HP Printers - Wireless Troubleshooting

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Restart the router and printer

Restart the router and printer to resolve any connectivity error states.

NOTE: The following steps temporarily disconnect network and Internet connections. Complete any tasks or downloads in progress before performing these steps, and bookmark this page to keep troubleshooting if wireless issues persist.

1. Turn off the router by pressing the power button or disconnecting the power cord.
2. Turn off the printer and make sure any USB or Ethernet cables are not connected.

   NOTE: If the printer is connected with a USB or Ethernet cable, the printer cannot connect wirelessly.

3. Reconnect the power cord to the router or turn it back on, then wait for the Internet activity light to display a normal connected status.
4. Turn on the printer, then try to print.

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Install the printer software and set up the printer on the network

HP print driver and software packages include a guided installer to help set up your printer on your wireless network. If you have not installed the driver on your computer yet, read these steps to find and download it.

1. Before you begin, confirm the following requirements:

- The computer you are installing the driver on has an active Internet connection and is connected to the same network you want to connect the printer to.
- The printer is turned on and in a ready state, and the wireless light is either on and steady or blinking.
- Disconnect the USB cable the printer, if you previously connected it.

2. Go to 123.hp.com, enter your printer model, then follow the on-screen instructions to begin the driver download and driver installation. When prompted to choose a connection type, select Wireless.

For additional driver download options, go to HP Customer Support - Software and Driver Downloads.

HP Printers - USB Scanner Connection Error (Windows)

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

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

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

Step 1: Restart the computer and printer
Restarting the computer and printer can restore a lost scan connection.

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

If the error persists, continue to the next step.
Step 2: Check the USB connection

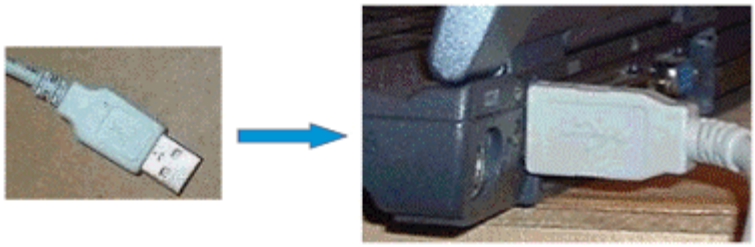
Reconnect the USB cable directly to a different port on the computer. If problems continue, unplug all other devices from any of the other USB ports and use a different USB cable to connect the printer.

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

  note:

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

  Figure : Plugging the USB cable into the USB outlet



- **Disconnect from a USB hub or docking station**: If you connected the printer through a USB hub or docking station, try connecting the cable directly to a port on the computer.
- **Try a different USB cable**: Use a different USB cable. HP supports USB cables less than 3 meters (9 ft 10 in) in length.
- **Disconnect other USB devices**: If you have several USB-connected devices, the computer might not have sufficient power for the USB ports to detect all of them. Disconnect other USB devices that are not in use.

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

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

HP provides a free tool called HP Print and Scan Doctor to diagnose and resolve printing problems.

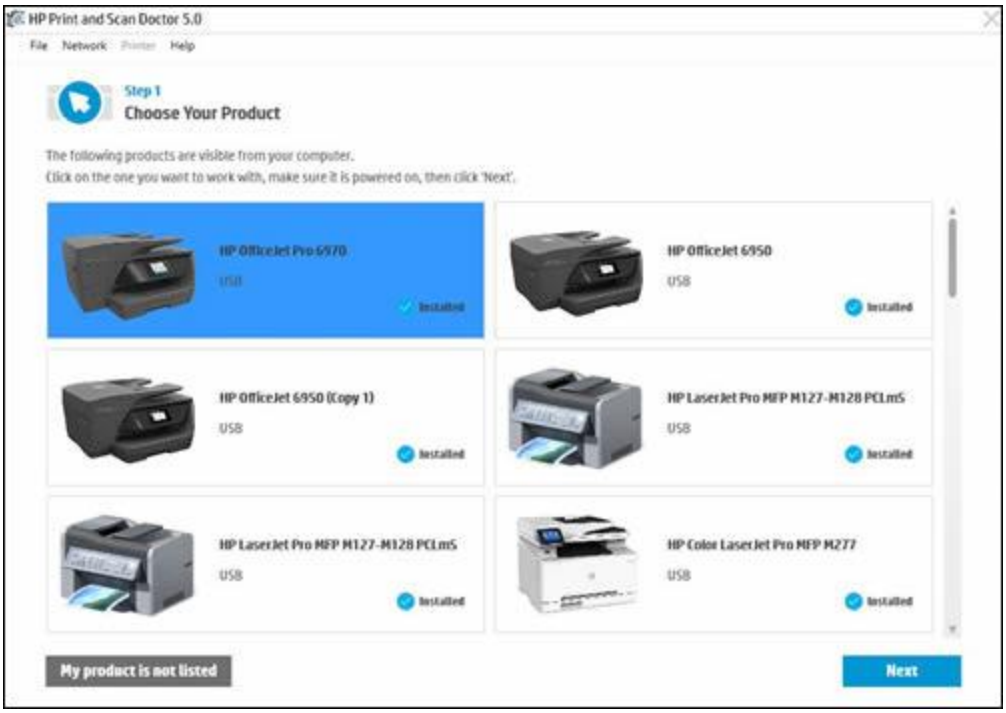
Download and run HP Print and Scan Doctor to quickly and automatically perform several troubleshooting tasks known to resolve this issue. When this link is clicked, HP Print and Scan Doctor is downloaded using your Internet browser's download capabilities.

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

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

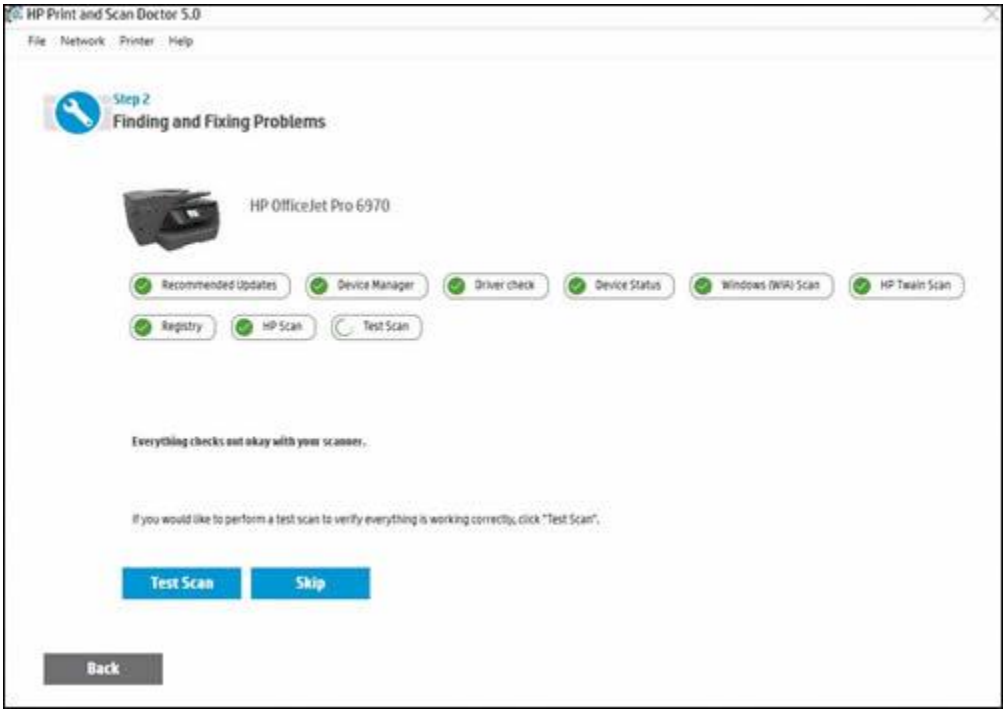
   The **Finding and Fixing Problems** screen displays.

   Figure : Select your printer



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

Figure : Example of the results screen with no problems detected



6. Evaluate the results.

- **If you receive instructions to resolve an issue**, follow the on-screen instructions, and then try to scan. If the issue persists, continue to the next step.
- **If you receive an Everything checks out okay with your scanner message**, continue to the next step.

Step 4: Uninstall the printer software
Resolve scan connection issues by uninstalling the printer software before reinstalling the latest driver.

1. If your printer connects to the computer with a USB cable, disconnect the cable from the printer.
2. Search Windows for programs and features, then click Programs and Features in the list of results.
3. In the list of installed programs, click your HP printer name, then click Uninstall or Yes.
4. Follow the on-screen instructions to complete the software removal.
5. Restart the computer.

Continue to the next step.
Step 5: Check for any installed printer devices in Windows

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

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

Continue to the next step.
Step 6: Reinstall the HP software

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

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

1. Turn on the printer.
2. If your printer is connected to the computer with a USB cable, disconnect the cable from the printer.
3. Go to HP Customer Support - Software and Driver Downloads.
4. If prompted, select a method to identify your printer model, and then follow the on-screen instructions to go to the download page.
5. Click Download next to the full feature driver.

6. Use the **HP Download and Install Assistant** for a guided driver download and installation, or select Download only to manually open or run the driver file through your Internet browser's download tools.
7. During the installation, select the **Typical or Recommended** type of installation when prompted by the software installer. If you choose a **Minimum** installation, read the description of each software component carefully to avoid unintended loss of printer functionality.

Step 7: Check Windows Image Acquisition settings

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

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

   The Services window opens.

2. Find Windows Image Acquisition (WIA) in the Name column and look at the Status and Startup type values.
   - **If the status is 'Started' and the Startup type is 'Automatic'**, WIA is running correctly. Skip to the next step.
   - **If the status is 'Disabled'**, right-click Windows Image Acquisition (WIA), click Properties, click the General tab, click Start under the Service status, then select Automatic from the Startup type dropdown menu.

     note:

     If you cannot start WIA, make sure the following services are also Started and set as the Automatic startup type.

     - Remote Procedure Call (RPC)
     - Shell Hardware Detection
     - RPC Endpoint Mapper
     - DCOM Server Process Launcher
3. Try to scan.

If the error persists, continue to the next step.

Step 8: Set Windows Image Acquisition (WIA) dependencies

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

1. Search Windows for Command Prompt.
2. Right click Command Prompt from the list of search results, and then select Run as Administrator.
3. In the Command Prompt window, enter Net stop stisvc, and then press Enter.

   A Windows Image Acquisition (WIA) service was stopped successfully message displays.

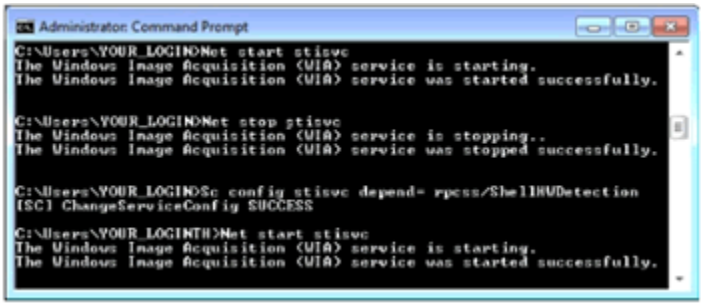
4. In the Command Prompt window, enter Sc config stisvc depend= rpcss/ShellHWDetection, and then press Enter.

   A [SC] ChangeServiceConfig SUCCESS message displays.

5. In the Command Prompt window, enter Net start stisvc, and then press Enter

   A Windows Image Acquisition (WIA) service was started successfully, message displays.

   Figure : Example of a successful reset of WIA dependencies



6. Try to scan.

If the error persists, continue to the next step.

Step 9: Try scanning workarounds

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

Scan with the Windows Scan app (Windows 10)

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

1. Place the document or photo that you want to scan on the scanner glass, or load it into the automatic document feeder (ADF), if your printer has one.
2. Search Windows for Scan, and then click the Scan app in the list of results.

   If the Scan app does not display in the list, install Windows Scan (in English) from the Windows Store.

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

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

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

1. Install HP Scan and Capture (in English) from the Windows Store.
2. Place the item that you want to scan on the scanner glass, or load it into the automatic document feeder (ADF) if your printer has one.
3. Open Start, and then click HP Scan and Capture.
4. Click the menu icon, and select Settings.
5. Click Select Device.
6. Click your HP printer.
7. Click Photo Scan Options to change any settings, and then click the back arrow.
8. Click outside the Settings menu, and then click Capture Photos.
9. Click Save.

   A window opens that lets you save to a folder on your computer.

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6. Click your HP printer.
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9. Click Save.

   A window opens that lets you save to a folder on your computer.

Scan with Paint

Scan from the computer using Windows Paint.

Video of scanning with Paint

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

If you have trouble viewing the video or to view the video in a different size, watch online to learn how to scan in Windows 8 with Paint.

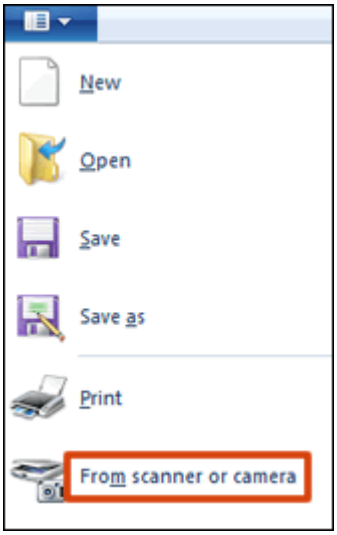
1. Load the item on the scanner glass, in the document feeder slot, or in the automatic document feeder (ADF), depending on your printer type and features.

note:

Do not load photos in the ADF to prevent damage to the photos and the printer.

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

Figure : Menu to scan from Paint



4. Select a color option for the type of image or document you are scanning. To change brightness, contrast, and resolution settings, click Adjust the quality of the scanned picture.
5. Click Scan.
6. In the File menu, click Save as to save the scan in the desired image format and folder on the computer.

Scan with Windows Fax and Scan

Scan from the computer using Windows Fax and Scan.

Video of scanning with Windows Fax and Scan

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

If you have trouble viewing the video or to view the video in a different size, watch online to learn how to scan in Windows 8 with Windows Fax and Scan.

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