

Printer setup guide for: HP OfficeJet Pro 9012e All-in-One Printer

[Choose a different product](#)

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 ink cartridges.

Setup support documents

- [Print on envelopes with an HP printer](#)

Manuals resources

- [User Guide](#)
- [Reference Guide](#)
- [Dynamic Security Enabled Printers](#)
- [Setup Poster](#)



[Learn how to load paper in your Inkjet printer.](#)

Loading Paper in HP Printers

 HOW TO



[In this video, we will learn all about loading paper in your HP printer the right way to meet all your printing needs. We will see the right paper loading techniques for both rear and front-loading printers.](#)

Unbox and Setup: HP OfficeJet Pro 9010/9020

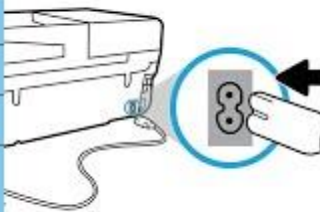
 unboxing



[Learn how to unbox and set up the HP OfficeJet Pro 9010 or 9020 printer series.](#)

Unbox and Connect Your Inkjet Printer to Power

 UNBOXING



[Learn how to unbox and connect your printer to power.](#)

Reinstall Slide-In HP Ink Cartridges

 HOW TO



[Learn how to remove and reinstall your slide in HP ink cartridges.](#)

Install an HP printer using AirPrint in macOS HP printers

 HOW TO



[Learn how to install an HP printer in macOS using AirPrint](#)

Load Paper in Your Inkjet Printer

 HOW TO



step 2

Install HP Smart app to complete setup and support
Detected operating system:

 Windows 10 (64-bit)

[Choose a different OS](#)

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.

Setup support documents

- [HP printer setup \(HP Smart app\)](#)
- [HP printer setup \(Wi-Fi Direct\)](#)
- [HP printer setup \(Windows built-in driver\)](#)
- [HP printer setup \(USB cable\)](#)



[Learn how to download and use the HP Smart application on your Windows 10 or 11 computer to set up your HP or HP+ printer on a Wi-Fi \(wireless\) network. Also see how to set up your HP account to add all your HP products in the same app. The HP Smart app makes it easy to manage all your devices in one place.](#)

step 3

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.

Purchase Supplies And Protect Your Printer

Browse ink supplies for your device

The screenshot shows the HP My Work Laptop dashboard. At the top, there's a navigation bar with links like 'My Work Laptop', 'My Work Desktop', 'My Work Tablet', 'My Work Mobile', 'My Work Accessories', and 'My Work Support'. Below this, the main content area features several tiles: 'Power & Energy' (showing battery level and power settings), 'Software & Drivers' (showing updates), 'Storage' (showing disk usage), 'Security' (showing security status), 'Network' (showing network status), and 'System' (showing system information). The dashboard is designed to provide a comprehensive overview of the laptop's health and performance.

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

This document is for the following printers:

- Make sure the printer hardware is set up

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.

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 (Android, Apple iOS, iPadOS), [HP Smart - Microsoft Store](#) (Windows), or [HP Smart - Mac App Store](#) (macOS).

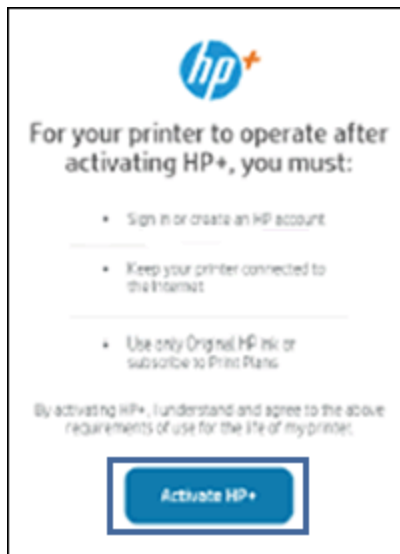
If you are prompted to sign in with Microsoft to use the app across devices, you can sign in or click No, thanks to continue.

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

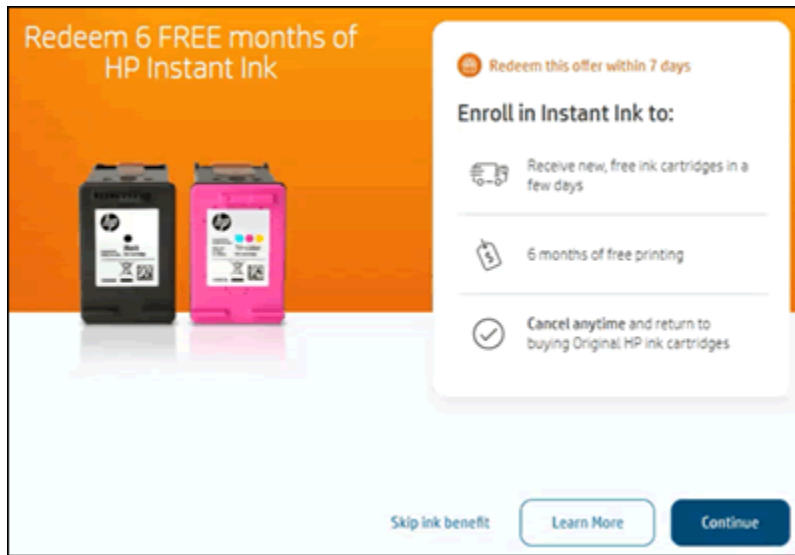
- (email address) and password. Click Add Printer, and then follow the steps to add your printer.
- Skip for now: Go to the app home screen, click Add Printer, and then follow the steps to add your printer.
5. Select your printer name, enter the Wi-Fi password or let the app access the password, and 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]**.

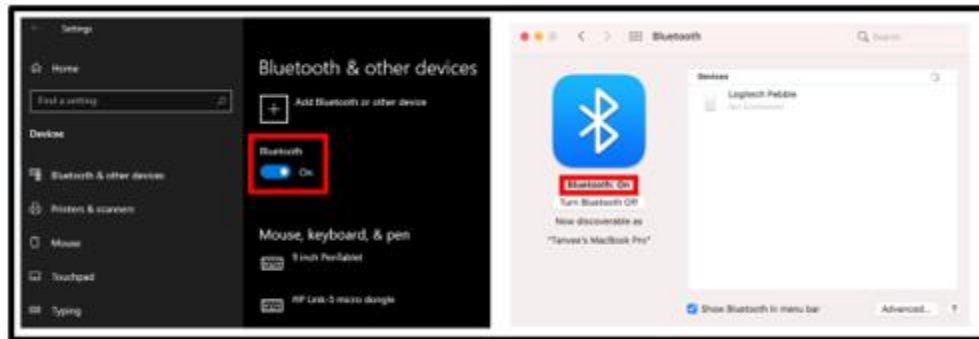
Note:

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

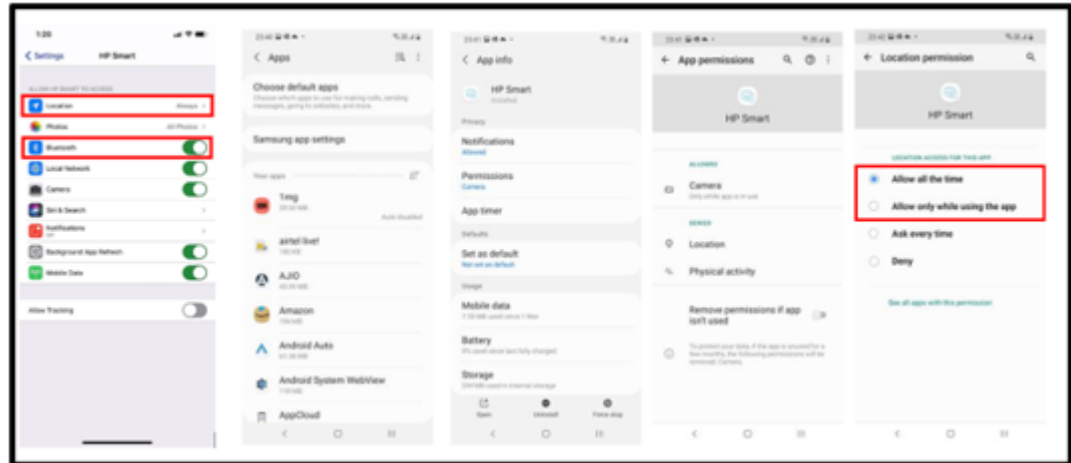
- If the network status is not connected, connect to your network, and then check the status again. A check mark or connected status displays next to the network name when connected.
- 4. Enable additional connections on your computer or mobile device.
 - Turn on Wi-Fi (PCs only): Enable Wi-Fi even if 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.














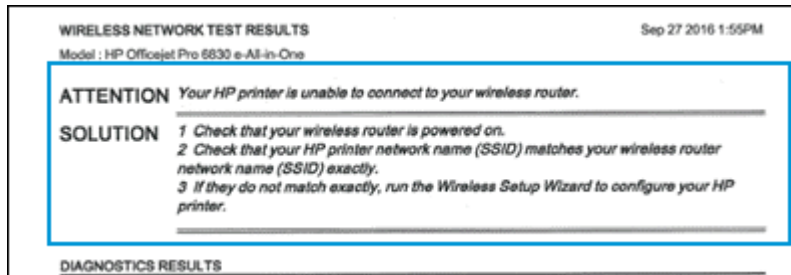
5. Move the printer and the computer or mobile device within eight meters (26 feet) of the router or range extender, and then check the connection status.
 - Printer connection: If the wireless light or icon  is solid and blue, the printer is connected to the network. If it is off or flashing, the printer 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	00:07:0a:00:00:00	1	RSN	WPA2-PSK	AES/TKIP	-20	No
hpiinternet	Infrastructure	00:14:00:00:00:00	1	RSN	Unsupported	AES/TKIP	-47	No
DIRECT-CB-HP M527 LaserJet Flow	Infrastructure	00:07:0a:00:00:00	6	RSN	WPA2-PSK	AES/TKIP	-48	Yes
hpic	Infrastructure	00:14:00:00:00:00	1	RSN	Unsupported	AES/TKIP	-49	No
hp	Infrastructure	00:14:00:00:00:00	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
Linksys	http://192.168.1.1	admin , no user name required, or Comcast	admin , no password required, or 1234
Netgear	http://192.168.0.1	admin	password , 1234 , or setup

11. 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.

12. Use the configuration menu to change the Wi-Fi channel.
13. 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
Modem Login IP Address: 192.168.0.1 User Name: Admin Password: User1234	Wireless Network Names (SSID): 2.4G: Network0332  5G: Network0332-5G 	
S/N: 1234-AB1233-0010  Mac Address: B0487B883D6C 	Wireless Security Key/Password: 2e30d9nwwa 	



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 (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

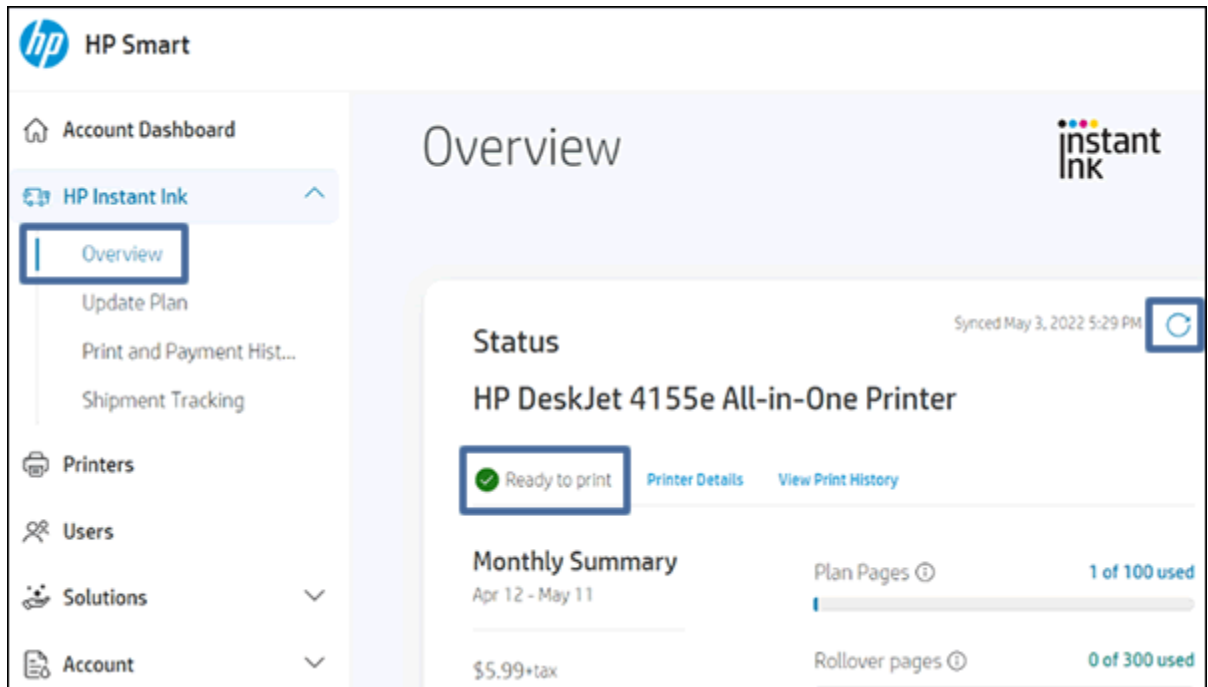
The printer must be connected to the internet at all times to ensure replacement ink cartridges are delivered when needed. Check the network and printer status to reconnect the printer to the HP Instant Ink service.

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.

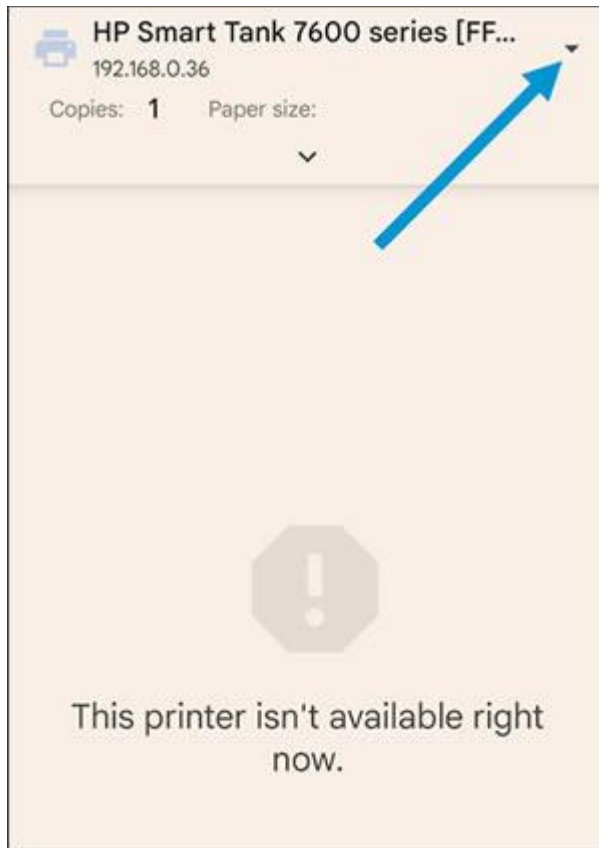
Install the HP Print Service Plugin and select the available printer

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

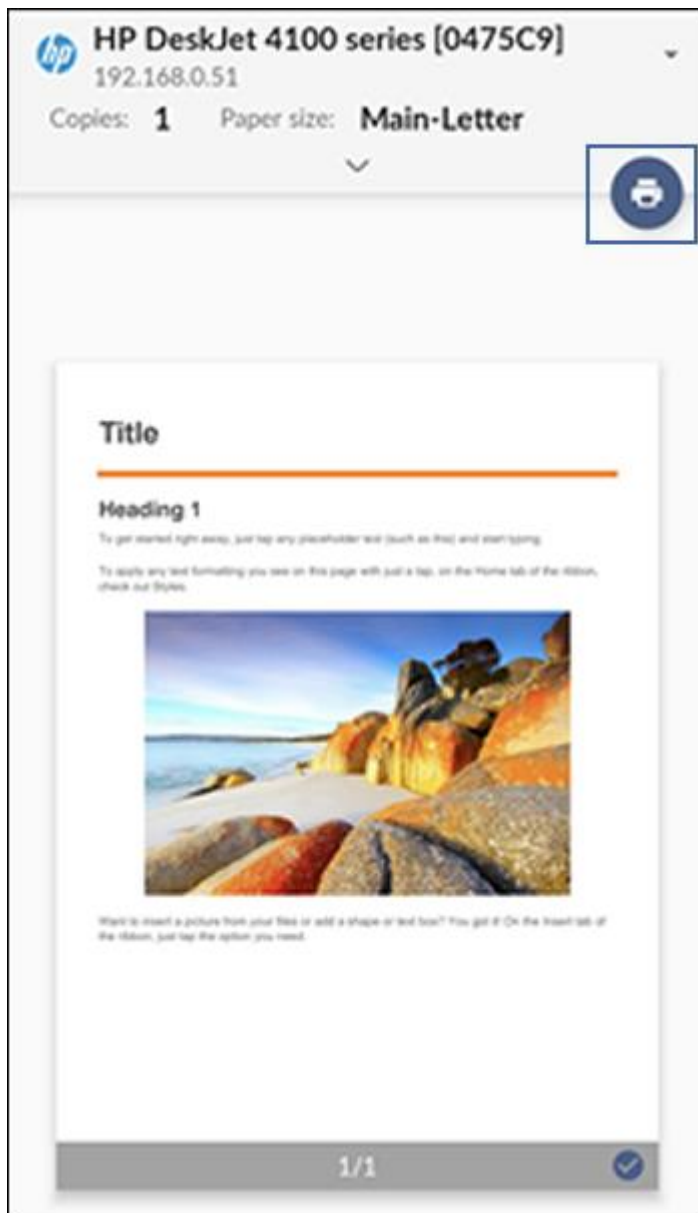
1. Install the [HP Print Service Plugin](#).
2. Check the box to agree to the terms, tap Start, and then close the app.
3. Open the file format you want to print.
4. Tap the More icon , and then tap Print.

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

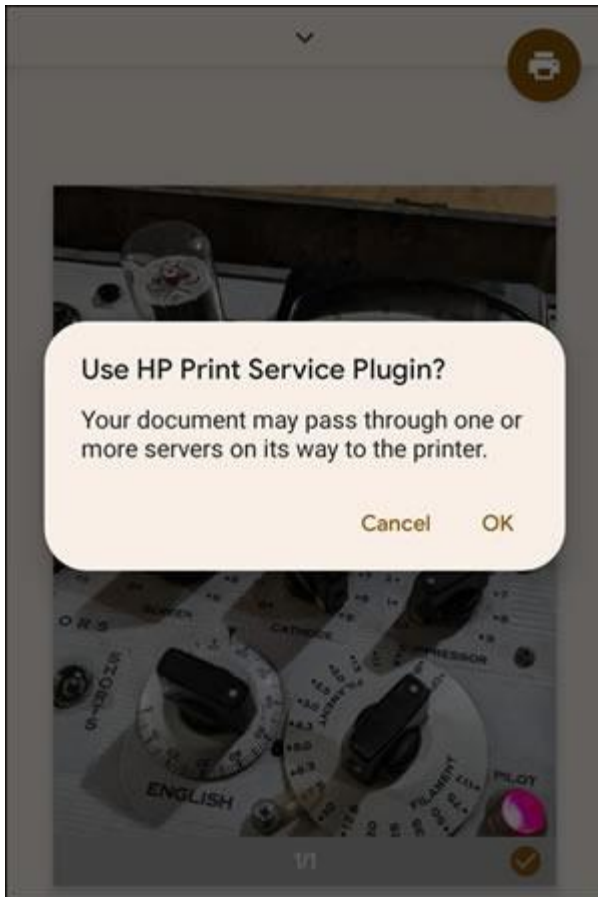
5. Tap the down arrow in the upper-right corner, and then select the available printer name that is not grayed out.



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 printers - 'We're sorry, something went wrong' error

During setup of your HP printer, a We're sorry, something went wrong error with error code UU_400_EB000U0004 or OW_500_OWSID00001 displays in the HP Smart app.

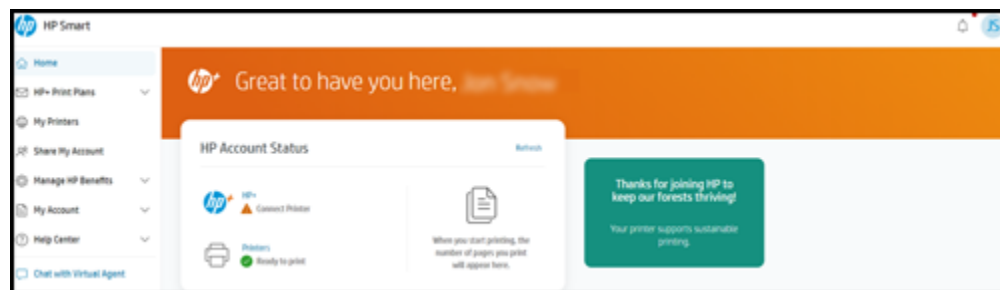
Error code: UU_400_EB000U0004

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 Dashboard without the HP+ orange banner, skip to **Restore factory defaults on your HP printer**.



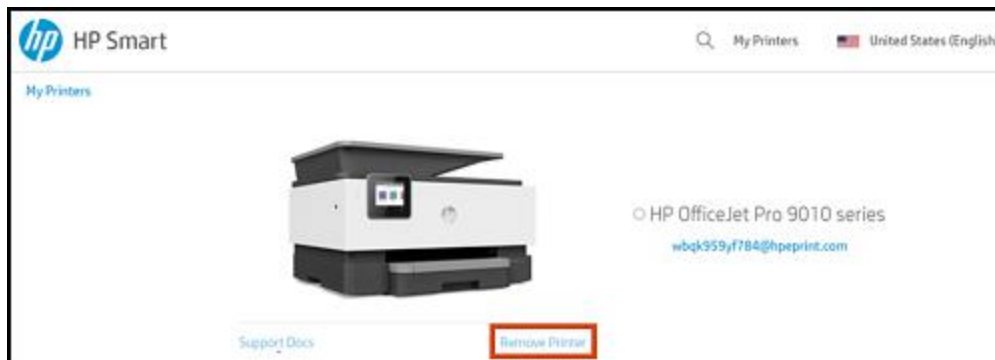
- If you see the following Dashboard without the HP+ orange banner, continue to **Remove the printer from your HP Account.**



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.

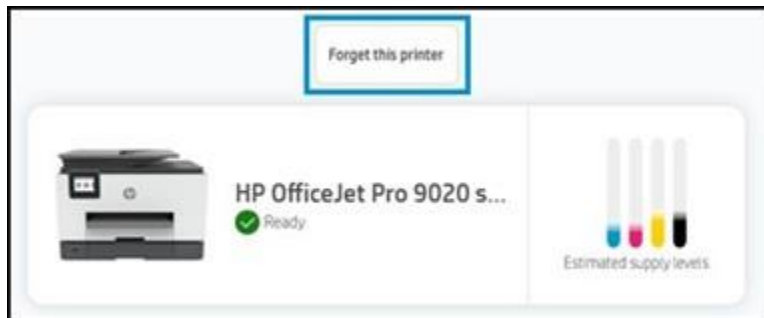
Restore HP DeskJet 2700e, 4100e, ENVY 6000e, 6400e printers

Restore HP ENVY Inspire 7200e, 7900e, OfficeJet Pro 8000e, 9000e printers

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 this 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 setup in HP Smart

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

- If your printer is already available on the home screen:
 1. Click Finish Setup.
 2. Follow the on-screen instructions to complete the setup.
- If your printer is not available on the home screen, refer to one of the following webpages:
 - [HP OfficeJet 8010, Pro 8020 and 8030 printers - First time printer setup](#)
 - [HP OfficeJet Pro 9010, 9020 printers - First time printer setup](#)
 - [HP DeskJet, ENVY 6000, 6400 printers - First time printer setup](#)
 - [HP DeskJet 2700, 2700e, Ultra 4800 printers - First time printer setup](#)
 - [HP DeskJet Plus 4100 printers - First time printer setup](#)
 - [HP ENVY Inspire 7200e, 7900e printers - First time printer setup](#)

HP OfficeJet Pro 9010, 9020 Printers - 'Out of Paper' Displays, Printer Does Not Pick Up Paper

This document is for HP OfficeJet Pro 9010, 9010e, 9012, 9013, 9014, 9014e, 9015, 9015e, 9016, 9018, 9018e, 9019, 9020, 9020e, 9022, 9022e, 9023, 9025, 9025e, 9026, 9028, OfficeJet 9012, 9012e, and Premier All-in-One printers.

During a print, copy, fax, or scan job, the printer does not feed paper from the input tray, photo tray, or automatic document feeder (ADF). The printer might make noises as though it is printing, but no paper moves through it.

Printer does not pick up paper from the input tray or photo tray

Load Paper in Tray. Event Code: 71.A2.## displays on the printer control panel, or an Out of Paper message displays on the computer, and the printer does not pick up paper from the input tray or photo tray.



VIDEO

Fix Paper Pickup Issues | HP OfficeJet Pro AiO 9010, 9020, 9010e, 9020e Printers

Learn how to fix the HP OfficeJet Pro 9010 or 9020 printer series when it does not pick up paper.

Step 1: Check the paper, and then reload it

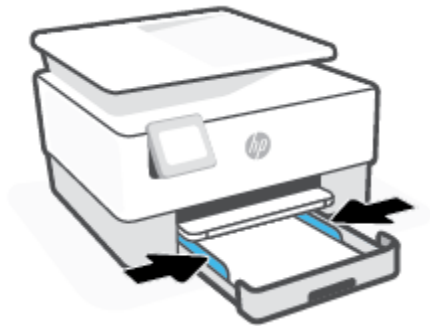
Paper feed issues might result from using ripped, dusty, curled, wrinkled, or bent paper. The quality of the paper can also make a difference. Use these guidelines to help avoid the issue.

- Use only good quality paper that meets printer specifications.
- Store all paper in a dry, cool place. Paper feed issues occur more often in humid environments.
- Do not print on paper that is already printed. The dampness of the ink can cause the paper to stick together.

- Wait for the printer to complete a job or to display a Load Paper in Tray message before you load more paper.

Before you load paper in the input tray or photo tray, make sure the paper is neatly stacked and in good condition, and the paper path and tray are free from obstructions.

1. Pull the input tray toward you to open it.
2. Remove any paper from the input tray or photo tray.
3. Remove any severely bent, wrinkled, or torn paper from the stack.
4. Check for obstructions inside the input tray or photo tray. Make sure nothing blocks the paper from engaging with the rollers. Even small pieces of paper can cause paper feed issues.
5. With both hands, hold the stack of paper, and then tap the bottom edge of the stack on a flat surface so that the stack is even on all sides.
6. Insert the stack of paper into the input tray or photo tray.
7. Push the stack of paper toward the rear of the input tray or photo tray until the paper stops, and then slide the paper width guides until they lightly rest against the edges of the paper.



8. Push the input tray forward until it snaps into place.
9. The printer control panel displays the paper size loaded.
 - If the paper size loaded does not match what is displayed, select the paper tray, select your paper size and type, and then touch Done.
 - If the paper size is correct, touch OK.

Try to print. If the issue persists, continue to the next step.

Step 2: Clean the paper tray rollers under the printer

Clean the paper tray rollers underneath the printer.

1. Carefully lift the printer and set it on its side.
2. While supporting the printer with one hand, pull the paper tray or trays to expose the paper rollers underneath the printer.



3. Lightly dampen a lint-free cloth with distilled water, and then squeeze any excess liquid from the cloth.
4. Clean the rollers with the damp cloth.
5. Allow the rollers to dry completely (approximately 10 minutes).
6. Close the paper tray or trays, and then set the printer upright.

Try to print. If the issue persists, continue to the next step.

Step 3: Clean the paper feed rollers

Dust, paper fiber, and other debris might accumulate on the paper feed rollers and cause paper jams and paper feed issues. Clean the rollers inside the printer, and then try to print again.

Clean the rollers from inside the ink cartridge access area

Clean the rear rollers (9020 printers only)

Try to print. If the error persists, continue to the next step.

Step 4: Clean the duplexing rollers

Clean the rollers behind the ink access area of the printer.

1. Turn off the printer, and then disconnect the power cord.

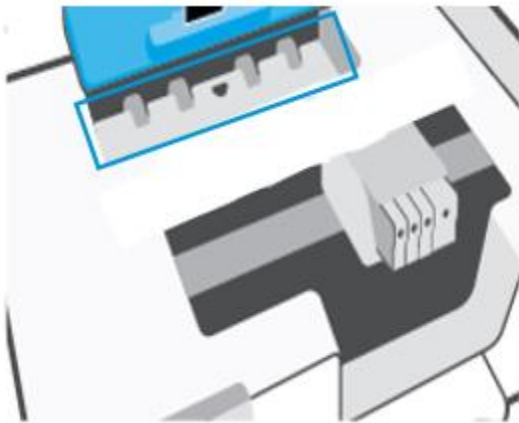
warning:

To avoid risk of injuries or electric shock, disconnect the power cord before reaching inside the printer.

2. Open the front door, and then lift the ink cartridge access door.



3. Lightly dampen a lint-free cloth with distilled water, and then squeeze any excess liquid from the cloth.
4. Clean the rollers with the damp cloth.



5. Allow the rollers to dry completely (approximately 10 minutes).
6. Close the ink cartridge access door.
7. Reconnect the power cord to the rear of the printer, and then turn on the printer.

Try to print. If the error persists, continue to the next step.

Step 5: Reset the printer

Sometimes an error persists even though there is no paper feed issue. Reset the printer, and then try to print.

1. **With the printer turned on**, disconnect the power cord from the printer.
2. Unplug the power cord from the power source.
3. Wait 60 seconds.

4. Reconnect the power cord to a wall outlet and to the printer.

note:

HP recommends plugging the printer directly into a wall outlet.

Try to print. If the error persists, continue to the next step.

Step 6: Service the printer

Service or replace your HP product if the issue persists after completing all the preceding steps.

Go to [Contact HP Customer Support](#) to schedule a product repair or replacement. If you are in Asia Pacific, you will be directed to a local service center in your area.

To confirm your warranty status, go to [HP Product Warranty Check](#). Repair fees might apply for out-of-warranty products.

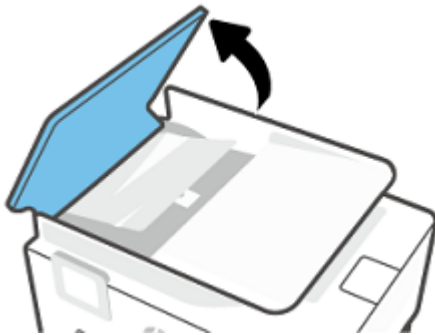
Printer does not pick up paper from the ADF

A Reload Original. Event Code 31.13.01 message displays, and the ADF does not pick up paper.

Step 1: Clean the ADF rollers and separator pad

Clean the paper feed rollers in the ADF.

1. Lift the cover of the ADF.



2. Lift the document feeder tab from the side.



3. Lightly dampen a clean, lint-free cloth with distilled water, and then squeeze any excess liquid from the cloth.
4. Gently clean the separator pad and rollers with the damp cloth.

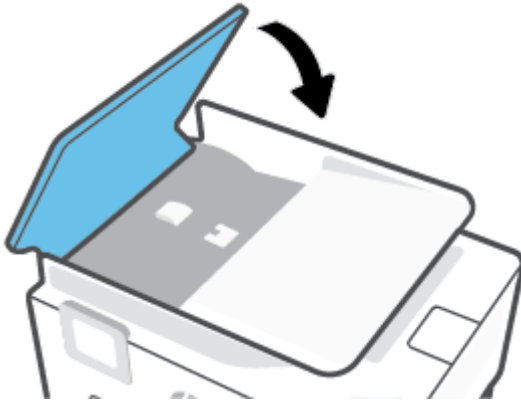


1. **Rollers**
2. **Separator pad**

5. Allow the separator pad and rollers to dry completely (approximately 10 minutes).
6. Close the document feeder tab.



7. Close the cover of the document feeder until it snaps into space.



Perform a copy using the ADF. If the ADF does not pick paper, continue to the next step.

Step 2: Reset the printer

Sometimes an error persists even though there is no paper feed issue. Reset the printer, and then try to print.

1. **With the printer turned on**, disconnect the power cord from the printer.
2. Unplug the power cord from the power source.
3. Wait 60 seconds.
4. Reconnect the power cord to a wall outlet and to the printer.

note:

HP recommends plugging the printer directly into a wall outlet.

Perform a copy using the ADF. If the ADF does not pick paper, continue to the next step.

Step 3: Service the printer

Service or replace your HP product if the issue persists after completing all the preceding steps.

Go to [Contact HP Customer Support](#) to schedule a product repair or replacement. If you are in Asia Pacific, you will be directed to a local service center in your area.

To confirm your warranty status, go to [HP Product Warranty Check](#). Repair fees might apply for out-of-warranty products.

HP OfficeJet Pro 9010, 9020 Printers - Paper Jam Error

This document is for HP OfficeJet Pro 9010, 9010e, 9012, 9013, 9014, 9014e, 9015, 9015e, 9016, 9018, 9018e, 9019, 9020, 9020e, 9022, 9022e, 9023, 9025, 9025e, 9026, 9028, OfficeJet 9012, 9012e, and Premier All-in-One printers.

During a print job, the printer stops feeding pages and a Paper Jam error message displays on the printer control panel. This indicates paper might be jammed inside the printer.

note:

Paper jams can be real or false. The printer might report a paper jam even when there is no jammed paper. The following steps apply to both real and false paper jams.

Step 1: Clear jammed paper from inside the printer

Remove any loose or jammed paper from inside the printer.

1. Turn on the printer.
2. Open the front door, and then lift the ink cartridge access door.

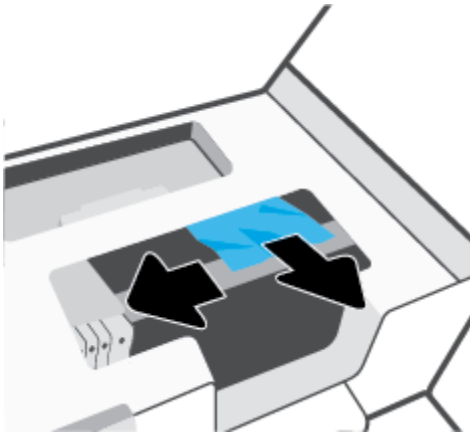


1. **Front door**
2. **Ink cartridge access door**
3. Wait until the carriage stops moving before you continue.
4. **With the printer turned on**, disconnect the power cord from the rear of the printer.

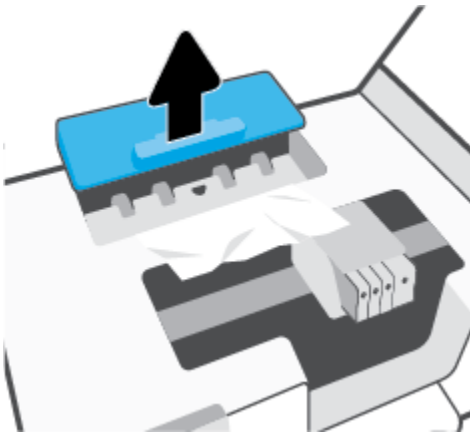
warning:

To avoid risk of injuries or electric shock, you must disconnect the power cord before reaching inside the printer

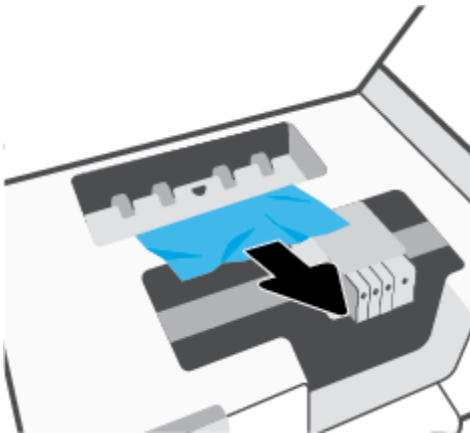
5. Move the print carriage to the far left and far right, and remove any jammed or torn pieces of paper.



6. Remove the paper path cover.



7. Use both hands to remove any jammed paper from inside the printer.

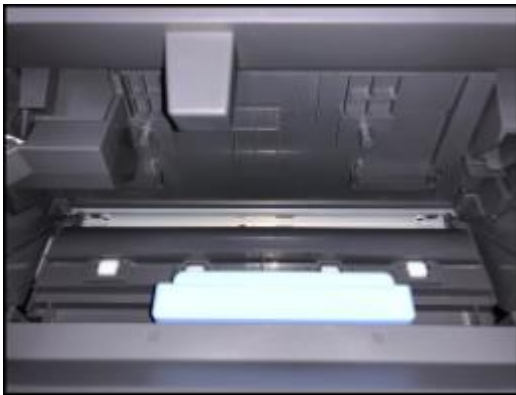


8. Align the sides of the paper path cover to the guides inside the printer, and then slide it into the printer.

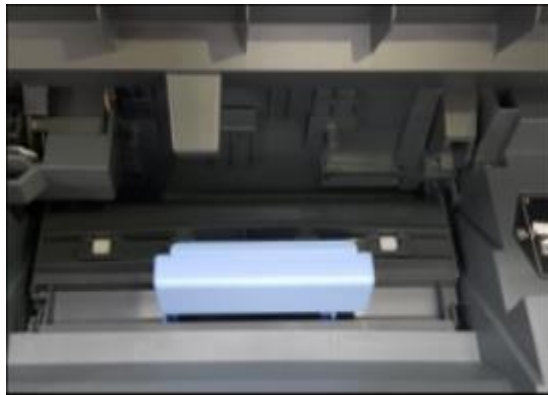


9. Make sure the paper path cover sits fully in place. It should be fully seated without either edge closer to the side than the other.

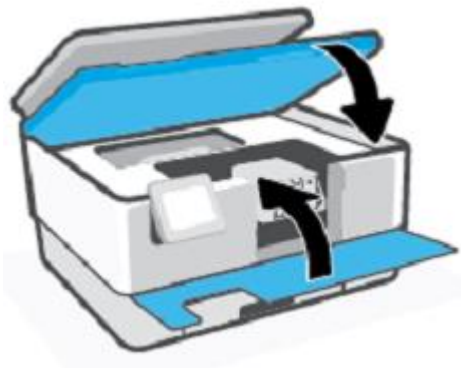
Good



Bad



10. Close the ink cartridge access door, and then close the front door.



11. Reconnect the power cord, and turn on the printer.
12. Try to print. If the error persists, check for jammed paper in another area of the printer.

Step 2: Clear jammed paper from other areas of the printer

Paper jams can occur in multiple areas of the printer. If you cannot find the paper jam in one area, continue to the next area until the jam is located.

note:

Avoid using thicker paper. No more than 105 g/m² (28 lb bond) for plain paper or 200 g/m² (110 lb index) for cards.

Clear jammed paper from the input and output tray

Clear jammed paper from the rear of the printer (9020 printers only)

Clear jammed paper from the automatic document feeder

If you have checked and removed any jammed paper from each printer area and the error persists, continue to the next step.

Step 3: Remove debris from inside the paper path

When small bits of paper become lodged inside the paper path, paper jams are more likely to occur. To remove debris from the paper path and output rollers, run thicker paper through the printer.

1. Remove all paper from the input tray, and load one full-size page of photo paper (letter or A4).
2. Print a blank page, or make a blank copy.
3. After the paper ejects, pull out the input tray.
4. Lift the front of the printer, and then remove any torn paper or debris from inside the tray and rollers.



5. Replace the tray, load normal paper, and print again.

If a paper jam occurs, continue to the next step.

Step 4: Clean the paper feed rollers

Dust, paper fiber, and other debris might accumulate on the paper feed rollers and cause paper jams and paper feed issues. Clean the rollers inside the printer, and then try to print again.

Clean the rollers from inside the ink cartridge access area

Clean the rear rollers printer (9020 printers only)

Clean the ADF rollers and separator pad

Step 5: Reset the printer

Sometimes a paper jam error persists even though there is no jammed paper (false paper jam). Reset the printer, which might clear a false paper jam error, and then try to print again.

1. **With the printer turned on**, disconnect the power cord from the printer.
2. Unplug the power cord from the power source.
3. Wait 60 seconds.
4. Reconnect the power cord to a wall outlet and to the printer.

note:

HP recommends plugging the printer directly into a wall outlet.

Try to print. If the error persists, continue to the next step.

Step 6: Service the printer

Service or replace your HP product if the issue persists after completing all the preceding steps.

Go to [Contact HP Customer Support](#) to schedule a product repair or replacement. If you are in Asia Pacific, you will be directed to a local service center in your area.

To confirm your warranty status, go to [HP Product Warranty Check](#). Repair fees might apply for out-of-warranty products.


HP Printers - Carriage jam or E3 error

During a print job, the ink cartridge carriage stalls in the printer, and a Carriage Jam or E3 error displays on the printer control panel.

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

Check for obstructions in the carriage path

Remove any loose paper or obstructions that might be blocking the carriage path.

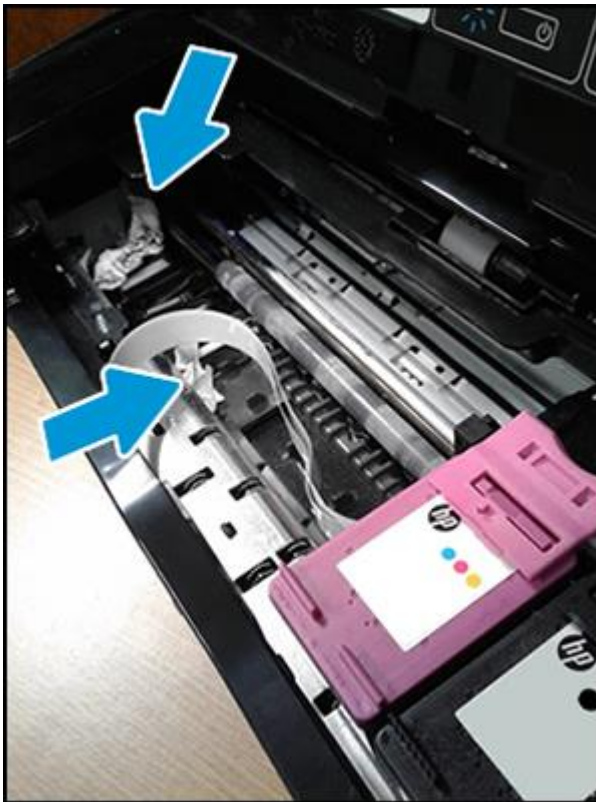
1. If the Cancel button  on the control panel is lit, press it and wait until the printer is silent.
2. Turn off the printer, and then disconnect the power cord.
3. Open the cartridge access door to get to the carriage inside the printer.

Examples of a cartridge access door



4. Make sure the carriage is not obstructed by gently sliding the carriage side to side.
5. Look for and remove any obstructions in the carriage path, such as crumpled paper or dislodged labels.

Example of a printer with an obstruction in the carriage path

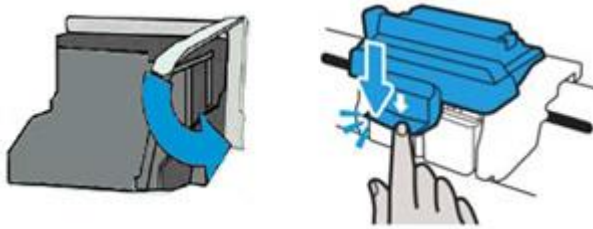


6. If the carriage has a latch, gently press it down to make sure it is locked into place.

CAUTION:

Ink tank printers: If the carriage latch is secured, **do not** press down on it. Doing so might damage the printer.

Examples of the carriage latch



7. If the carriage is not locked in place, move it to each side, removing any obstructions blocking its path.

CAUTION:

Do not force the carriage to move if it is locked or stuck. This can damage the printer.

8. Close the printer door.
9. Reconnect the power cord, and then turn on the printer.

Reset the printer

Reset the printer to recover from printer errors or failures.

1. If your printer has a rechargeable battery, remove it.
2. **With the printer turned on**, disconnect the power cord from the printer.
3. Unplug the power cord from the power source.
4. Wait 60 seconds.
5. Reconnect the power cord to a wall outlet and to the printer.

Note:

HP recommends plugging the printer directly into a wall outlet.

6. Turn on the printer to complete the reset.

Service the printer

Service or replace your HP product if the issue persists after completing all the preceding steps.

Go to [Contact HP Customer Support](#) to schedule a product repair or replacement. If you are in Asia Pacific, you will be directed to a local service center in your area.

To confirm your warranty status, go to [HP Product Warranty Check](#). Repair fees might apply for out-of-warranty products.

HP Inkjet printers - Ink cartridge errors

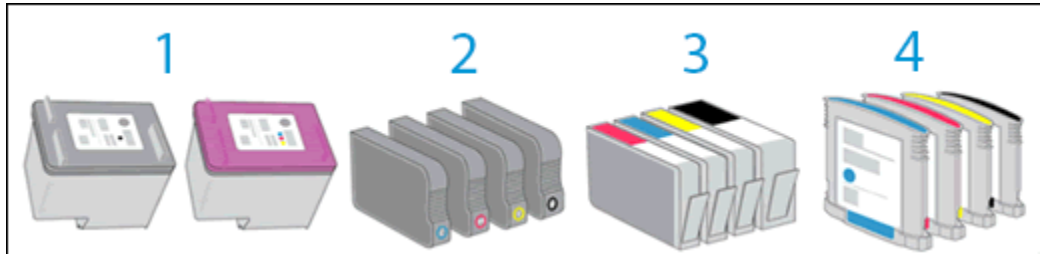
One of the following errors or messages displays on the printer control panel or the computer, and the printer does not print.

- Cartridge cannot be used until printer is enrolled
- Cartridge error
- Cartridges in wrong slot
- Cartridge Missing
- Cartridge Problem
- Incompatible Cartridge
- Ink Cartridge Failure
- Print cartridge missing or not detected
- Old Generation Cartridge
- Non-HP Chip/Circuitry Detected

Note:

Messages vary based on your printer and firmware version. Check your firmware release notes for your printer for message availability.

Identify your cartridge type for steps to resolve these errors.



Note:

Go to the following documents if you experience these cartridge errors.

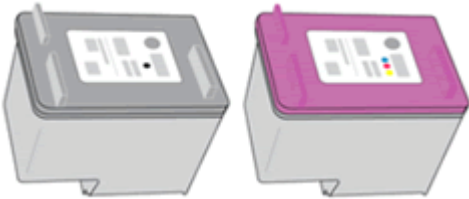
- [HP Ink Cartridges - 'Use SETUP Cartridges' Error](#)
- [HP OfficeJet Printers - 'Incompatible' or 'Defective Cartridge' message](#) (applies to OfficeJet 6810, 6820, 6950, 6960, 8010, 8010e printers, and OfficeJet Pro 6230, 6830, 6960, 6970, 8020, 8020e, 8030, and 8030e printers)
- Non-HP chip or Circuitry Detected message: The indicated cartridges have been blocked by the printer firmware because they contain a non-HP chip or non-HP circuitry. This printer is intended to work only with new or reused cartridges that have new or reused HP chips or circuitry. Replace the indicated cartridges to continue printing. For more information, go to www.hp.com/learn/ds.
- Older Generation Cartridge with HP 902-909 or 952-959 Ink Cartridges: Your printer is a newer-generation printer, which is intended to work exclusively with newer-

generation cartridges. See [HP Inkjet Supplies - Updated HP 902-909 and 952-959 Ink Cartridges](#).

Type 1 - HP 21, 22, 27, 28, 56-67, 74, 75, 92-98, 123, 302-305, 652, 653, 667, 680, 682, 803-805, and 901 cartridges - Resolve ink cartridge errors

Resolve errors such as 'Cartridge Missing', 'Depleted Ink Cartridge', and 'Incompatible Cartridge' for printers that use HP 21, 22, 27, 28, 56, 57, 58, 59, 60, 61, 62, 63, 64, 65, 66, 67, 74, 75, 92, 93, 94, 95, 96, 97, 98, 123, 302, 303, 304, 305, 652, 653, 667, 680, 682, 803, 804, 805, and 901 cartridges.

These steps apply to printers with **two cartridge slots (black and tri-color)**. If you do not have a replacement cartridge available and need to print, remove the cartridge indicated in the error message. Acknowledge any prompts to initiate single-cartridge mode, and then try printing. Be sure to complete the following steps before installing any new cartridges.



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

Check the ink cartridge numbers

Make sure the cartridge model numbers match your printer and country/region.

1. Open the door or lid to the cartridge access area. Wait until the carriage stops moving before continuing.
2. Look at the cartridge labels.
 - **The printer is enrolled in Instant Ink.** The cartridges should be marked "Instant Ink". The numbers on Instant Ink cartridges are different from standard cartridges, and Instant Ink cartridges may be larger. Your printer is designed to work with the cartridges shipped to you by HP Instant Ink. If you see Cartridge cannot be used until printer is enrolled messages, use HP's Virtual Agent for quick help, or go to [HP Instant Ink support](#).
 - **The printer is NOT enrolled in Instant Ink.** Go to the [HP Store](#) to make sure that the cartridges are compatible. Your printer must be enrolled in Instant Ink to use Instant Ink cartridges.
3. Replace any incompatible cartridges.

Note:

HP+ printers require Original HP cartridges.

Reset the printer

Reset the printer to recover from printer errors or failures.

1. If your printer has a rechargeable battery, remove it.
2. **With the printer turned on**, disconnect the power cord from the printer.
3. Unplug the power cord from the power source.
4. Wait 60 seconds.
5. Reconnect the power cord to a wall outlet and to the printer.

Note:

HP recommends plugging the printer directly into a wall outlet.

6. Turn on the printer to complete the reset.

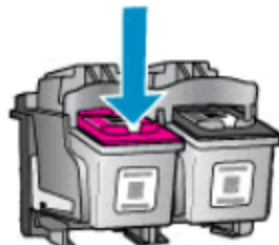
Clean the ink cartridge and carriage electrical contacts

Remove any debris or buildup from the contacts on the cartridges and in the carriage.

1. Open the door or lid to the cartridge access area. Wait until the carriage stops moving before continuing.
2. Remove the cartridge indicated in the error message from the carriage.
 - Carriages with cartridge latches: Open the latch, and then pull the cartridge up and out of the slot.



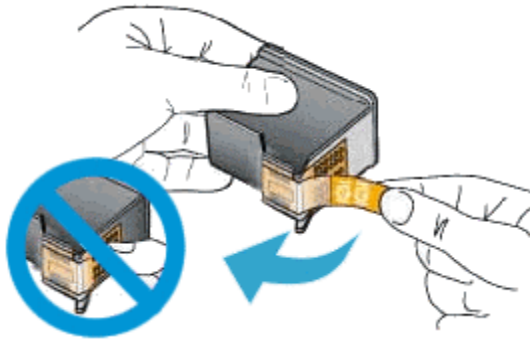
- Carriages without cartridge latches: Gently press down on the cartridge to release it, and then pull it out of the slot.



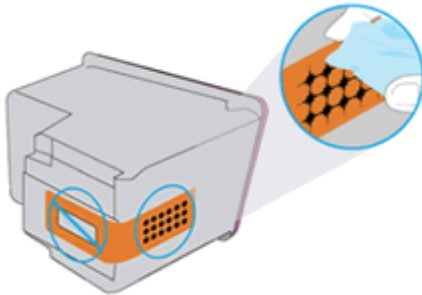
3. Holding the cartridge by the sides, remove any protective tape that still might be on the contacts.

CAUTION:

Do not touch the ink nozzles or the copper-colored electrical strip. Touching or trying to remove these parts can result in clogs, ink failure, and bad electrical connections.



4. Lightly dampen a lint-free cloth with distilled water, and then wipe the copper-colored contacts on the cartridge.



5. Lightly dampen a lint-free cloth or swab with distilled water, and then clean the electrical contacts in the carriage.



6. Wait 10 minutes for the contacts to dry, and then reinsert the cartridge into its color-coded slot.
7. Repeat these steps for the other cartridge if it was indicated in the error message.
8. Close the door or lid to the cartridge access area.

If the error persists, clean the cartridge and carriage contacts a second time.

Replace the problem ink cartridge

Installing a new cartridge can resolve ink-related errors.

1. Obtain a replacement cartridge.
 - **Printer is enrolled in Instant Ink.** Replacement cartridges are part of your subscription. If you have another Instant Ink cartridge on hand, install it. Otherwise, contact [HP Instant Ink support](#) for a new cartridge.
 - **Printer is NOT enrolled in Instant Ink.** Go to the [HP Store](#) or a local retailer to find and purchase compatible supplies. HP recommends genuine HP cartridges.

Note:

If you have a defective HP cartridge, it might be under warranty. Go to [About Original HP Cartridges](#) for page yield and HP Limited Warranty information.

2. Open the door or lid to the cartridge access area. Wait until the carriage stops moving before continuing.
3. Remove the cartridge indicated in the error message, and then insert the new cartridge into the slot.
4. Repeat these steps to replace any other cartridges indicated in the error message.
5. Close the door or lid to the cartridge access area, and then follow any instructions to align the printer.

Service the printer

Service or replace your HP product if the issue persists after completing all the preceding steps.

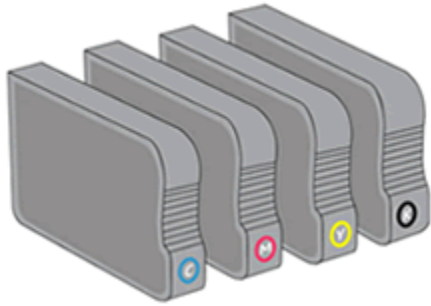
Go to [Contact HP Customer Support](#) to schedule a product repair or replacement. If you are in Asia Pacific, you will be directed to a local service center in your area.

To confirm your warranty status, go to [HP Product Warranty Check](#). Repair fees might apply for out-of-warranty products.

Type 2 - HP 932, 933, 950, 951-959, 962-969 cartridges - Resolve ink cartridge errors

Resolve errors such as 'Cartridge Missing', 'Depleted Ink Cartridge', and 'Incompatible Cartridge' for printers that use HP 932, 933, 950, 951, 952, 953, 954, 955, 956, 957, 958, 959, 962, 963, 964, 965, 966, 967, 968, and 969 cartridges.

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



Check the ink cartridge numbers

Make sure the cartridge model numbers match your printer and country/region.

1. Open the door or lid to the cartridge access area. Wait until the carriage stops moving before continuing.
2. Look at the cartridge labels.
 - **The printer is enrolled in Instant Ink.** The cartridges should be marked "Instant Ink". The numbers on Instant Ink cartridges are different from standard cartridges, and Instant Ink cartridges may be larger. Your printer is designed to work with the cartridges shipped to you by HP Instant Ink. If you see Cartridge cannot be used until printer is enrolled messages, use HP's Virtual Agent for quick help, or go to [HP Instant Ink support](#).
 - **The printer is NOT enrolled in Instant Ink.** Go to the [HP Store](#) to make sure that the cartridges are compatible. Your printer must be enrolled in Instant Ink to use Instant Ink cartridges.
3. Replace any incompatible cartridges.

Note:

HP+ printers require Original HP cartridges.

Reset the printer

Reset the printer to recover from printer errors or failures.

1. If your printer has a rechargeable battery, remove it.
2. **With the printer turned on**, disconnect the power cord from the printer.
3. Unplug the power cord from the power source.
4. Wait 60 seconds.
5. Reconnect the power cord to a wall outlet and to the printer.

Note:

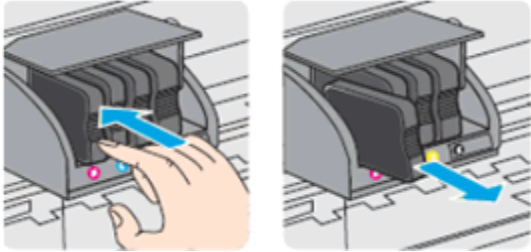
HP recommends plugging the printer directly into a wall outlet.

6. Turn on the printer to complete the reset.

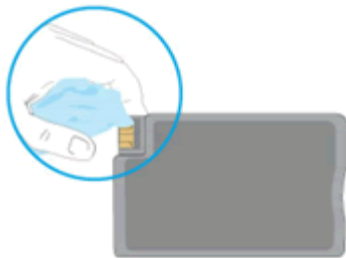
Clean the ink cartridge electrical contacts

Remove any debris or buildup from the contacts on the cartridges.

1. Open the door or lid to the cartridge access area. Wait until the carriage stops moving before continuing.
2. Push in on the cartridge indicated in the error message to release it from the carriage.



3. Wipe the copper-colored contact on the cartridge with a lint-free cloth.



4. Slide the cartridge into its color-coded slot until it clicks into place.
5. Repeat these steps for any other cartridges indicated in the error message.
6. Close the door or lid to the cartridge access area.

Replace the problem ink cartridge

Installing a new cartridge can resolve ink-related errors.

1. Obtain a replacement cartridge.
 - **Printer is enrolled in Instant Ink.** Replacement cartridges are part of your subscription. If you have another Instant Ink cartridge on hand, install it. Otherwise, contact [HP Instant Ink support](#) for a new cartridge.
 - **Printer is NOT enrolled in Instant Ink.** Go to the [HP Store](#) or a local retailer to find and purchase compatible supplies. HP recommends genuine HP cartridges.

Note:

If you have a defective HP cartridge, it might be under warranty. Go to [About Original HP Cartridges](#) for page yield and HP Limited Warranty information.

2. Open the door or lid to the cartridge access area. Wait until the carriage stops moving before continuing.
3. Remove the cartridge indicated in the error message, and then insert the new cartridge into the slot.
4. Repeat these steps to replace any other cartridges indicated in the error message.
5. Close the door or lid to the cartridge access area, and then follow any instructions to align the printer.

Service the printer

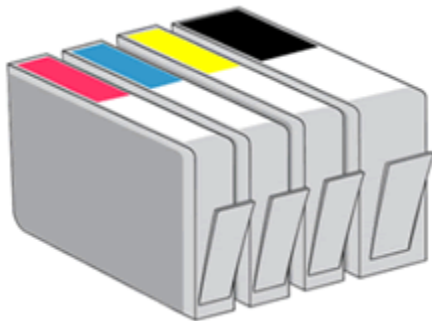
Service or replace your HP product if the issue persists after completing all the preceding steps.

Go to [Contact HP Customer Support](#) to schedule a product repair or replacement. If you are in Asia Pacific, you will be directed to a local service center in your area.

To confirm your warranty status, go to [HP Product Warranty Check](#). Repair fees might apply for out-of-warranty products.

Type 3 - HP 178, 364, 564, 655, 862, 902-920, 934, 935 cartridges - Resolve ink cartridge errors

Resolve errors such as 'Cartridge Missing', 'Depleted Ink Cartridge', and 'Incompatible Cartridge' for printers that use HP 178, 364, 564, 655, 862, 902, 903, 904, 905, 906, 907, 908, 909, 910, 912, 914, 915, 916, 917, 918, 919, 920, 934, and 935 cartridges.



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

Check the ink cartridges

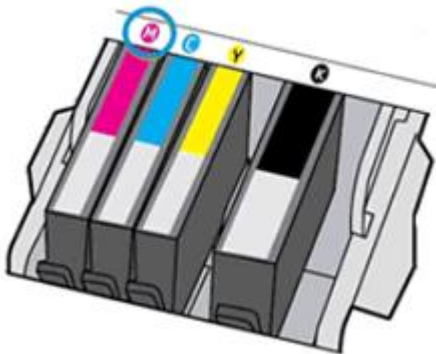
Make sure the cartridge model numbers match your printer and country/region, and then check that they are correctly installed.

1. Open the door or lid to the cartridge access area. Wait until the carriage stops moving before continuing.
2. Look at the cartridge labels.
 - **The printer is enrolled in Instant Ink.** The cartridges should be marked "Instant Ink". The numbers on Instant Ink cartridges are different from standard cartridges, and Instant Ink cartridges may be larger. Your printer is designed to work with the cartridges shipped to you by HP Instant Ink. If you see Cartridge cannot be used until printer is enrolled messages, use HP's Virtual Agent for quick help, or go to [HP Instant Ink support](#).
 - **The printer is NOT enrolled in Instant Ink.** Go to the [HP Store](#) to make sure that the cartridges are compatible. Your printer must be enrolled in Instant Ink to use Instant Ink cartridges.
3. Replace any incompatible cartridges.

Note:

HP+ printers require Original HP cartridges.

4. Make sure the label on the ink cartridge matches the label on the carriage.



5. Make sure all the cartridges are firmly seated. If a cartridge is sticking out farther than the others, press it down until it snaps down.
6. If the cartridge does not snap down, gently bend the tab away from the cartridge **no more than 1.27 cm (0.5 in)**, and try again.



7. Close the door or lid to the cartridge access area, and then follow any instructions to align the printer if prompted.

Reset the printer

Reset the printer to recover from printer errors or failures.

1. If your printer has a rechargeable battery, remove it.
2. **With the printer turned on**, disconnect the power cord from the printer.
3. Unplug the power cord from the power source.
4. Wait 60 seconds.
5. Reconnect the power cord to a wall outlet and to the printer.

Note:

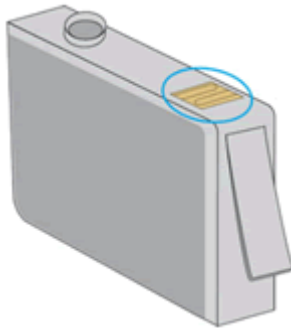
HP recommends plugging the printer directly into a wall outlet.

6. Turn on the printer to complete the reset.

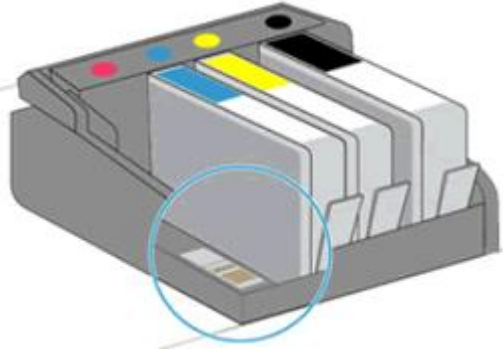
Clean the ink cartridge and printhead electrical contacts

Remove any debris or buildup from the contacts on the cartridges and in the carriage.

1. Open the door or lid to the cartridge access area. Wait until the carriage stops moving before continuing.
2. Remove the cartridge indicated in the error message from the carriage.
3. Wipe the copper-colored contact on the cartridge with a lint-free cloth.



4. Place the cartridge to the side with the contact facing upwards.
5. Wipe the contact inside the printhead with a lint-free cloth.



6. Reinsert the cartridge into its color-coded slot, and then press down on it until it snaps into place.
7. Repeat these steps for any other cartridges indicated in the error message.
8. Close the door or lid to the cartridge access area.

Replace the problem ink cartridge

Installing a new cartridge can resolve ink-related errors.

1. Obtain a replacement cartridge.
 - **Printer is enrolled in Instant Ink.** Replacement cartridges are part of your subscription. If you have another Instant Ink cartridge on hand, install it. Otherwise, contact [HP Instant Ink support](#) for a new cartridge.
 - **Printer is NOT enrolled in Instant Ink.** Go to the [HP Store](#) or a local retailer to find and purchase compatible supplies. HP recommends genuine HP cartridges.

Note:

If you have a defective HP cartridge, it might be under warranty. Go to [About Original HP Cartridges](#) for page yield and HP Limited Warranty information.

2. Open the door or lid to the cartridge access area. Wait until the carriage stops moving before continuing.
3. Remove the cartridge indicated in the error message, and then insert the new cartridge into the slot.
4. Repeat these steps to replace any other cartridges indicated in the error message.
5. Close the door or lid to the cartridge access area, and then follow any instructions to align the printer.

Service the printer

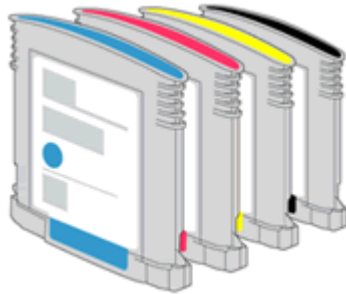
Service or replace your HP product if the issue persists after completing all the preceding steps.

Go to [Contact HP Customer Support](#) to schedule a product repair or replacement. If you are in Asia Pacific, you will be directed to a local service center in your area.

To confirm your warranty status, go to [HP Product Warranty Check](#). Repair fees might apply for out-of-warranty products.

Type 4 - HP 10-13, 18, 38, 39, 70, 72, 73 82, 84, 85, 88, 89, 727, 728, 777, and 940 cartridges - Resolve ink cartridge errors

Resolve cartridge errors for printers that use HP 10, 11, 12, 13, 18, 38, 39, 70, 72, 73, 82, 84, 85, 88, 89, 727, 728, 777, and 940 cartridges.



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

Check the ink cartridge numbers

Make sure the cartridge model numbers match your printer and country/region.

1. Open the door or lid to the cartridge access area. Wait until the carriage stops moving before continuing.
2. Look at the cartridge labels.
 - **The printer is enrolled in Instant Ink.** The cartridges should be marked "Instant Ink". The numbers on Instant Ink cartridges are different from standard cartridges, and Instant Ink cartridges may be larger. Your printer is designed to work with the cartridges shipped to you by HP Instant Ink. If you see Cartridge cannot be used until printer is enrolled messages, use HP's Virtual Agent for quick help, or go to [HP Instant Ink support](#).
 - **The printer is NOT enrolled in Instant Ink.** Go to the [HP Store](#) to make sure that the cartridges are compatible. Your printer must be enrolled in Instant Ink to use Instant Ink cartridges.
3. Replace any incompatible cartridges.

Note:

HP+ printers require Original HP cartridges.

Reset the printer

Reset the printer to recover from printer errors or failures.

1. If your printer has a rechargeable battery, remove it.
2. **With the printer turned on**, disconnect the power cord from the printer.
3. Unplug the power cord from the power source.
4. Wait 60 seconds.
5. Reconnect the power cord to a wall outlet and to the printer.

Note:

HP recommends plugging the printer directly into a wall outlet.

6. Turn on the printer to complete the reset.

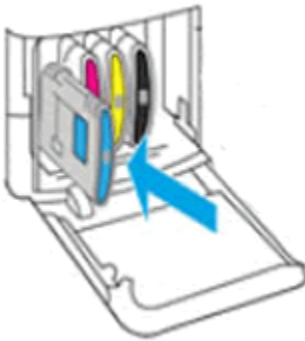
Remove and reinsert the ink cartridges

Make sure the cartridges are seated properly in the carriage.

1. Open the cartridge access door.



2. Pull a cartridge out of its slot.
3. Slide the cartridge back into its color-coded slot until it stops.



4. Repeat these steps to remove and reinsert the other cartridges.
5. Close the door to the cartridge access area.

Replace the problem ink cartridge

Installing a new cartridge can resolve ink-related errors.

1. Obtain a replacement cartridge.
 - **Printer is enrolled in Instant Ink.** Replacement cartridges are part of your subscription. If you have another Instant Ink cartridge on hand, install it. Otherwise, contact [HP Instant Ink support](#) for a new cartridge.
 - **Printer is NOT enrolled in Instant Ink.** Go to the [HP Store](#) or a local retailer to find and purchase compatible supplies. HP recommends genuine HP cartridges.

Note:

If you have a defective HP cartridge, it might be under warranty. Go to [About Original HP Cartridges](#) for page yield and HP Limited Warranty information.

2. Open the door or lid to the cartridge access area. Wait until the carriage stops moving before continuing.
3. Remove the cartridge indicated in the error message, and then insert the new cartridge into the slot.
4. Repeat these steps to replace any other cartridges indicated in the error message.
5. Close the door or lid to the cartridge access area, and then follow any instructions to align the printer.

Service the printer

Service or replace your HP product if the issue persists after completing all the preceding steps.

Go to [Contact HP Customer Support](#) to schedule a product repair or replacement. If you are in Asia Pacific, you will be directed to a local service center in your area.

To confirm your warranty status, go to [HP Product Warranty Check](#). Repair fees might apply for out-of-warranty products.