

Troubleshooting guide

HP ENVY 6200, 7100, 7800 Printers - Ink Cartridge Errors

This document is for HP ENVY Photo 6220, 6230, 6232, 6234, 6252, 6255, 7120, 7130, 7134, 7155, 7158, 7164, 7820, 7830, 7855, 7858, and 7864 All-in-One printers.

The printer does not print, and one of the following error messages displays on the printer control panel:

- Cartridge Problem
- Incompatible Cartridges
- Cartridges Missing

Step 1: Update printer firmware

Some releases of ink cartridges are not compatible with older versions of printer firmware. Update the firmware to resolve this problem.

Update directly from the printer

Many HP printers released in 2010 and later support **Web Services**, cloud-based printing services that include ePrint, printer apps, firmware updates, and content that you can print directly from the control panel. These printers can use a direct Internet connection to find and install updates.

note:

Supported printers must connect to a wireless or wired network with an active Internet connection to install updates. **If the printer connects to the computer with a USB cable, this update method is not available.** Continue to the method to download firmware from the HP website.

1. Navigate to the printer update feature. Menu names and icons vary by printer.
 - **Printers with an ePrint button or icon:** Touch or press the HP ePrint icon or button ( or ), touch or press Settings or Setup if necessary, then touch or press Product Update or Check Product Updates.
 - **Printers with text-based menus:** Select the Setup, Service, or Settings menu, select Preferences, Printer Maintenance, or Tools if necessary, then select Web Services, Printer Update, or LaserJet Update.
2. If you are prompted to sign up or accept terms of service, follow any on-screen instructions to enable Web Services and setup automatic updates. This procedure sets up the printer's Internet connection so it can receive updates.

3. If the printer does not automatically start the update process, select Check for Updates or a similar menu to start the update.

Download firmware updates from the HP website

Install the latest version of your printer firmware from the HP Customer Support downloads page.

Windows

Update the printer firmware for printers connected to a computer with Windows.

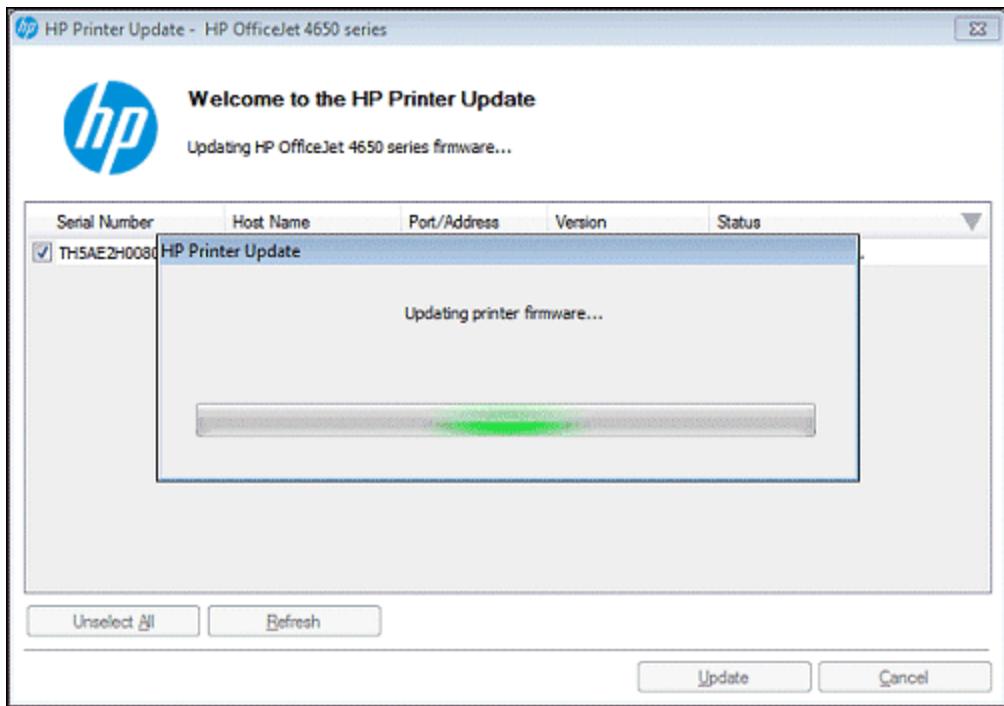
1. Make sure the printer is on and connected to the computer through your local network or USB cable.
2. Go to [HP Customer Support - Software and Driver Downloads](#).
3. If a **Let's identify your product to get started** page displays, click Printer.
4. Type your printer model number, and then click Submit.

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

5. If you need to change the version of Windows, click Change, select your version, and then click Change.
6. Click Firmware, and then click Download.

If a Firmware section is not listed, an update is not currently available for your printer.

7. Save the file to your computer.
8. Locate and then open the file to start the installation process.
9. When the HP Printer Update window opens, see if the printer serial number displays.
 - o **If the serial number displays**, select the checkbox next to it, and then click Update.
 - o **If the serial number displays but the status is 'not applicable' (grayed out)**, you do not need the firmware update. Click Cancel.
 - o **If the serial number does not display and your printer uses a network connection**, connect a USB cable to the printer and computer. Wait 20 seconds, and then click Refresh. When the serial number displays, select the checkbox next to it, and then click Update.



10. When the update completes, click OK.
11. If you connected a USB cable to update your network printer, remove the USB driver installed by Windows.
 1. Search Windows for control panel, and then click Control Panel in the results.
 2. Click View Devices and printers.
 3. Right-click the USB printer device that matches your printer model, and then select Remove Device.
 4. Disconnect the USB cable from the printer and the computer, and then restart the computer.

Mac

Update the printer firmware for printers connected to a Mac.

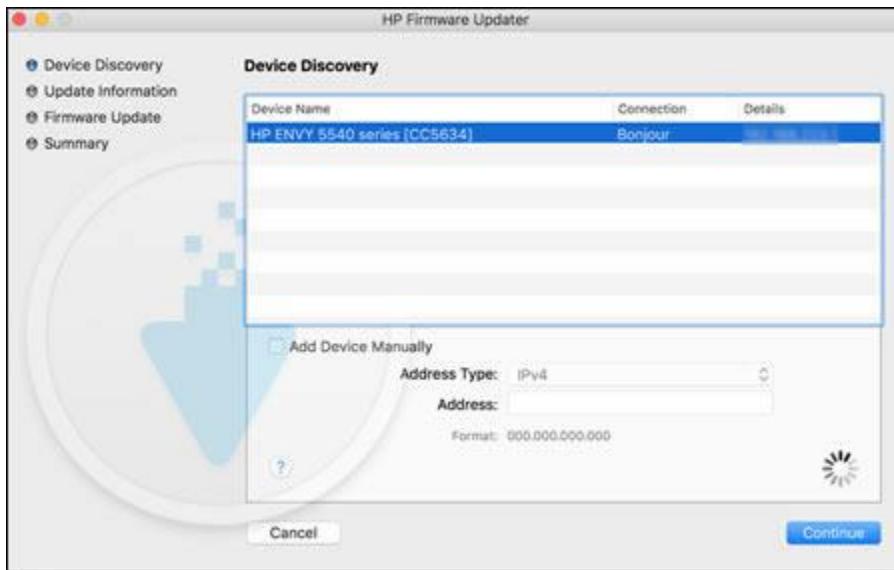
1. Make sure the printer is on and connected to the computer through your local network or USB cable.
2. Go to [HP Customer Support - Software and Driver Downloads](#).
3. If a **Let's identify your product to get started** page displays, click Printer.
4. Type your printer model number, and then click Submit.

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

5. If you need to change the version of macOS or OS X, click Change, select your version, and then click Change.
6. Click **Firmware**, and then click Download.

If a Firmware section is not listed, an update is not currently available for your printer.

7. When the download is complete, open the **[Printer_name].dmg** file.
8. Double-click HP Firmware Updater.
9. Click the name of your printer, and then click Continue.



10. The updater checks the firmware version installed on the printer, and then displays the results in the Update Information window.
 - o If **Device is ready to be reflashed** displays, click Continue to update the firmware.

When the update completes, click Done.

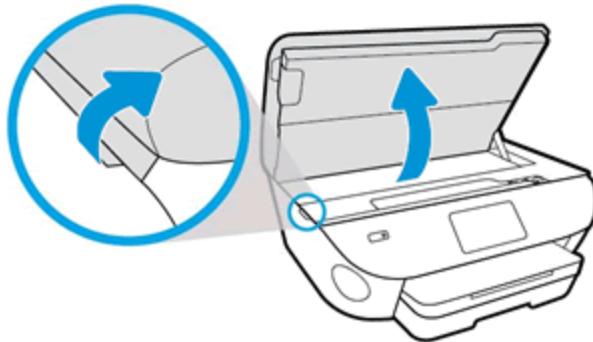
- o If **This Firmware Updater does not contain upgrades for your device** displays, the printer firmware is already updated to the most recent version. Click Cancel to exit the updater.

If the error persists, continue to the next step.

Step 2: Make sure the ink cartridges are correctly installed

The printer displays an error if the ink cartridges are not correctly installed. Remove the ink cartridges, check them for any plastic tape, reinstall the ink cartridges, and then try to print again.

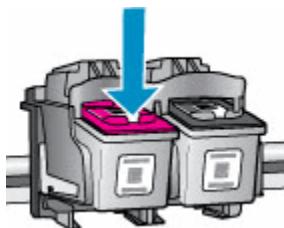
1. Turn on the printer.
2. Open the ink cartridge access door.



3. Wait until the carriage is idle and silent before you continue.
4. Lightly press down on the ink cartridge to release it, and then pull the ink cartridge out of its slot.

caution:

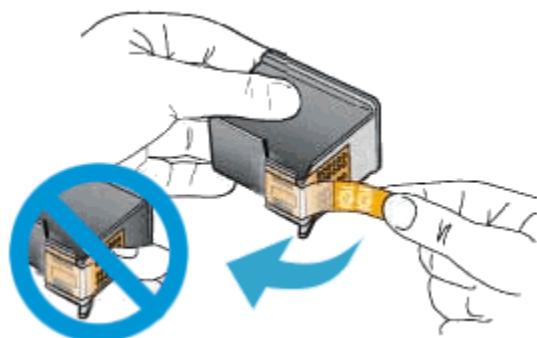
Do not touch the copper-colored contacts or the ink nozzles. Touching these parts can result in clogs, ink failure, and bad electrical connections.



5. Remove any protective tape that still might be on the contacts.

caution:

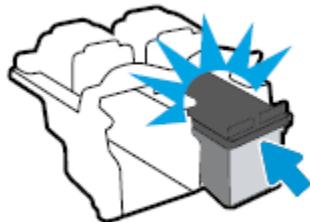
Do not try to remove the copper electrical strip.



6. Hold the ink cartridge by its sides with the contacts toward the printer, insert the ink cartridge into its slot, and then gently push the ink cartridge until it snaps into place.

note:

Install the color ink cartridge on the left and the black ink cartridge on the right.



7. Repeat these steps to install the other ink cartridge.
8. Close the ink cartridge access door.

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

Step 3: Clean the electrical contacts

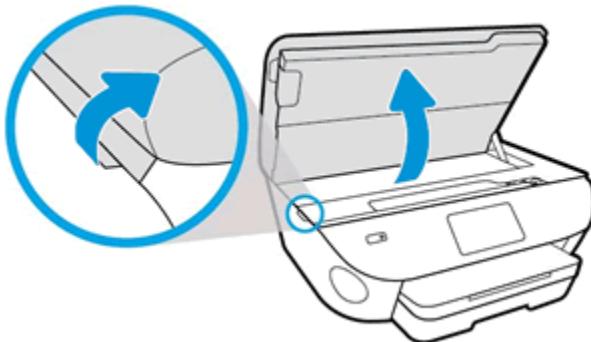
The printer might display an ink cartridge error if the ink cartridge contacts are dirty. Unplug any cords or cables, remove the ink cartridges, and then clean the electrical contacts on the ink cartridges and print carriage.

1. Gather the following materials:
 - Dry foam-rubber swabs or lint-free cloth (eyeglass wipes or coffee filters work well)
 - Distilled, filtered, or bottled water (tap water might contain contaminants that can damage the ink cartridges)

caution:

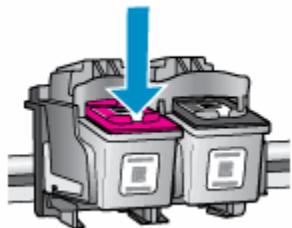
Do not use platen cleaners or alcohol to clean the ink cartridge contacts. These can damage the ink cartridge or the printer.

2. Open the ink cartridge access door.



3. Wait until the printer is idle and silent before you continue.

4. Disconnect the power cord and any Ethernet or USB cables.
5. Lightly press down on the ink cartridge to release it, and then pull the ink cartridge out of its slot.



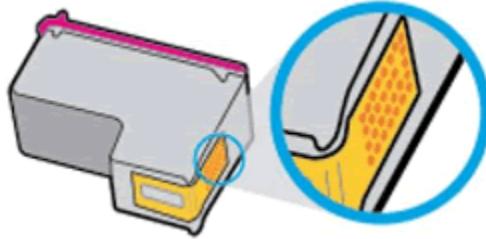
caution:

Do not remove both ink cartridges at the same time. Remove and then clean each ink cartridge one at a time. Do not leave an ink cartridge outside the printer for more than 30 minutes.

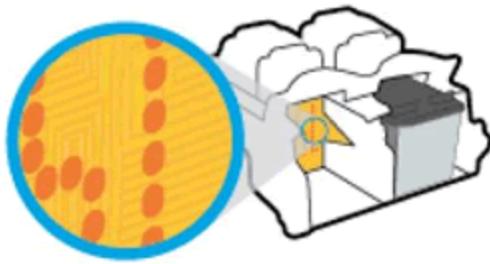
6. Hold the ink cartridge by its sides.



7. Dip a clean foam-rubber swab or lint-free cloth into distilled water, and then squeeze any excess water from it.
8. Clean only the copper-colored contacts, and then allow the ink cartridge to dry for approximately 10 minutes.



9. Lightly moisten another foam-rubber swab or lint-free cloth with distilled water, and then squeeze any excess water from the swab or cloth.
10. Use the swab or cloth to clean the electrical contacts in the carriage, located inside the printer.



11. Either let the ink cartridge sit for 10 minutes to allow the cleaned area to dry, or use a new swab or cloth to dry it.

note:

Make sure the ink cartridge is not left out of the printer for more than 30 minutes.

12. Hold the ink cartridge by its sides with the contacts toward the printer, insert the ink cartridge into its slot, and then gently push the ink cartridge until it snaps into place.



13. Repeat these steps to clean and reinsert the other ink cartridge.
14. Close the ink cartridge access door.
15. Reconnect the power cord and any Ethernet or USB cables, unless your printer is connected to a wireless network.
16. Turn on the printer, if it does not turn on automatically.

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

Step 4: Reset the printer

Resetting the printer can sometimes resolve an ink cartridge error.

1. Turn the printer on, if it is not already on.
2. Wait until the printer is idle and silent before you continue.
3. **With the printer turned on**, disconnect the power cord from the rear of the printer.
4. Unplug the power cord from the wall outlet.
5. Wait at least 60 seconds.
6. Plug the power cord back into the wall outlet.

note:

HP recommends connecting the printer power cord directly to the wall outlet.

7. Reconnect the power cord to the rear of the printer.
8. Turn on the printer, if it does not automatically turn on.
9. Wait until the printer is idle and silent before you proceed.

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

Step 5: Clean the ink cartridge contacts again

Cleaning the ink cartridge contacts again can help resolve the issue. Repeat the steps you performed previously in this document to clean the ink cartridge contacts.

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

Step 6: Replace the ink cartridge

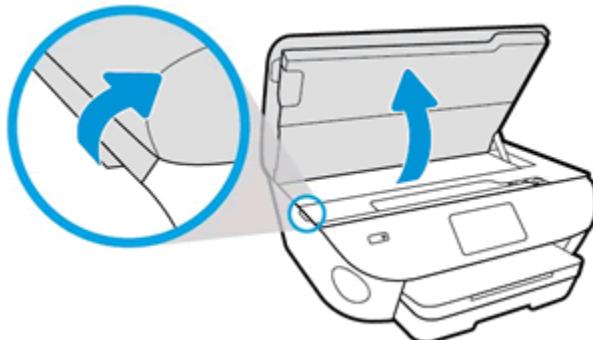
An error message might specify the ink cartridge that caused the error. Replace the problem ink cartridge indicated in the error message.

To find your cartridge number and to purchase ink or toner supplies, go to [HP Store](#) or a local retailer. Make sure you are using the correct genuine HP ink or toner supplies for your printer. HP cannot guarantee the quality or reliability of non-HP cartridges or refilled HP cartridges. To check the authenticity of your cartridges, go to the [HP anti-counterfeit](#) webpage (in English).

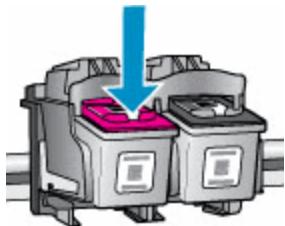
If you have a defective cartridge or printhead, it might be under warranty. To check the warranty on your ink or toner supplies, go to [Printer and Page Yield Overview](#), and then review the limited warranty information for your supplies.

This printer is enabled with dynamic security. It is intended to be used only with ink cartridges with an original HP chip. Ink cartridges using a non-HP chip might not work, and those that work today might not work in the future. For more information, see [Dynamic Security Enabled Printers](#).

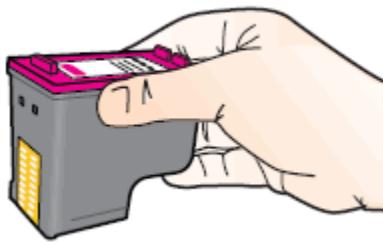
1. Turn on the printer.
2. Load plain white paper in the input tray.
3. Open the ink cartridge access door.



4. Wait until the carriage is idle and silent before you continue.
5. Lightly press down on the ink cartridge to release it, and then pull the ink cartridge out of its slot.



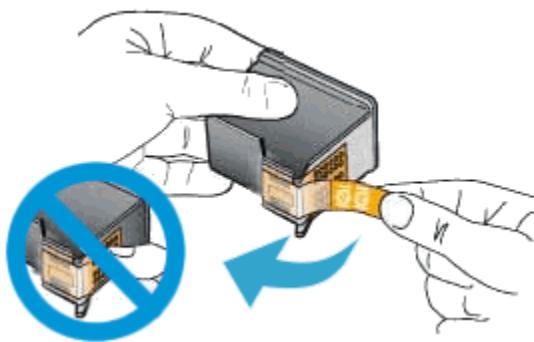
6. Remove the new ink cartridge from its package. Be careful to only touch the black plastic on the ink cartridge.



7. Remove the plastic tape.

caution:

Do not touch the copper-colored contacts or the ink nozzles. Do not replace the protective tape on the contacts. Handling these parts can result in clogs, ink failure, and bad electrical connections.



8. Hold the ink cartridge by its sides with the contacts toward the printer, insert the ink cartridge into its slot, and then gently push the ink cartridge until it snaps into place.

note:

Install the color ink cartridge on the left and the black ink cartridge on the right.



9. Repeat these steps to install the other ink cartridge, if necessary.
10. Close the ink cartridge access door.

The printer starts an initialization process. It is normal for the printer to make noises during this process. After the process completes, the printer prints an alignment page.

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

HP Printers - No Connection after Router or Wi-Fi Settings Change

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

This document explains how to reconnect a previously installed wireless printer to the network if you changed your Internet Service Provider (ISP) or purchased a new router. When you change network settings such as the network name and password, you must also reconfigure the printer for those new settings.

[Connect a printer with a touchscreen control panel](#)

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

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

The printer searches for available networks.

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

note:

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

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

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

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

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

[Connect a printer that does not have a touchscreen control panel](#)

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

[Step 1: Connect the printer with WPS](#)

Use WPS to connect the printer to your wireless network.

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

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

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

note:

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

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

note:

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

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

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

Step 2: Connect the printer with the HP Smart app

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

Windows 10

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

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

note:

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

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

HP Smart searches for printers on your wireless network.

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

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

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

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

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

Mac OS X

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

note:

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

1. Make sure your computer is connected to your wireless network.
2. Download and install the HP Smart app from 123.hp.com.
3. Turn on the printer. If the printer is in sleep mode, press the Cancel button on the control panel.
4. Press and hold the Wireless and Cancel buttons until the Wireless light and Power light start to flash. You must complete network setup within 2 hours.

note:

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

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

HP Smart searches for printers on your wireless network.

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

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

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

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

[Android mobile device](#)

[Apple mobile device](#)

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

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

note:

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

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

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

9. Press the Home button, and then tap the HP Smart app.
10. Follow the on-screen instructions to type the WEP or WPA key (network password).

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

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

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

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

Step 3: Connect the printer with a temporary USB connection

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

note:

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

Temporary USB connection in Windows

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

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

HP Printer Assistant opens.

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

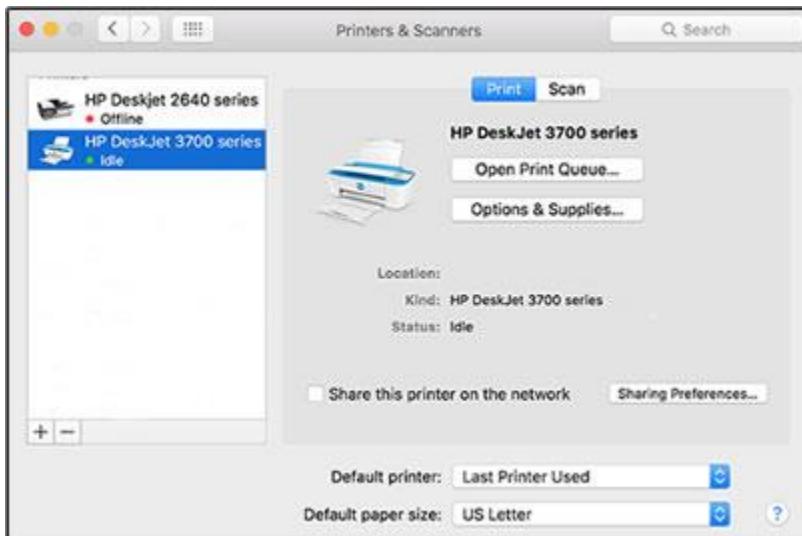
If you do not know your network password, go to [Find Your Wireless WEP, WPA, WPA2 Password \(Windows\)](#).

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

Temporary USB connection in macOS

Temporarily connect the printer to the Mac with a USB cable, and then change the connection to wireless in HP Utility.

1. Connect a USB cable to the USB port on the rear of the printer  and to the computer.
2. Click the Apple  menu, and then click System Preferences.
3. Depending on your OS version, click Print & Scan or Printers & Scanners.
4. Click the Plus sign , and then click Add Printer or Scanner.

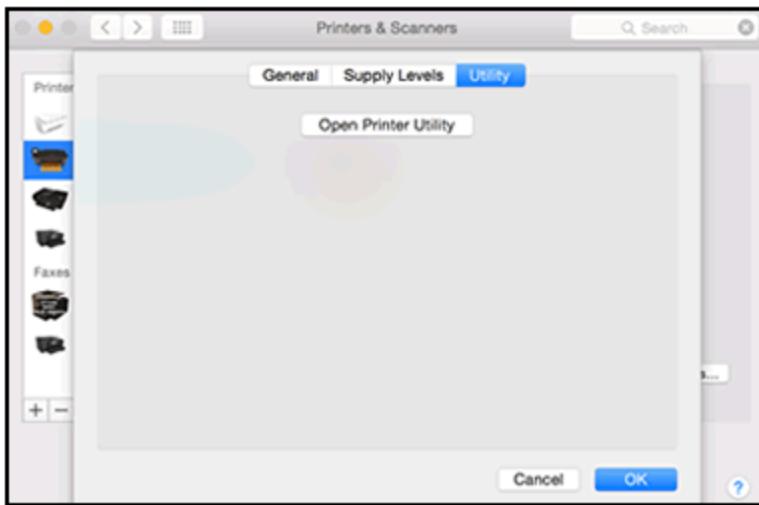


5. Click the name of your printer with USB under Kind.
6. On the Use menu, select the name of your printer, and then click Add.

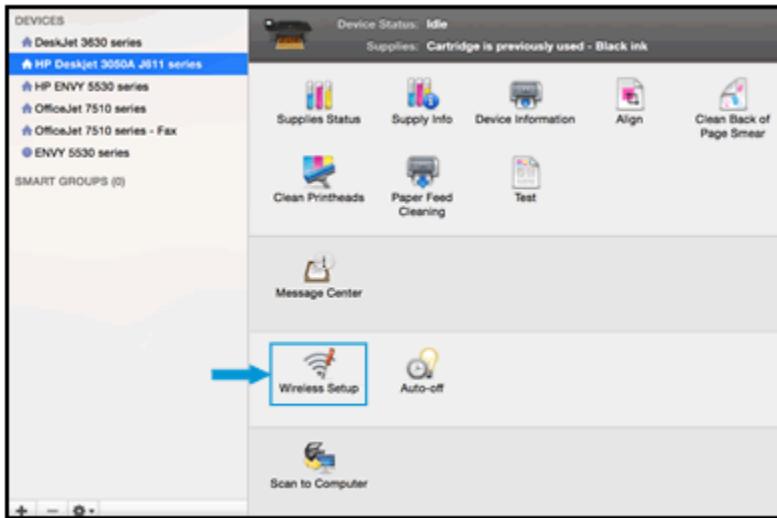
note:

AirPrint is the default driver. To access all printer features, including HP Utility, select the HP printer name.

7. Click the name of your printer, and then click Options & Supplies.
8. Click Utility, and then click Open Printer Utility.



9. In HP Utility, click Wireless Setup.



10. Make sure your network displays on the **Confirm Wireless Settings** window, and then click Continue to complete the wireless configuration.



11. If your network does not display on the Confirm Wireless Settings window, connect to the correct network.
 1. Select No, I want to choose another network, and then click Continue.

A list of available wireless networks displays.

 - 2. Select your wireless network from the list or type your network SSID in the Wireless Network Name field, and then type your network password in the Password field.

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

 - 3. Click Continue.
12. After the network connection is configured, click Done, and then disconnect the USB cable from the printer and the computer.

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

13. In the Printers & Scanners or Print & Scan window, click the name of your printer, click the Minus sign , and then delete the USB installed printer.
14. Click the Plus sign , and then click Add Printer or Scanner.
15. Click the name of your printer with the text **Bonjour** listed under Kind, click the Use or Print Using box, and then select the name of your printer in the pop-up menu.
16. Click Add to add the printer to the list.

HP Inkjet Printers - 'Alignment Unsuccessful' Error Message Displays

This document is for HP inkjet printers.

Alignment issues might occur when scanning or printing, and an Alignment failed or Alignment Unsuccessful error message displays on the printer control panel.

Step 1: Tips for understanding printer alignment messages

Use these tips to help complete the alignment or remove the message.

- **Use clean white paper:** Make sure the printer is loaded with unused, clean white paper, and then retry alignment.
- **Scan page if required:** If your printer has a scanner, you might see instructions on the alignment page to place the page on the scanner bed and press Scan. Follow the instructions on the alignment page to complete the scan.
- **Choose 'Skip' to continue printing:** If the 'Alignment Unsuccessful' message cannot be resolved, and you see a **Skip** button, you can choose to continue printing without alignment. Print quality might be affected.

If these tips do not resolve alignment issues, continue to the next step.

Step 2: Reset the printer

Turning the printer off, and then on again might resolve an Alignment failed error message.

1. Turn the printer on, if it is not already on.
2. Wait until the printer is idle and silent before you continue.
3. **With the printer turned on**, disconnect the power cord from the rear of the printer.
4. Unplug the power cord from the wall outlet.
5. Wait at least 60 seconds.
6. Plug the power cord back into the wall outlet.

note:

HP recommends connecting the printer power cord directly to the wall outlet.

7. Reconnect the power cord to the rear of the printer.
8. Turn on the printer, if it does not automatically turn on.
9. Wait until the printer is idle and silent before you proceed.

If resetting the printer does not resolve the issue, continue to the next step.

Step 3: Use genuine HP ink cartridges

HP recommends that you use genuine HP ink or toner supplies. HP cannot guarantee the quality or reliability of non-HP or refilled cartridges. If you do not use genuine HP cartridges, the steps in this document might not resolve the issue. To check the authenticity of your cartridges, go to the [HP anti-counterfeit](#) webpage (in English).

Purchase replacement cartridges and other supplies from the [HP Store](#) or local retailers.

If using genuine HP ink cartridges does not resolve the issue, continue to the next step.

Step 4: Evaluate the alignment page

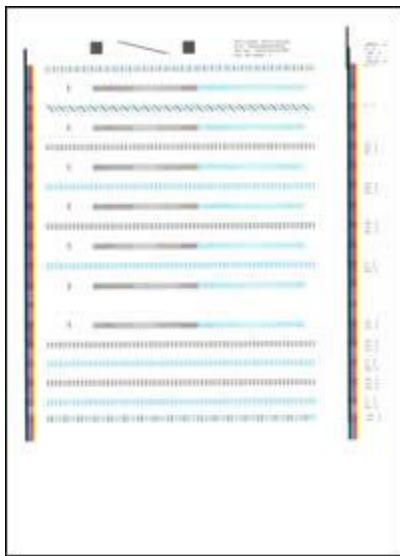
Examine the alignment page to see if the printer is properly aligned.

If the printer seems to be printing an alignment page, but the printed page is blank or has very little ink, skip to the step to [Check the ink levels](#).

note:

Your alignment test page might be different from the one pictured, but the steps are the same.

Figure : Example of an Alignment test page



- If the patterns on the alignment test page are solid and aligned and you see both black and blue patterns, skip to the step to [Service the printer](#).
- If the patterns on the alignment test page are faded, streaked, or smeared or black or cyan is missing, continue to the next step to check the estimated ink levels.

Step 5: Check estimated ink levels and replace any low or empty ink cartridges

Check estimated ink levels to see if any ink cartridges are critically low or empty. Replace any critically low or empty ink cartridges.

If no ink cartridges are critically low or empty, continue to the next step.

note:

For detailed instructions for your printer model, go to [HP Customer Support](#). Type your printer model, then search for the document to "Replace Ink Cartridges".

If replacing any low or empty ink cartridges does not resolve the issue, clean the printhead.

Step 6: Clean the printhead or ink cartridge

Cleaning the printhead or ink cartridge often resolves alignment issues and helps resolve print quality problems at the same time. HP offers two general inkjet printhead designs: the Integrated Printhead (IPH) is integrated into the ink cartridge, and the Individual Ink Cartridges (IIC) has a printhead built into the printer.

Your printer comes with an automated tool to clean the printhead. There are several ways to access the tool, depending on your printer and the software you are using.

Run the cleaning test using one of the following methods that works for your printer and wait until the test completes.

- If your printer has a display, go to the **Settings** or **Tools** menu to find and run printhead or ink cartridge cleaning.
- In **HP Print Assistant** for Windows, find and run the cleaning test from the **Maintain Your Printer** section.
- In **HP Solution Center** for Windows, find and run the cleaning test from the **Printer Toolbox**.
- In the **HP Printer Utility** for Mac, find and run the cleaning test from the **Information and Support panel**.

If cleaning the printhead does not resolve the issue, replace the printhead.

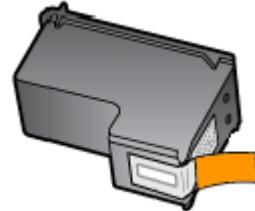
[Step 7: Replace the printhead or ink cartridge](#)

If you have tried all the previous steps and the alignment error persists, replace the printhead or ink cartridge.

note:

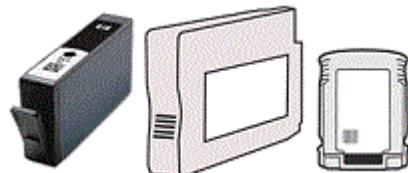
Some printers have ink cartridges with an integrated printhead (IPH). Other printers have separate ink cartridges and replaceable printheads (IIC).

If your printer has ink cartridges that look like this, replace the ink [Figure : Integrated Printhead \(IPH\)](#) cartridges.



If your printer has ink cartridges that look like this, try searching [HP Customer Support](#) for a 'Replacing the Printhead' document for [\(IIC\)](#) instructions to replace the printhead.

If you do not find a 'Replacing the Printhead' document, your printer does not have a replaceable printhead. The printer must be serviced.



If replacing the printhead does not resolve the issue, service the printer.

HP Printers - A 'No AirPrint Printers Found' Message Displays (iOS)

This document is for HP printers and Apple iPhones and iPads.

When printing from an Apple phone or tablet, a No AirPrint Printers Found message displays. Check the network connection and resolve any printer setup issues.

note:

On iOS and macOS, most HP printers work with [Apple AirPrint](#) to provide full-quality printing without the need to download or install drivers. For additional functionality, please download the HP Smart app from the App Store for iPhone and iPad or the Mac App Store.

Step 1: Check the network connection

AirPrint requires a wireless connection to discover your printer. Make sure the printer and your Apple device are connected to the same local Wi-Fi network and check for any network-related issues.

1. On the Apple device, make sure Wi-Fi is on and there is a check mark next to the name of your local wireless network.
 - **If you are connected to a different network**, tap the name of your local Wi-Fi network to join it.

If you do not know the network login information, go to [Finding Your Wireless Password](#).
 - **If you cannot connect to the local network**, make sure the network is working correctly. Disconnecting and reconnecting the power cable on the router can resolve network error states.
 - **If the Wi-Fi signal is weak**, move closer to the router. Additionally, metal objects, walls, and electronics that emit radio signals can interfere with the Wi-Fi signal to mobile devices and printers.
 - **If a local network is unavailable**, Wi-Fi Direct printing might be an option. Skip to [Use an alternate printing method](#) for more information.
2. Restart the printer, and then check the network connection status.
 - **Printers with a touchscreen control panel**: Touch the Wireless icon  or open the Network Settings or Setup menu to view the network connection status.
 - **Printers without a touchscreen control panel**: Press the Wireless  and Information  buttons at the same time or press the Wireless and Start Copy Black  buttons at the same time. A **Wireless Test Report** prints with the network connection status.
3. Do the following, depending on the connection status.
 - **If the printer is connected to the network**, try to print. If the error persists, skip to the step to check if AirPrint is enabled on the printer.
 - **If the printer is not connected to the network**, continue to the next step.
4. Connect the printer to the network.

note:

Many routers support 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.

- **Printers with a touchscreen control panel:** On the printer, open the Setup, Network, or Wireless menu, select Wireless Setup Wizard, and then follow the instructions to connect the printer to your network.
- **Printers without a touchscreen control panel:** Press and hold the Wireless  and Cancel buttons at the same time until the Power light flashes, and then wait for the Wireless light to flash. For **Tango printers**, press and hold the Wireless button on the rear of the printer for five seconds until the Edge lighting flashes blue.

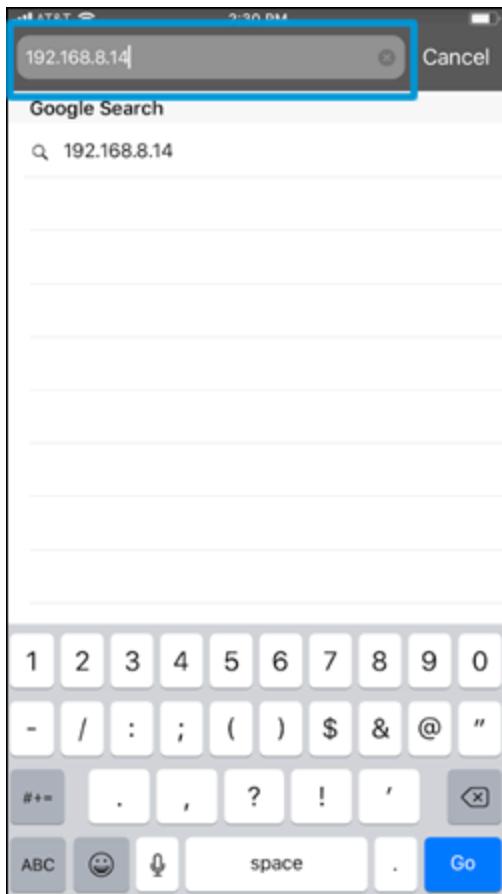
Within two hours, press and hold the WPS button (Wi-Fi Protected Setup) on the router until the connection process begins. The Wireless light on the printer stops flashing when the connection completes.

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

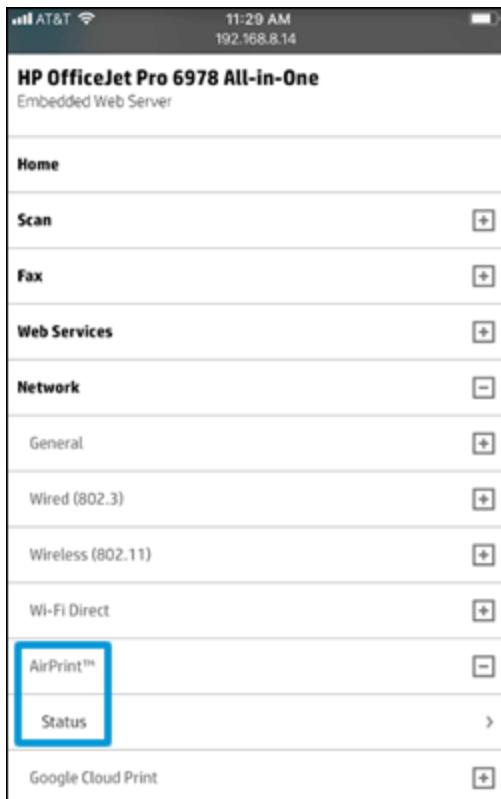
Step 2: Make sure AirPrint is enabled on the printer

Your printer has its own website for printer configuration called the Embedded Web Server (EWS). Open the EWS to check if AirPrint is enabled.

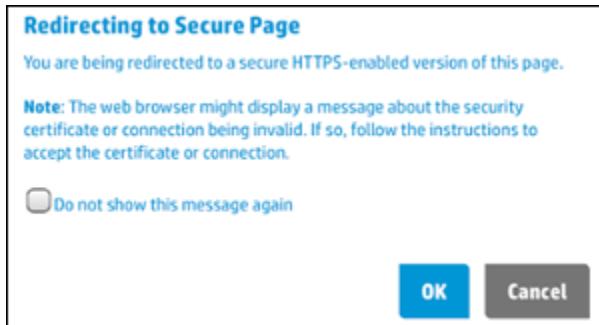
1. In the Wireless menu on the printer or on the Wireless Test Report you previously printed, find the printer IP Address.
2. Open the Safari browser on your Apple device.
3. Type the IP address in the search bar, and then tap Go to open the EWS.



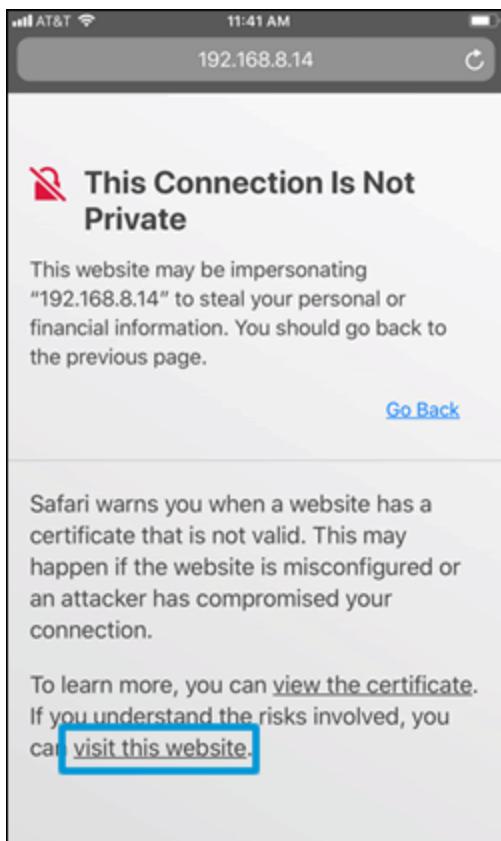
4. Tap Network, tap AirPrint, and then tap Status.



5. In the Redirecting to Secure Page message, tap OK.



6. In the This Connection is Not Private window, tap Show Details, and then tap visit this website to view the AirPrint status settings.



7. If the status is Off, tap Turn on AirPrint.

HP OfficeJet Pro 6978 All-in-One
Embedded Web Server

[◀ AirPrint™](#)

Status

AirPrint™ Status

AirPrint™ Status	On	Turn On AirPrint™
Printer Name	HP OfficeJet Pro 6970 [1CFD73]	
Printer Location	Not Available	
Geographic Location	Unknown	

Note:

1. Turning on AirPrint™ enables Bonjour and Internet Printing Protocol settings.
2. For supply levels, visit [Estimated Cartridge Levels](#) page.
3. For fax settings, visit the [Basic Fax Settings](#) or the [Advanced Fax Settings](#) page.

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

Step 3: Use an alternate printing method

Go to 123.hp.com to install the HP Smart app. Follow the guided setup to connect and use the printer.

If the printer connection fails over the local wireless network, continue with these steps to set up the Wi-Fi Direct printer connection to your Apple device.

note:

The following steps temporarily disconnect your Apple device from the Internet. If you are printing web-based content such as a webpage, cloud-based document, or an email, open it before proceeding.

1. On the printer, touch the Wi-Fi Direct/HP wireless direct icon  to confirm the feature is on.
2. On your Apple device, tap Settings, and then tap Wi-Fi.
3. Under Choose a network, select your printer with **DIRECT** in the name.
4. If prompted for a password, type 12345678. This is the default password to log in.
5. Try to print.
6. Reconnect to your local Wi-Fi network after the print job completes.

HP Printers - A 'Printer Isn't Available' Message Displays (Android)

This document is for HP printers and Android smartphones and tablets.

When printing from an Android phone or tablet, a This printer isn't available right now message displays. Check the network connection and resolve any printer setup issues.

Step 1: Restart the printer, router, and mobile device

Restart the printer, Wi-Fi router, and phone or tablet to clear certain network and hardware error states. Check if the printer becomes available after restarting each device.

1. Turn the printer off, 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 your phone or tablet off, and then turn it on again.

If the error still displays, continue to the next step.

Step 2: Check the network connection

Make sure the printer and your Android device are connected to the same local Wi-Fi network and check for any network-related issues.

1. On the Android device, confirm Wi-Fi is on and the status is Connected for your local wireless network.
 - o **If you are connected to a different network**, tap the name of the local network to join it.

note:

If you need your network name (SSID) and password, go to [Finding Your Wireless Password](#).

- **If you cannot connect to the local network or the signal is weak**, move closer to the router. Additionally, metal objects, walls, and electronics that emit radio signals can interfere with the Wi-Fi signal.
- **If a local network is unavailable**, Wi-Fi Direct printing might be an option. Skip to [Use an alternate printing method](#) for more information.

2. Check the network connection status.
 - **Printers with a touchscreen control panel**: Touch the Wireless icon  or open the Network Settings or Setup menu to view the network connection status.
 - **Printers without a touchscreen control panel**: Press the Wireless  and Information  buttons at the same time or press the Wireless and Start Copy Black  buttons at the same time. A **Wireless Test Report** prints with the network connection status.
3. Do the following, depending on the connection status.
 - **If the printer is connected to the network**, try to print. If the error persists, skip to the step to check the Android device printing settings.
 - **If the printer is not connected to the network**, continue to the next step.
4. Move the printer close to the router, and then connect it to the network.

note:

Many routers support 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.

- **Printers with a touchscreen control panel**: Open the printer Setup, Network, or Wireless menu, and then select Wireless Setup Wizard to connect the printer to your network.

note:

If you need your network name (SSID) and password, go to [Finding Your Wireless Password](#).

- **Printers without a touchscreen control panel**: Press and hold the Wireless  button for five seconds. Within two minutes, press and hold the WPS button (Wi-Fi Protected Setup) on the router until the connection process begins. The Wireless light on the printer stops flashing when the connection completes.

If the error still displays, continue to the next step.

[Step 3: Check printing settings and status on the Android device](#)

Make sure printing is enabled and clear the print spooler.

1. On your Android device, tap Settings , tap Connected devices or Connections, and then tap Printing.
2. Confirm HP Print Service is listed and the status is On. Tap Add service if the service is not listed to install it.
3. Return to the Settings, and then select Apps or Applications. 
4. Select Show System Apps from the More menu .
5. Select Print Spooler, or tap Storage, and then select Print Spooler.
6. Tap Clear Data or Force Stop.
7. Restart the device.

If the error still displays, continue to the next step.

Step 4: Use an alternate printing method

Go to 123.hp.com to install the HP Smart app. Follow the guided setup to connect and use the printer.

If the printer connection fails over the local wireless network, continue with these steps to set up the Wi-Fi Direct printer connection to your Android device.

1. Get the printer Wi-Fi Direct password.
 - **Printers with a touchscreen control panel:** Tap the Wi-Fi Direct icon  or navigate to the Wi-Fi Direct menu.
 - **Printers without a touchscreen control panel:** Press the Information button  to print an information page. Find the password in the Wi-Fi Direct section of the page.
2. In the HP Smart app, tap the Plus sign .
3. Tap Looking for Wi-Fi Direct Printers?, and then tap your printer name.
4. Tap Connect to the printer, and then enter the password, if prompted.
5. Wait for the connection to complete (approximately 5-10 seconds). If the printer does not display, tap the Plus sign again to select the printer.
6. On home screen, tap a Print tile to print from your device, social media account, or cloud storage service.
7. To disconnect from the printer, open the Android Wi-Fi settings, and then connect to your local network.

Find Your Wireless WEP, WPA, WPA2 Password

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

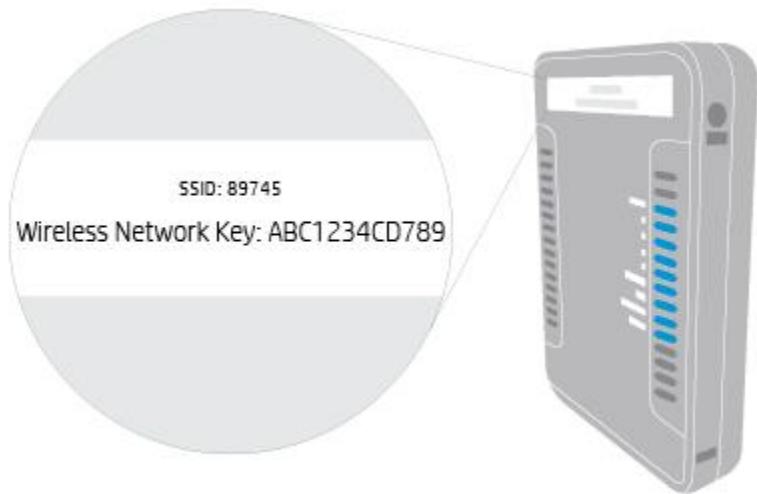
note:

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

Find the password on the router

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

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



Find the password in Windows

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



VIDEO

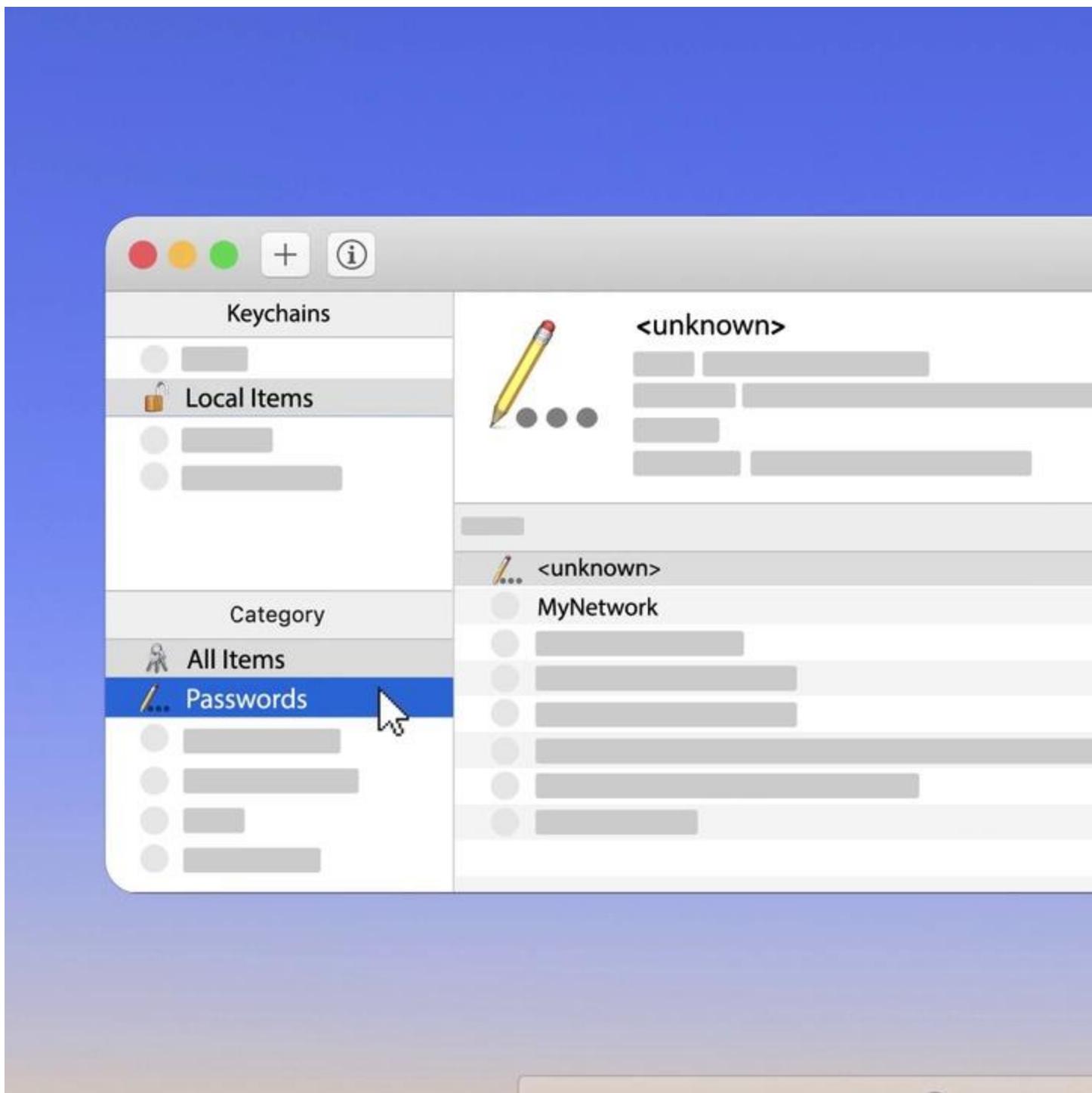
Find Wireless Password in Windows

Learn how to find the wireless password in Windows.

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

[Find the password in macOS](#)

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



VIDEO

Find Wireless Password in macOS

Learn how to find wireless password in macOS.

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