, the printer is connected to the network.
- If the wireless light or icon is off or flashing, the printer is not connected to the network. Go to [HP printer setup \(Wi-Fi network\)](#) for more information.

### First time wireless printer setup with the HP Smart app fails

Check for network issues and review setup requirements if your wireless printer is not found during setup with HP Smart.

Perform the following tasks in the order given. Return to the app setup after each task to see if the issue is resolved.

1. Restart the printer and the computer or mobile device to clear possible error conditions.
2. Restore Wi-Fi setup mode.
  - Most printers with a touchscreen display or menu: Open the Wireless  or Setup  menu, select Network setup or Settings, and then select Restore Network Settings.
  - Printers without a touchscreen display or menu: Go to [Restore Wi-Fi setup mode on your HP printer](#) to restore default settings by pressing the buttons on your printer.
3. On your computer or mobile device, open the list of available networks.
  - If the network you are connected to is not yours, disconnect from the network and reconnect to your normal Wi-Fi network. Do not connect to the printer Wi-Fi signal **DIRECT-xx-HP [your printer model name]**.

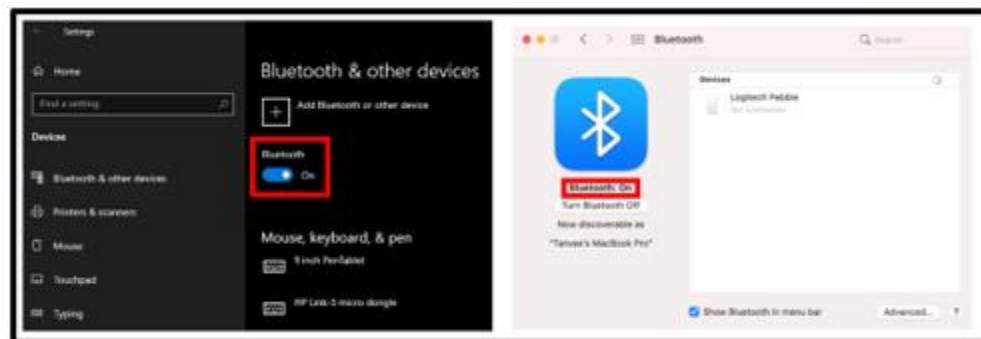
Note:

A printer connection cannot be established over public or guest networks that allow guest logins used in schools, hotels, or coffee shops.

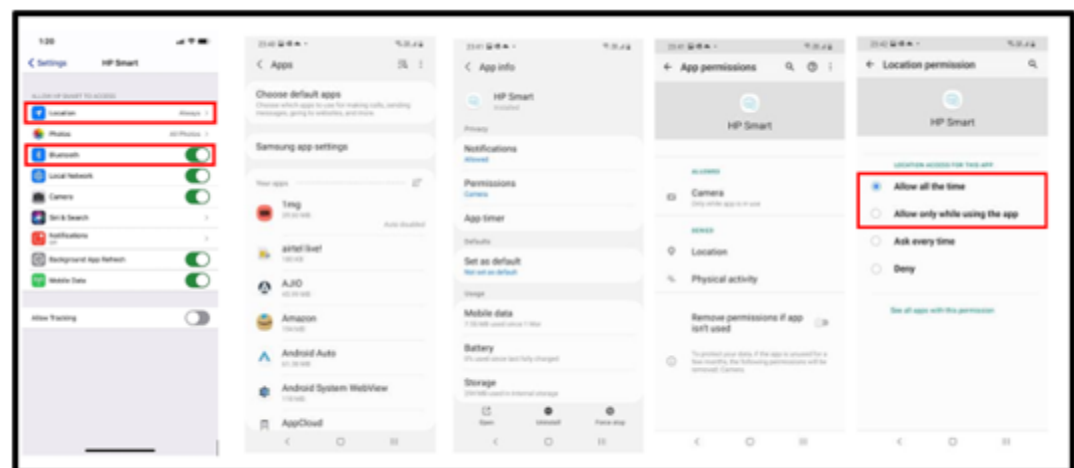
- If the network status is not connected, connect to your network, and then check the status again. A check mark or connected status displays next to the network name when connected.
4. Enable additional connections on your computer or mobile device.
    - Turn on Wi-Fi (PCs only): Enable Wi-Fi even if the computer is connected to the network with Ethernet. If Wi-Fi does not turn on while using the wired connection, disconnect the Ethernet cable temporarily to enable Wi-Fi.




- Turn on Bluetooth: HP Smart uses Bluetooth to detect the printer during setup.





- Enable location setting (mobile devices only): After installing HP Smart for iOS and Android, enable the location service in the device settings, and allow the app to use your location and Bluetooth.
















5. Move the printer and the computer or mobile device within eight meters (26 feet) of the router or range extender, and then check the connection status.
  - Printer connection: If the wireless light or icon  is solid and blue, the printer is connected to the network. If it is off or flashing, the printer is not connected to the network.

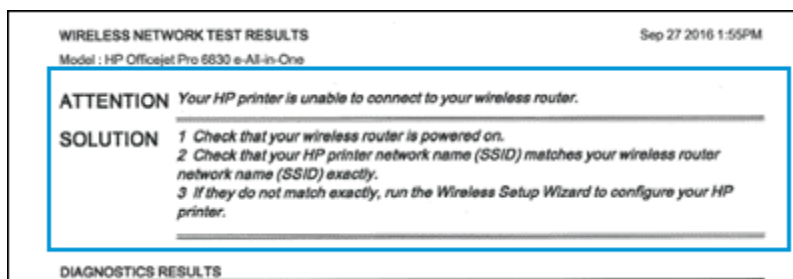


- Computer or mobile device connection: Check the network signal strength. If the wireless icon shows a weak signal status , move closer to the router or range extender until a strong signal displays . Walls, metal bookcases, and electronics that emit radio signals can weaken the wireless signal.
- 6. Reinstall the HP Smart app from your app store, and then add the printer again.
- 7. Open a website to confirm the internet service is working. If page load time is slow or intermittent, restart the router. If necessary, contact your internet service provider to check if the service is down.

### Wi-Fi connection to printer is weak or frequently drops after setup

If the printer has been successfully connected to the network but does not maintain the connection, check the network environment and settings for issues.

1. On your computer or mobile device, open the list of available networks.
2. Check the network signal strength. If the wireless icon shows a weak signal status , move closer to the router or range extender until a strong signal displays . Walls, metal bookcases, and electronics that emit radio signals can weaken the wireless signal.
3. Open a website to confirm the internet service is working. If page load time is slow or intermittent, restart the router. If necessary, contact your internet service provider to check if the service is down.
4. Limit the number of devices actively on the network, especially devices streaming content.
5. Move the router to a central location in the home, or add a range extender to improve signal strength farther away from the router.
6. Contact your internet service provider or the router manufacturer for steps to check for and install any firmware updates.
7. 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.
8. Review the report for connection status, network used, and any perform instructions provided for any issues found.



If no issues are found and the printer is connected to the correct network, continue with these steps.

9. In the **Number of 802.11 networks discovered** list on the last page of the report, locate the channel for your Wi-Fi network.

Number of 802.11 networks discovered: 32									
SSID	Mode	BSSID	Channel	Privacy	Auth	Encrypt	Signal	WPS	
HP's Wi-Fi Network	Infrastructure	ac:1b:0c:00:00:00	1	RSN	WPA2-PSK	AES/TKIP	-20	No	
hpinternet	Infrastructure	ac:1b:0c:00:00:00	1	RSN	Unsupported	AES/TKIP	-47	No	
DIRECT-CB-HP M527 LaserJet Flow	Infrastructure	ac:1b:0c:00:00:00	6	RSN	WPA2-PSK	AES/TKIP	-48	Yes	
hpinc	Infrastructure	ac:1b:0c:00:00:00	1	RSN	Unsupported	AES/TKIP	-49	No	
hp	Infrastructure	ac:1b:0c:00:00:00	1	RSN	Unsupported	AES/TKIP	-49	No	

- If your network **is not** on a channel used by several other networks, the issue is not related to Wi-Fi channel interference.
  - If your network **is** on a channel used by several other networks, change the router channel.
10. Determine your router IP address and password.

Note:

The following list is provided for informational purposes only and might not work with your router model. Consult your internet provider or router documentation for steps to access router settings.

Common router brands with default IP addresses, user names, and passwords			
Router brand	IP address	User name	Password
3Com	http://192.168.1.1	admin	no password required, or admin
ASUS	http://192.168.1.1	admin	admin
Belkin	http://192.168.2.1	no user name required, or admin	no password required
D-Link	http://192.168.0.1	admin or user	no password required, or admin

Common router brands with default IP addresses, user names, and passwords			
Router brand	IP address	User name	Password
Linksys	http://192.168.1.1	<b>admin</b> , no user name required, or <b>Comcast</b>	<b>admin</b> , no password required, or <b>1234</b>
Netgear	http://192.168.0.1	<b>admin</b>	<b>password</b> , <b>1234</b> , or <b>setup</b>

- Open a web browser, type the router IP address in the address bar, press Enter, and then sign in with the user name and password.






The router setup page displays.

- Use the configuration menu to change the Wi-Fi channel.
- If your Wi-Fi network continues to under-perform, consider upgrading your router or internet service.

### Lost or forgot the Wi-Fi network name or password

Find your network login information on the router label or through a computer or mobile device that is already connected to Wi-Fi.

- Check the router label: Find the product label on the router, typically located on the bottom or side. Look for the network name listed as the **Wireless Network Name** or the **SSID**. The password is listed as the **Wireless Security Key/Password**, **Wi-Fi Password**, **Network Password**, or **Network Key**.

12x Cable Modem plus Router		Model: Ex123
<b>Modem Login</b> IP Address: 192.168.0.1 User Name: Admin Password: User1234		<b>Wireless Network Names (SSID):</b> 2.4G: <b>Network0332</b>  5G: <b>Network0332-5G</b> 
S/N: 1234-AB1233-0010  Mac Address: B0487B883D6C 		<b>Wireless Security Key/Password:</b> <b>2e30d9nwwa</b> 



If the information on the label did not work, a personalized network name and password was likely created. The router configuration page lists the current login information. Check with your internet service provider or the router manufacturer on how to access the router settings through a web browser.

- Use network settings: From a computer or mobile device that is already connected to the network, access the Wi-Fi settings to find the network name and password. Go to [Find the wireless network password or PIN to connect an HP printer](#) for more information.

### Connection to printer fails after changing the router or the network password

When your Wi-Fi network name or password is changed, you need to reconnect your printer to the network using the new login credentials.

Reconnect the printer from the wireless settings on the control panel (if available), use Wi-Fi protected setup (WPS) with supported routers, or install the [HP Smart app](#) for a guided setup.

- Printers with a touchscreen control panel: Open the Setup, Network, or Wireless settings menu, select Wireless Setup Wizard, and then follow the instructions to select the network name and enter the password.
- Printers without a touchscreen control panel: Press and hold the Wireless button  for five seconds or until the wireless light starts to flash. Within two minutes, press and hold the WPS (Wi-Fi Protected Setup) button on the router until the connection process begins. The printer wireless light stops flashing when the connection completes.
- HP Deskjet 6000 and 6400, ENVY 6000 and 6400, and Tango printers: Press and hold the Wi-Fi button  and the Power button on the back of the printer for five seconds until the blue bar flashes. Within two minutes, press and hold the WPS button on the router until the connection process begins. The blue bar stops flashing when the connection completes.

Go to [HP printers - Wireless connection is lost after router or network settings change](#) for more information and additional methods to connect to the network.

### Scanning no longer works over Wi-Fi

Scans jobs with a wireless printer fail, and a communication error or message that the computer or scanner is not found, detected, or is unavailable might display.

To resolve the issue, install the HP Smart app to reconnect the printer and use the latest scanning tools.

1. Prepare for the network and printer setup.
  - Place the printer and the computer or mobile device near the Wi-Fi router.
  - Turn on Wi-Fi on your computer or mobile device and connect to your network. If the computer connects to the network with an Ethernet cable, temporarily disconnect the cable and use the Wi-Fi connection during setup.
  - Enable Bluetooth on the computer or mobile device so that HP Smart can detect the printer during the setup.
  - After installing HP Smart for iOS and Android, enable the mobile device location service to allow the app to detect the printer and offer solutions during setup.



2. Download the HP Smart app from [123.hp.com](https://123.hp.com) (Android, Apple iOS, iPadOS), [HP Smart - Microsoft Store](#) (Windows), or [HP Smart - Mac App Store](#) (Mac).

Note:

Disconnect from a Virtual Private Network (VPN) connection before downloading.

3. Open HP Smart.
  - If this is the first time you are opening HP Smart, the app attempts to detect and set up the printer. Follow the guided setup screens to complete the printer setup.
  - If this is not the first time you are opening HP Smart, click Add Printer or the plus sign to find the printer. Follow the guided setup screens to complete the printer setup.

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

4. Restore Wi-Fi setup mode.
  - Most printers with a touchscreen display or menu: Open the Wireless  or Setup  menu, select Network setup or Settings, and then select Restore Network Settings.
  - Printers without a touchscreen display or menu: Go to [Restore Wi-Fi setup mode on your HP printer](#) to restore default settings by pressing the buttons on your printer.
5. Within two hours, close and re-open HP Smart, and then add the printer again.
6. Click a Scan tile to start a scan job.

Go to [How to scan with an HP printer](#) for more information.





#### HP Instant Ink is not connected to the printer

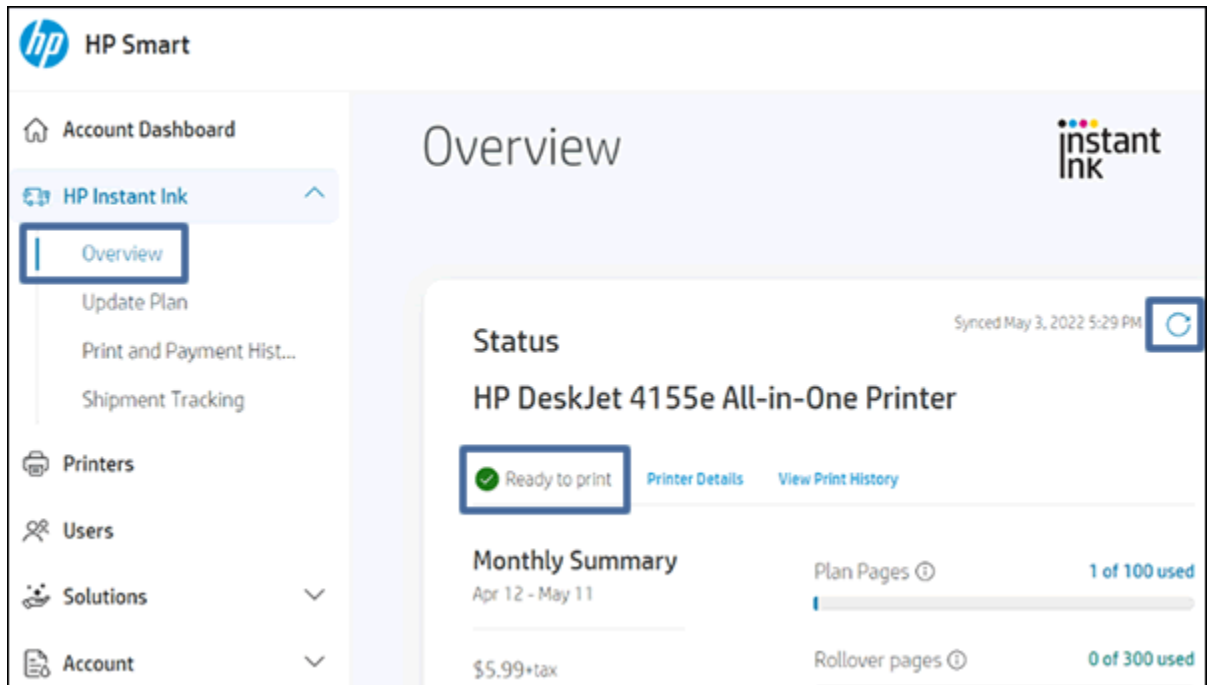
The printer must be connected to the internet at all times to ensure replacement ink cartridges are delivered when needed. Check the network and printer status to reconnect the printer to the HP Instant Ink service.

1. Restart the printer and the computer or mobile device to clear possible error conditions.
2. Make sure the printer is not connected to a computer with a USB cable. A USB connection can block Wi-Fi setup and disables the printer internet connection required for HP Instant Ink.
3. On your computer or mobile device, open the list of available networks.
  - If the current network is not yours, disconnect from the network and reconnect to your Wi-Fi network.

Note:

The printer does not work on public or guest networks used in schools, hotels, or coffee shops that allow guest logins.

- If the network status is not connected, connect to your network, and then check the status again. A check mark or connected status displays next to the network name when connected.
- 4. Check the network signal strength. If the wireless icon shows a weak signal status , move closer to the router or range extender until a strong signal displays . Walls, metal bookcases, and electronics that emit radio signals can weaken the wireless signal.
- 5. Open a website to confirm the internet service is working. If page load time is slow or intermittent, restart the router. If necessary, contact your internet service provider to check if the service is down.
- 6. Move the printer close to the router or range extender, and then check the printer connection status.
  - If the wireless light or icon  is solid and blue, the printer is connected to the network.
  - If the wireless light or icon is off or flashing, the printer is not connected to the network. Go to [HP printer setup \(Wi-Fi network\)](#) for more information.
- 7. Sign into your [HP Instant Ink account](#).
- 8. On the Overview page, make sure the printer status is Ready to print, and then click the refresh icon  to sync the latest printer information with the account.



# HP Printers - Printer isn't available error (Android)

When printing from an Android smartphone or tablet, a `This printer isn't available right now` message displays.


Note:

When printing from Microsoft Word, Excel, or PowerPoint, a `This printer isn't available right now` message displays. Install the HP Print Service Plugin and select the available printer to print. You only need to do this one time.

Perform the following tasks in the order given. Use the printer after each task to see if the issue is resolved.

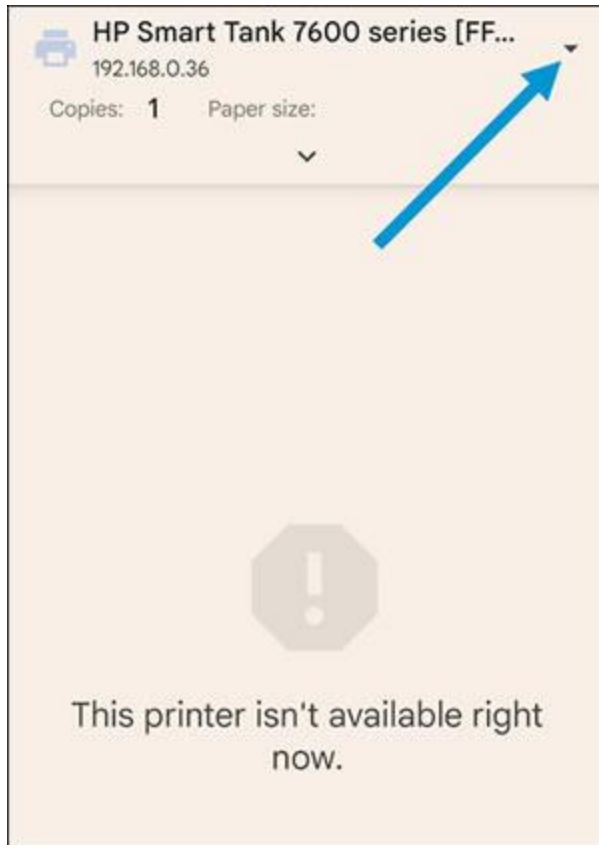
[Install the HP Print Service Plugin and select the available printer](#)

Make sure the HP Print Service Plugin is installed and you have selected an active printer.

1. Install the [HP Print Service Plugin](#).
2. Check the box to agree to the terms, tap Start, and then close the app.
3. Open the file format you want to print.
4. Tap the More icon , and then tap Print.

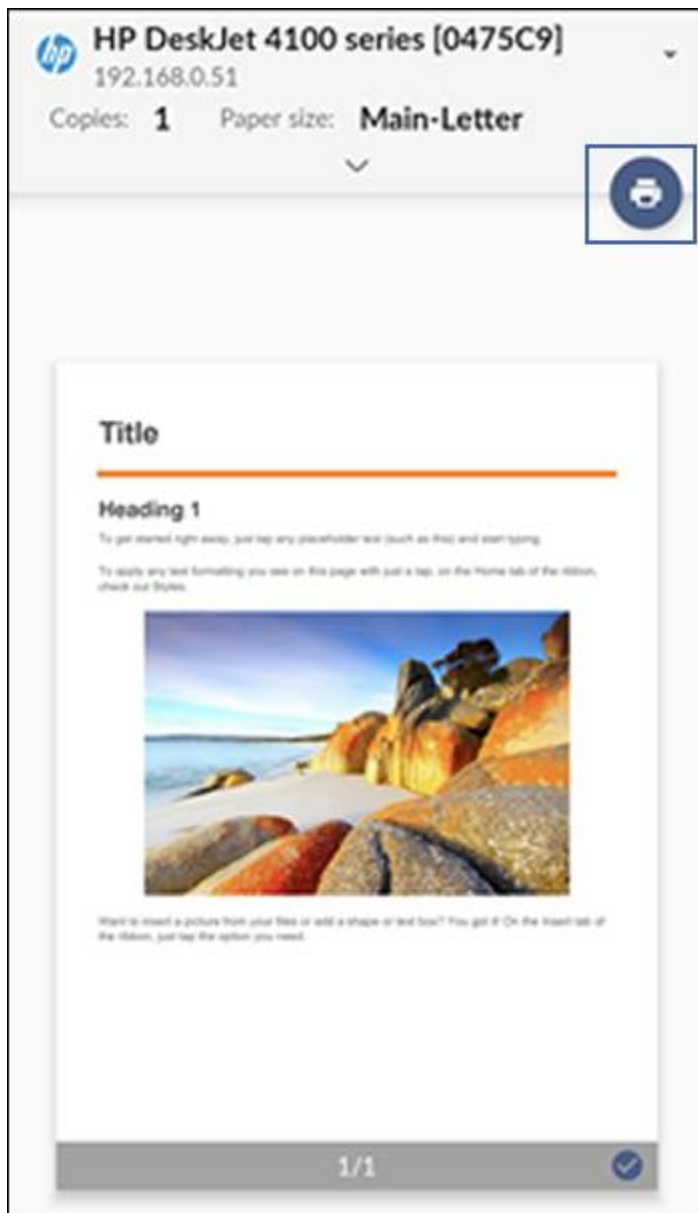
The `This printer isn't available right now` error displays. Ignore the error.

5. Tap the down arrow in the upper-right corner, and then select the available printer name that is not grayed out.

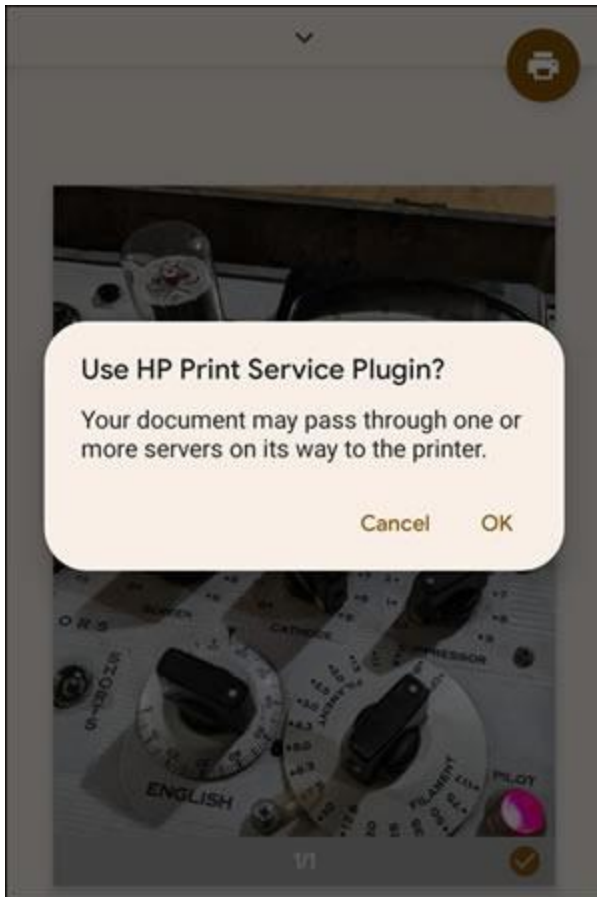


6. If necessary, change any settings, and then tap the Print icon.





7. Select the HP Print Service Plugin option, tap OK, and then the document or photo prints.



Restart your printer, router, and mobile device




Restart all devices to clear network and hardware error states.

1. Turn off the printer, and then turn it on again.
2. Disconnect the power cable from the router, wait ten seconds, reconnect the cable, and then wait for the internet connection to complete.
3. Turn off your phone or tablet, and then turn it on again.

Troubleshoot the wireless printer connection


Check network issues and setup requirements if the printer is not found during software installs or when wireless print jobs fail.

- **Poor network connection:** Move the printer and computer or mobile device closer to the wireless router, and then check if the signal quality improved. Try opening a website to see if the internet connection is working properly. If Wi-Fi is slow or intermittent, restart the router by disconnecting the power cord, waiting 15 seconds, and then reconnecting the cord.

- **Printer is off or in sleep mode:** Touch the control panel menu or press the Power button to wake the printer and put it in a ready state. Sometimes the printer status might display Offline when it is actually ready.
- **Check the printer connection status:** Make sure the wireless signal is on, and the printer is connected to the same network as your computer or mobile device. If your printer has a light next to a Wireless icon or button , make sure the light is on. If it is off or blinks the printer is disconnected from the network.
- **Reconnect the printer to the network:** Place the printer within range of the Wi-Fi router signal, and then connect it to the network.
  - Printers with a touchscreen control panel: Open the Setup, Network, or Wireless settings menu, select Wireless Setup Wizard, and then follow the instructions to select the network name and enter the password.
  - Printers without a touchscreen control panel: Press and hold the Wireless button  for five seconds or until the wireless light starts to flash. Within two minutes, press and hold the WPS (Wi-Fi Protected Setup) button on the router until the connection process begins. The printer wireless light stops flashing when the connection completes.
  - HP Deskjet 6000 and 6400, ENVY 6000 and 6400, and Tango printers: Press and hold the Wi-Fi button  and the Power button on the back of the printer for five seconds until the blue bar flashes. Within two minutes, press and hold the WPS button on the router until the connection process begins. The blue bar stops flashing when the connection completes.
- **Restart devices:** Restart the printer and the computer or mobile device to clear possible error conditions.
- **Print a Wireless Test Report:** Search the HP Customer Support website for your printer model, and then search for `self test page` to find the document on how to print and evaluate the report.
- **Enable Bluetooth for an HP Smart app setup:** Enable Bluetooth on your computer or mobile device so that HP Smart can detect the printer during the setup.

### [Check print spooler settings and status \(Android\)](#)

Make sure the print spooler is clear on your Android smartphone or tablet.

1. In the Settings menu, tap Apps or Applications.
2. Tap the More icon , and then tap Show System Apps.
3. Tap Print Spooler. If Print Spooler is not an option, tap Storage, and then tap Print Spooler.
4. Tap Clear Data or Force Stop.
5. Restart your mobile device.

### [Use a different method to print](#)

In some cases, the configuration of your mobile device is not compatible with an HP printing method.

If you cannot print, install the [HP Smart app](#) for a guided printer setup, or use [Wi-Fi Direct](#) if connecting through a local network is unsuccessful.

## HP+ LaserJet printers - 'We're sorry, something went wrong' error

When setting up your printer, a We're sorry, something went wrong error displays with a UU\_400\_EB000U0004 or OW\_500\_OWSID00001 error code in the HP Smart app.

This document applies to HP LaserJet M109e-M112e, M207e-M212e, MFP M139e-142e, and MFP M232e-M237e printers.

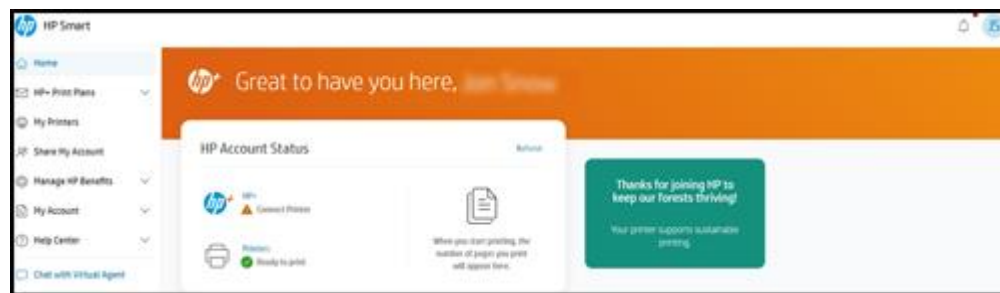
Error code: [UU\\_400\\_EB000U0004](#)

Remove the printer from your HP Account, restore factory defaults on your printer, and then set up the printer again.

[Access HP Smart website and sign in to your HP Account](#)

Access the HP Smart website and sign in to your account using HP Account credentials.

1. Go to [HP Smart](#).
2. On the top-right corner, click Sign in.
3. Type your username, and then click Next.
4. Type your password, and then click Sign in.
  - If you see the Dashboard with the HP+ orange banner, skip to Restore factory defaults on your HP printer.



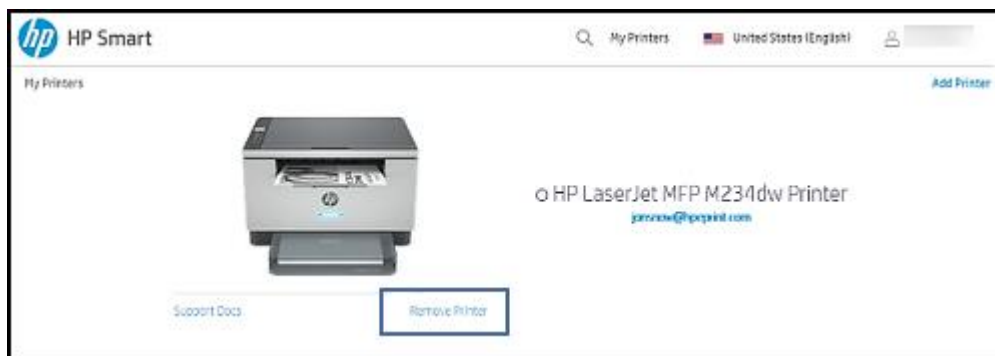
- If you see the following Dashboard without the HP+ orange banner, continue to next step to Remove the printer from your HP Account.



Remove the printer from your HP account

Remove the printer from your account, and then sign out.

1. In My Printers, click Remove Printer.



2. Click Remove.

Note:

If there is more than one printer registered to your account, click Change Settings, and then repeat the steps.

3. Click Sign Out.



Restore factory defaults on your HP printer

Based on your printer series, restore factory defaults to remove all previous printer settings and preferences.

*Restore HP LaserJet M109e printers*



Reset your printer to remove all previous printer settings and preferences.

1. Unplug the power cord.
2. Press and hold the Resume/Cancel button , and then plug the power cord.

3. Continue to press and hold the Resume/Cancel button  for 10 seconds.
4. When the status LED (green Power LED) turns on, release the Resume/Cancel button .
5. Wait for 20 seconds for the printer to reset.




#### *Restore HP LaserJet MFP M139e printers*

Reset your printer to remove all previous printer settings and preferences.

1. Unplug the power cord.
2. Press and hold the Up button  and Cancel button , and then plug the power cord.
3. When the printer display shows an nv message, release the buttons.
4. Wait for 20 seconds for the printer to reset.

#### *Restore HP LaserJet M207e printers*




Reset your printer to remove all previous printer settings and preferences.

1. Unplug the power cord.
2. Press and hold the Resume button , and then plug the power cord.
3. When the Information light  turns on, release the Resume button .

The printer restarts to complete the reset.

#### *Restore HP LaserJet MFP M232e (d, dw, and dwe) printers*




Reset your printer to remove all previous printer settings and preferences.

1. Unplug the power cord.
2. Press and hold the Resume button , and then plug the power cord.
3. When the Information light  turns on, release the Resume button .

An nv message displays on the printer control panel, and then the printer restarts to complete the reset.

#### *Restore HP LaserJet MFP M232e (sdn, sdw, sdne, and sdwe) printers*

Reset your printer to remove all previous printer settings and preferences.

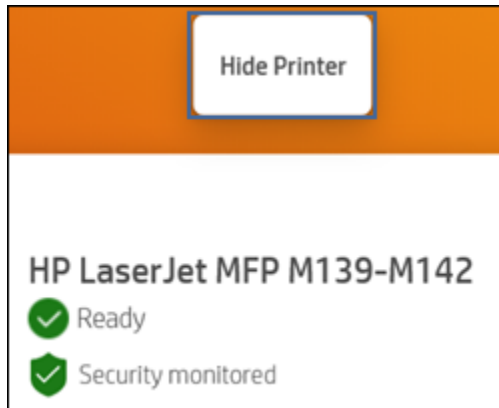
1. Unplug, and then plug the power cord.
2. When the Status light  blinks, press and hold the Resume button  until the Status light  is on.

An nv message displays on the printer control panel, and then the printer restarts to complete the reset.

Remove the printer from the HP Smart app


Remove your printer in HP Smart.

1. Close the HP Smart app, and then reopen it.
2. Right-click or long-press the printer icon, and then click Hide Printer or Forget Printer.



Set up the printer using the HP Smart app

Set up your printer using the HP Smart app.

1. Open the HP Smart app.
2. Click Add Printer or  to find your printer.
3. Follow the on-screen instructions to set up your printer.

If you are unable to complete the setup, restart the HP Smart app, and then try again.

Contact HP Customer Support

If the previous steps did not resolve your issue, contact HP Customer Support for further assistance.

1. Go to [HP Customer Support - Contact](#).
2. Enter your product serial number to view warranty status and to change your location, if necessary.
3. Select a support option. If you are in Asia Pacific, you will be directed to a local service center in your area.

Error Code: [OW\\_500\\_OWSID00001](#)

Disconnect the Virtual Private Network (VPN) on your computer or mobile device, and then set up your printer.

Disconnect from the VPN

Turn off the Virtual Private Network (VPN) on your device to allow HP Smart to find and set up your printer. VPNs create a private, encrypted connection over a less secure network, such as connecting a home computer to a business network for work.

Note:

After setting up your printer, you can turn the VPN back on.

1. Turn off the VPN. Refer to your device manufacturer or network carrier for more information.
2. If the device does not automatically connect to the local network, establish the connection through the Network menu on the device.

Complete the printer setup in HP Smart

On the error screen, click Exit Setup, and then try to set up the printer again.

- If your printer is available on the HP Smart home screen, click Finish Setup, and then follow the prompts to complete setting up the printer.
- If your printer is not available on the HP Smart home screen, go to one of the following webpages:

[HP LaserJet M109-M112 printers - First time printer setup](#)

[HP LaserJet MFP M139-M142 printers - First time printer setup](#)

[HP LaserJet M207-M212 printers - First time printer setup](#)

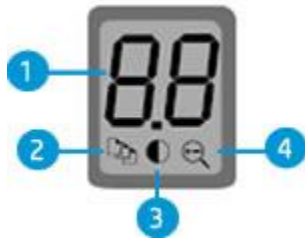
[HP LaserJet MFP M232-M237 printers - First time printer setup](#)





## **HP LaserJet MFP M139-M142 printers - Blinking lights**

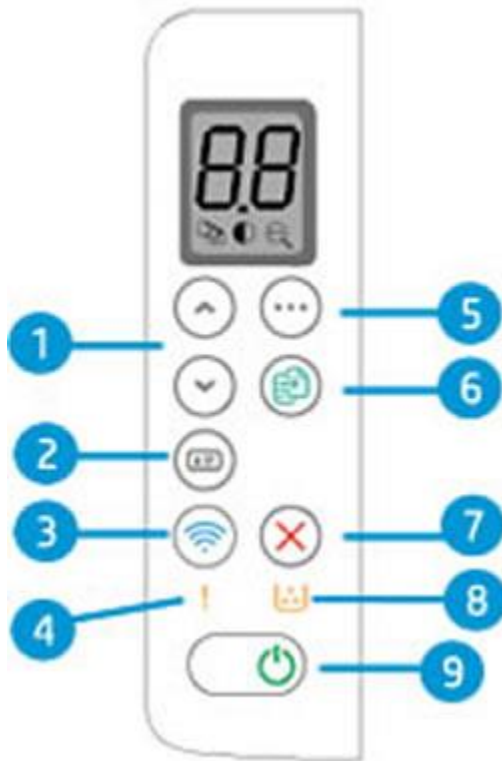
Descriptions of buttons, error codes, and light patterns for HP LaserJet MFP M139-M142 printers.



**Control panel buttons, icons, and lights**












Callout	Description
1	 2-digit LED display: Depending on the mode, it displays one of the following: <ul style="list-style-type: none"> <li>A value for the number of copies, darkness, or size</li> <li>Error or status codes</li> </ul>
2	 Number of copies icon: Selects the number of copies.
3	 Lighter/Darker icon: Adjusts the darkness setting of a copy job.
4	 Enlarge/Reduce icon: Adjusts the size percentage of a copy job.



Callout	Description
1	 Up and Down buttons: Increase or decrease the value of the selected item on the display.
2	 ID Copy button: Copy an identification card.









Callout	Description
3	 Wireless button and light (wireless models only): Turns Wi-Fi on or off, sets up a Wi-Fi Direct connection, or connects to your router with Wi-Fi Protected Setup (WPS).  The light indicates connection status. <ul style="list-style-type: none"> <li>• Solid light: Connected to a network or Wi-Fi Direct.</li> <li>• Blinking light: Not connected to a network, or configuring a WPS or Wi-Fi Direct connection.</li> <li>• Fast blinking light: Network or Wi-Fi Direct connection issue.</li> </ul>
4	 Attention light: The printer has an issue (error state) and requires user attention.  Note:  <b>HP+ printers only:</b> If the light blinks fast (4 blinks per 3 seconds), there is an issue with your HP account and/or printer connection. Open the HP Smart app for more information.
5	 Copy Options button: Navigates through the different display menus, such as Number of Copies (default), Lighter/Darker, and Enlarge/Reduce.
6	 Start Copy/Resume button: Starts a copy job, or prints the second side of a duplex print job (printing on both sides).
7	 Cancel button: Cancels a print or copy job.
8	 Supplies light: Displays the status of the toner cartridge. <ul style="list-style-type: none"> <li>• Off: The toner level is adequate, and there are no issues.</li> <li>• Blinking: The toner cartridge has an issue (error state).</li> <li>• Solid: The toner is very low, and the cartridge needs to be replaced.</li> </ul>
9	 Power button and Ready light: The button turns the printer on or off.  The light indicates printer status. <ul style="list-style-type: none"> <li>• Solid light: On and ready to print.</li> <li>• Blinking light: Receiving a print job.</li> <li>• Dim light: Low-power state.</li> </ul>

Wait for the printer to establish a connection

The Wireless light blinks when the printer is attempting to connect to the wireless router or access point. Wait a few minutes, and then check the light again.

## Troubleshoot the wireless printer connection

Check network issues when the printer does not connect to or drops its Wi-Fi connection.

- **Poor network connection:** Move the printer and computer or mobile device closer to the wireless router, and then check if the signal quality improved. Try opening a website to see if the internet connection is working properly. If Wi-Fi is slow or intermittent, restart the router by disconnecting the power cord, waiting 15 seconds, and then reconnecting the cord.
- **Printer is off or in sleep mode:** On the printer control panel, press the Start Copy/Resume button  to wake the printer and put it in a ready state. Sometimes the printer status might display Offline when it is actually ready.
- **Reconnect the printer to the network:** Place the printer within range of the Wi-Fi router signal, restore Wireless Setup Mode, and then connect it to the network.
  1. On the printer control panel, press the Cancel button  to wake the printer.
  2. Press and hold Wireless button  and Cancel button  at the same time for 5 seconds, and then release it.
  3. After the printer restarts, open the HP Smart app or go to [123.hp.com](https://123.hp.com) to install HP Easy Start, and then follow the prompts to reconnect the printer.
- **Restart devices:** Restart the printer and the computer or mobile device to clear possible error conditions.
- **Print a Wireless Network Test Report:** Use the report to evaluate any issues with your Wi-Fi connection.
  1. On the printer control panel, press the Cancel button  to wake the printer.
  2. Press and hold the Start Copy/Resume button  and Wireless button  at the same time until the Ready light  blinks.
- **Enable Bluetooth on your device during printer setup (Android, iOS only):** The HP Smart app uses Bluetooth to help locate the printer and set up the wireless connection to the network.

## Connect the printer to your network

Reset the wireless settings on the printer, and then connect to the local Wi-Fi network.

Go to [HP printer setup \(wireless network\)](#) for more information.

## Attention and Ready lights blink

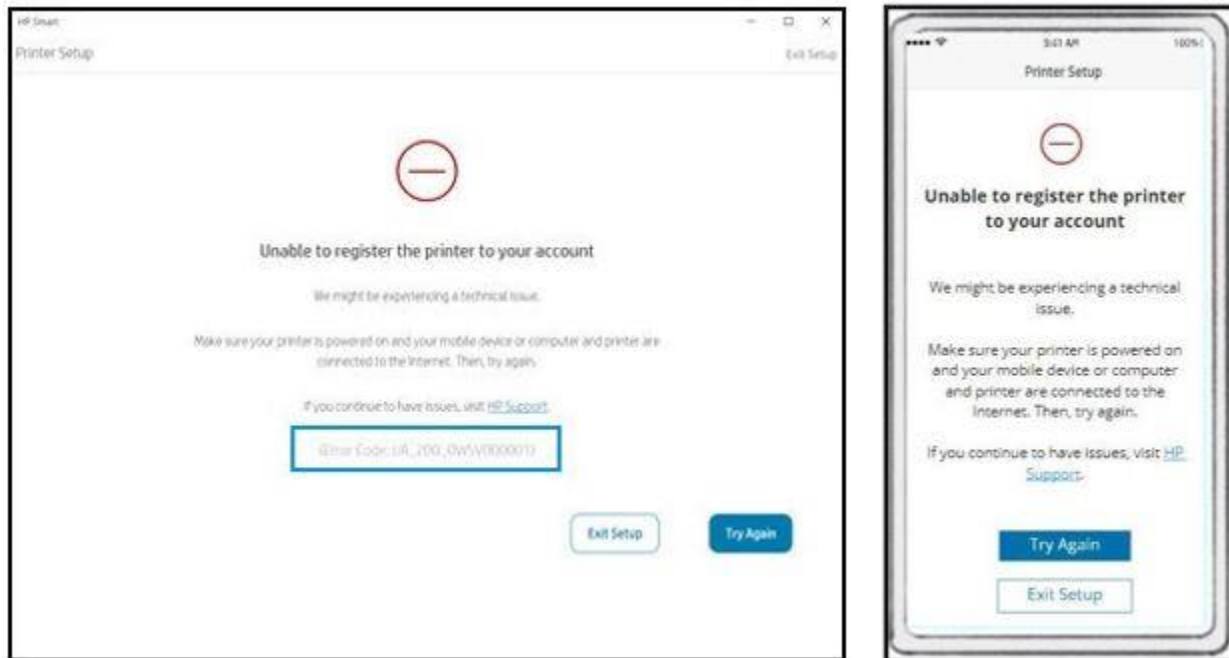
The printer is initializing, cleaning, or cooling down.

Wait for the printer to finish or cool before continuing to print.

# HP printers - 'Unable to register the printer to your account' error

During printer setup, the printer does not connect to HP cloud services and an Unable to register the printer to your account error displays with the error code UA\_200\_OWSVD00001 or OW\_4XX\_OWSWS00001 in the HP Smart app or HP Easy Start. Finish printer setup to register the printer to your account.

Perform the following tasks in the order given. Try to complete the printer setup after each task.



Make sure the printer hardware is set up

Make sure all packing materials are removed and the printer is turned on.

1. In HP Smart, click Try Again on the error screen.

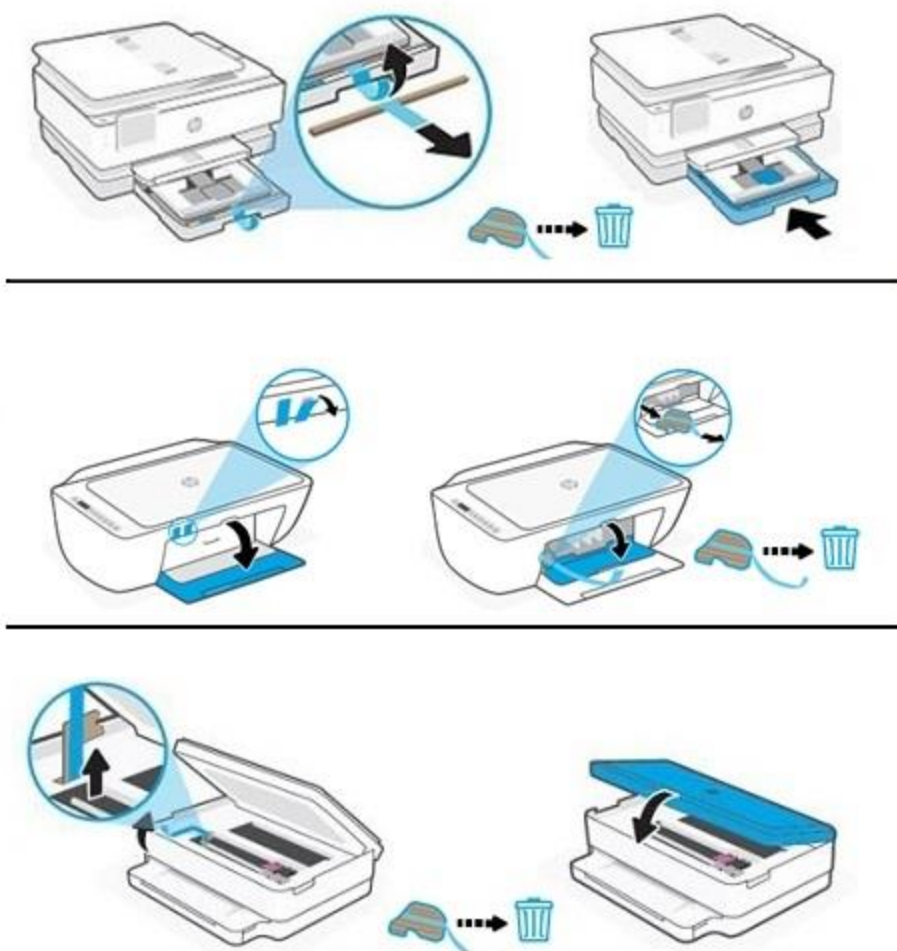
If the error persists, continue with these steps.

2. Open the printer doors, remove all tape and packing materials from inside the printer including the carriage area, and then close the printer doors.

Note:

For HP ENVY Inspire 7200 and 7900 printer series, remove the additional cardboard between the paper trays and the tape securing the trays, and fully close the paper tray doors.

Example of possible tape locations



3. Press the Power button to turn on the printer or wake it from Sleep mode.
4. Return to the error window, and then click Try Again.

### [Restore factory defaults on your HP printer](#)

Reset the printer to remove all previous printer settings and preferences.

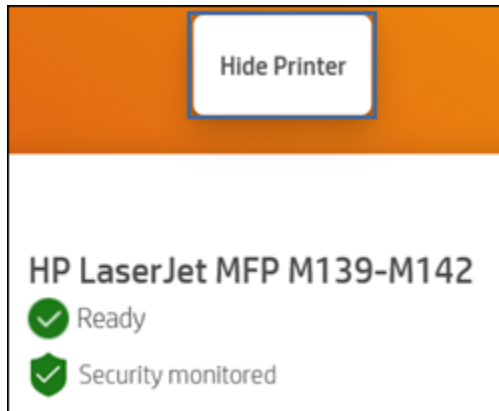
[Restore factory defaults \(printers with touchscreens\)](#)

[Restore factory defaults \(printers without touchscreens\)](#)

[Remove the printer from the HP Smart app](#)


Remove your printer in HP Smart.

1. Close the HP Smart app, and then reopen it.
2. Right-click or long-press the printer icon, and then click Hide Printer or Forget Printer.



[Restart setup process using HP Smart](#)

Set up your printer using the HP Smart app.

1. Open the HP Smart app.
2. Click Add Printer or  to find your printer.
3. Follow the on-screen instructions to set up your printer.

If you are unable to complete the setup, restart the HP Smart app, and then try again.

[Contact HP Customer Support](#)

If the previous steps did not resolve your issue, contact HP Customer Support for further assistance.

1. Go to [HP Customer Support - Contact](#).
2. Enter your product serial number to view warranty status and to change your location, if necessary.
3. Select a support option. If you are in Asia Pacific, you will be directed to a local service center in your area.

## HP printers - Cannot sign in to or create an HP Smart account

After opening the HP Smart app, you are unable to sign in to or create an HP Smart account. Read the section that matches your computer or mobile device operating system.


[Android](#)

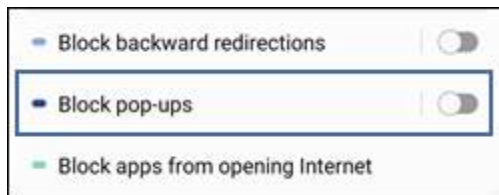
Troubleshoot HP Smart app sign-in or account creation issues on an Android device. Read the section that matches your default browser.

Chrome or Huawei browser

Samsung browser

For mobile devices using the Samsung browser, change the browser privacy settings to allow the HP Smart app to open a browser window.

1. Restart your mobile device, and make sure it is connected to the internet.
2. Open the Samsung browser, and then tap the Menu icon  in the bottom right.
3. Tap Privacy, and then disable Block pop-ups.



4. Open the HP Smart app, and then sign in to or create an account.
  - o If you can sign in, you are done troubleshooting.
  - o If you cannot sign in to or create an account, continue with these steps.
5. Install the Firefox app from your app store.
6. Change the default browser to Firefox.
  - a. In Android, open the Settings app.
  - b. Search for and open the Default apps or Default browser menu, and then select Firefox in the list.
7. Open the HP Smart app, and then sign in to or create an account.
8. After the printer setup is complete and you can sign in, change the default browser back to your preferred settings.

All other internet browsers

iOS, iPadOS

macOS



Troubleshoot HP Smart app sign-in or account creation issues on a Mac.



## VIDEO

### Cannot sign in to or create an HP Smart account in macOS

Learn how to fix the sign-in issue in the HP Smart app if you cannot sign in to or create an HP Smart account in macOS.

1. Make sure the Mac is connected to the internet and the default browser is up to date.
2. Click the Apple icon , and then select the option to Force Quit the internet browser. Select the name of your browser, and then click Force Quit.
3. Close and reopen the HP Smart app, and then sign in or create an account.
  - If you can sign in, you are done troubleshooting.
  - If you cannot sign in, close the HP Smart app, and then continue to the next step.
4. Click the Spotlight icon , and then search for and open `System Settings` or `System Preferences`. Under Desktop and Dock or General settings, select Safari from the Default web browser menu.
5. Open the HP Smart app, and then sign in or create an account.
  - If you can sign in, you are done troubleshooting. Change the default browser back to your preferred settings, if necessary.
  - If you cannot sign in, restart the Mac. Open the HP Smart app, and then sign in or create an account.
6. If the issue persists, use Apple built-in drivers as a temporary workaround to print and scan. Go to [HP printer setup \(Mac built-in driver\)](#) for more information.

## Windows

As a temporary workaround, use HP Easy Start to set up the printer on your computer so you can print and scan files.

1. In Windows, go to [123.hp.com/setup](https://123.hp.com/setup), and then click Install HP Easy Start.
2. Open HP Easy Start, follow the prompts, and then select Full Software and Drivers as the software solution.

Once the setup completes, the printer is ready to use.