Troubleshooting guide

HP OfficeJet 6900 Printers - Black or Color Ink Not Printing, Other Print Quality Issues

This document is for HP OfficeJet 6950, 6951, 6954, 6956, 6958, 6962, OfficeJet Pro 6960, 6968, 6970, 6974, 6975, and 6978 All-in-One printers.

The quality of a printed document or photo is not as expected. The procedures in this document should help with streaked or faded printouts, color or black ink not printing, documents with blurred or fuzzy text, ink streaks or smears, and other print quality problems.

note:

If you see an "0x6100004a" error, your printer must be serviced. See the step at the end of this document to contact HP for service.

note:

Rough handling at the store or during installation can cause print quality problems with newly installed ink cartridges. If you see print problems with newly installed ink cartridges, wait for a few hours for the automatic servicing routine to complete, and then try to print again.

Step 1: Reinstall the print driver (Windows only)

If you cannot print color from a Windows computer, uninstall and reinstall the printer software. Skip this step if your printer is able to print in color.

1. Remove the printer from the devices list.

    For steps on removing the printer from the devices list, go to Uninstalling the Printer Software (Windows).

2. Go to HP Customer Support - Software and Driver Downloads, and then install the latest software for your printer.

Try to print. If these steps resolved the issue, you do not need to continue troubleshooting.

Step 2: Clean the printhead

The printhead could be clogged, and you might need to clean the printhead several times to restore print quality. Use an automated tool from the printer control panel to clean the printhead.

caution:

Never turn off the printer when ink cartridges are not installed. To avoid issues that require cleaning the printhead or that can damage the ink system, always replace ink cartridges as soon as possible, and always turn off the printer using the Power button.

1. From the printer control panel, open the Setup ✿ menu.
2. Open the Printer Maintenance menu.
3. If necessary, open the Tools menu, and then touch Clean Printhead.

   A test page prints.

4. Examine the test page.
   - If the print quality is unacceptable, touch Clean Again to continue the next level of cleaning. If necessary, repeat these steps for the third cleaning cycle.

     note:

     If the printhead is badly clogged, it might require another cleaning cycle. If so, wait 30 minutes before you perform all three levels of cleaning again.

   - If the print quality is acceptable, touch Done.

Try to print. If these steps resolved the issue, you do not need to continue troubleshooting.

Step 3: Use genuine HP 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).

Ink cartridge description	United States and Canada	Europe, Middle East, and Africa	Latin America	Asia Pacific
Black ink cartridge	HP 902 Black	HP 903 Black	HP 904 Black	HP 905 Black
	HP 902XL Black	HP 903XL Black	HP 904XL Black	HP 905XL Black
	HP 906XL Black	HP 907XL Black	HP 908XL Black	HP 909XL Black
Cyan ink cartridge	HP 902 Cyan	HP 903 Cyan	HP 904 Cyan	HP 905 Cyan
	HP 902XL Cyan	HP 903XL Cyan	HP 904XL Cyan	HP 905XL Cyan
Magenta ink cartridge	HP 902 Magenta	HP 903 Magenta	HP 904 Magenta	HP 905 Magenta
	HP 902XL Magenta	HP 903XL Magenta	HP 904XL Magenta	HP 905XL Magenta
Yellow ink cartridge	HP 902 Yellow	HP 903 Yellow	HP 904 Yellow	HP 905 Yellow
	HP 902XL Yellow	HP 903XL Yellow	HP 904XL Yellow	HP 905XL Yellow

note:

HP 906XL, 907XL, 908XL, and 909XL ink cartridges are not compatible with the OfficeJet 6950 All-in-One Printer series.

Purchase replacement cartridges and other supplies from the HP Store or local retailers.

Step 4: Check for ink smears on the back of printouts

If there are smears of ink on the back of your printouts, you can use an automated tool to resolve the issue.

1. Load plain white paper in the input tray.
2. From the printer control panel, open the Setup ⚙ menu.
3. Open the Printer Maintenance or Tools menu.
4. Touch Clean Page Smears or Clean Smear.

   The printer might make some noise for approximately one minute.

5. Wait until the page is out of the printer before you remove it.

Try to print. If these steps resolved the issue, you do not need to continue troubleshooting.

Step 5: Make sure you are using the appropriate paper for your print job

The quality and type of paper can affect the print job. Follow these guidelines to make sure the paper is appropriate. If it is not, load an appropriate paper type.

- **Load the paper print side down in the input tray.** Many papers have printing and nonprinting sides, such as photo paper and envelopes. Usually, the smoother side is the "print side," and sometimes the non-print side has a logo of the paper manufacturer on it.
- **Do not use wrinkled or curled paper.** Use only clean, wrinkle-free paper.

- **Use the correct paper type for your project.**
  - For everyday text documents, plain paper with ColorLok technology works well. Paper with ColorLok technology is industry-standard paper that works well with HP ink.

  - For documents with dense printing, such as high contrast graphics or photos, use HP Advanced Photo Paper for best results.
  - Some paper might not absorb ink as well as others. If your prints smear easily, make sure you are using a recommended paper.
- **Store photo paper in its original packaging inside a resealable plastic bag.** Store the paper on a flat surface in a cool, dry place. Load 10-20 sheets of photo paper only when you are ready to print, and then put the unused paper back in the packaging.
- **Try using a different paper.** This determines if the problem is related to the paper.

Step 6: Check the print settings

Sometimes the print settings can affect the print quality. Select your operating system, and then check the print settings to make sure they are appropriate for your print job.

Check print settings in Windows

Check print settings in OS X

Step 7: Check the estimated ink levels

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

note:

Ink level warnings and indicators provide estimates for planning purposes only. When an indicator shows low ink levels, consider having a replacement ink cartridge available to avoid possible printing delays. You do not need to replace ink cartridges until print quality becomes unacceptable.

On the printer control panel, touch the Ink Level Indicator icon 🖤. The control panel displays estimated ink levels.
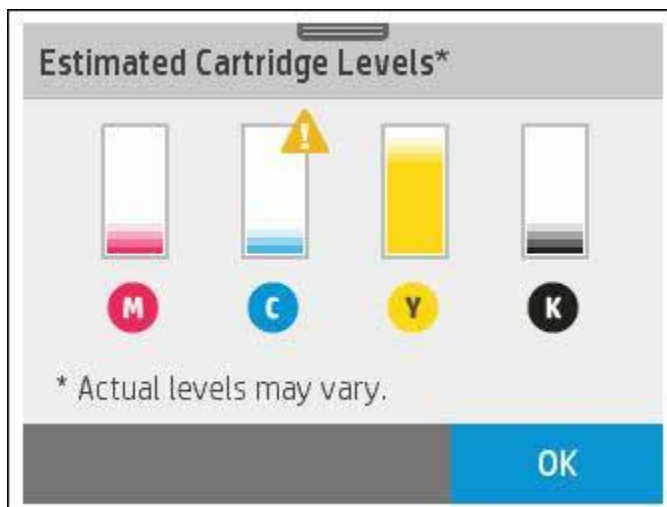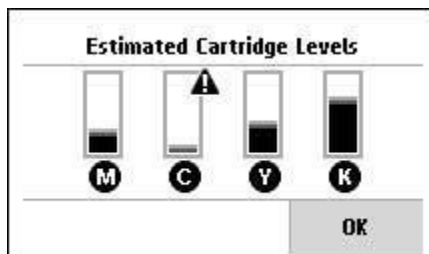
Consider replacing cartridges marked ⚠ or ⚠ when print quality becomes unacceptable.

- **If none of the ink cartridges are low on ink**, you do not need to replace them yet. Skip to the step to make sure the ink cartridges are vented and seated correctly.
- **If any of the ink cartridges are low on ink**, continue to the next step to replace them.
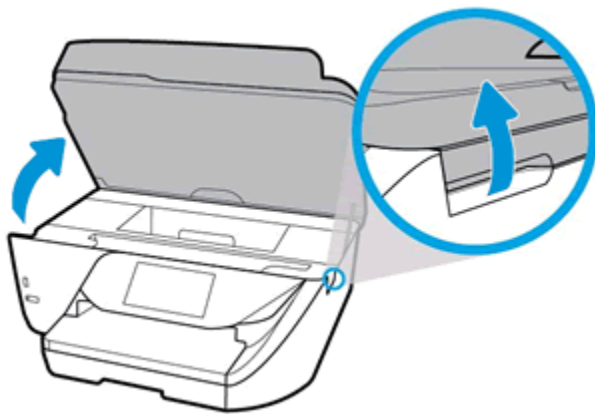
Step 8: Replace any low or empty cartridges

Replace any critically low or empty ink cartridges, and then try to print again. Skip this step if all ink cartridges display full ink levels.

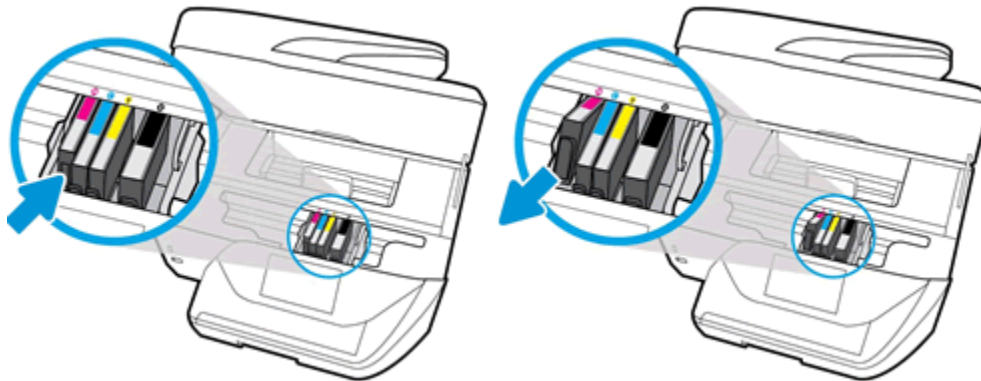1. Open the ink cartridge access door.

    The carriage moves to the ink cartridge access area.

    note:

   If the scanner lid is open, the ink cartridge access door does not open.

2. Wait until the carriage stops moving before you continue.
3. Press the tab inward on the front of the old ink cartridge to release it, and then pull up on the ink cartridge to remove it from the slot.

4. Remove a new ink cartridge from its package, and then pull the orange pull-tab straight back.

caution:

Make sure you remove the orange pull-tab and plastic wrap completely before you remove the orange cap in the next step. Otherwise, ink might leak from the ink cartridge. When you remove the plastic wrap, the paper label on the top of the ink cartridge tears slightly, which is necessary to properly vent the ink cartridge.
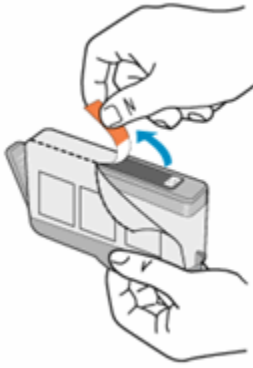
5. Hold the ink cartridge by its sides, and then twist the protective orange cap counter-clockwise to snap it off the ink cartridge.

   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.


6. Gently bend the tab away from the ink cartridge.

   caution:

   Be careful not to bend the tab out more than 1.27 cm (0.5 in). Moving the tab too far might damage the ink cartridge or cause the tab to break.

1. **Bend the tab away from the ink cartridge**
2. **Do not bend the tab more than 1.27 cm (0.5 in)**

7. Turn the ink cartridge so that the ink cartridge contacts face downward, and then match the label color with the color dot on the carriage.
8. Slide the ink cartridge into its slot, and then gently press the ink cartridge down until it snaps into place.
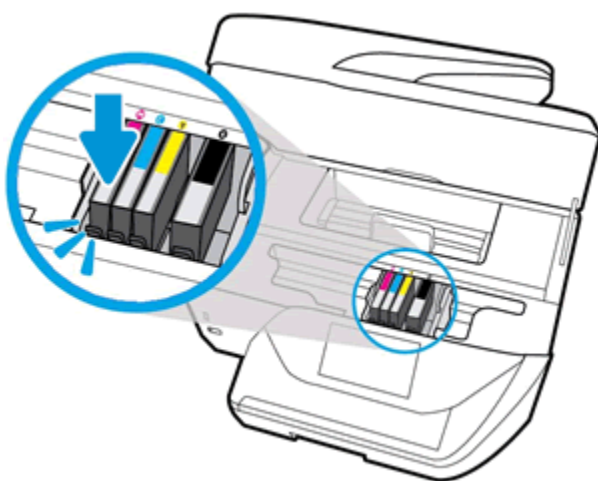
9. Repeat these steps to install any new ink cartridges.
10. Close the ink cartridge access door.
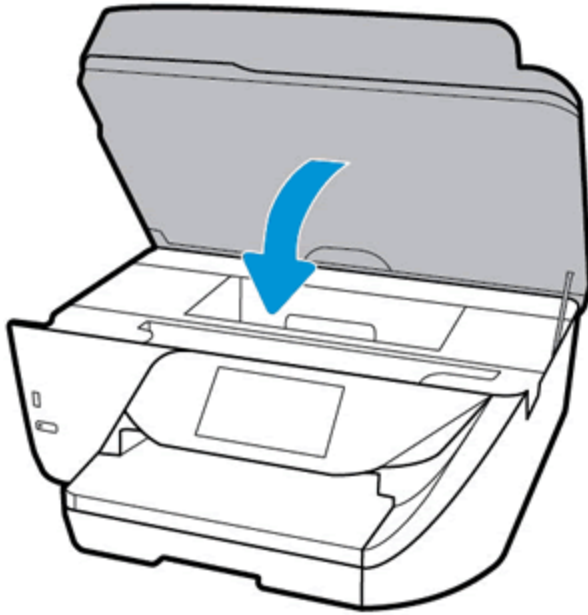
Try to print. If replacing any low or empty cartridges resolved the issue, you do not need to continue troubleshooting.

Step 9: Make sure the ink cartridges are properly vented and seated correctly
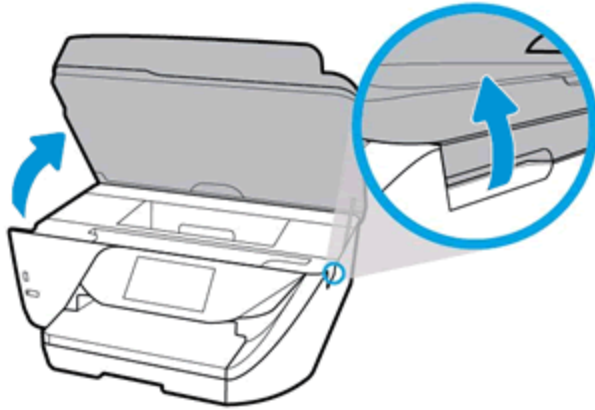
Check the vents on the top of the ink cartridges. If they are clogged or obstructed, the ink cartridges might not work properly, which can affect print quality.

note:

To avoid print quality issues and dried out ink cartridges, do not leave any ink cartridges outside the printer for longer than 30 minutes.

1. Turn on the printer, if it is not already turned on.
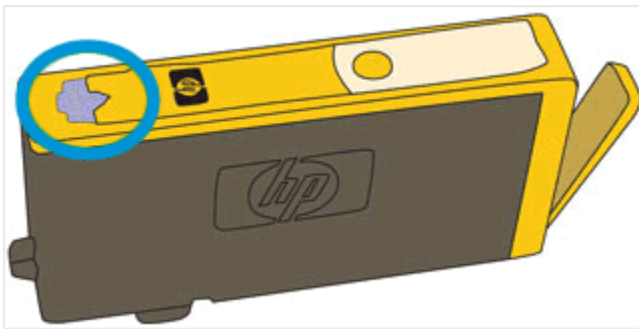2. Open the ink cartridge access door.

    The carriage moves to the center of the printer.

3. Wait until the carriage stops moving before you continue.
4. Press the tab inward on the front of the old ink cartridge to release it, and then pull up on the ink cartridge to remove it from the slot.
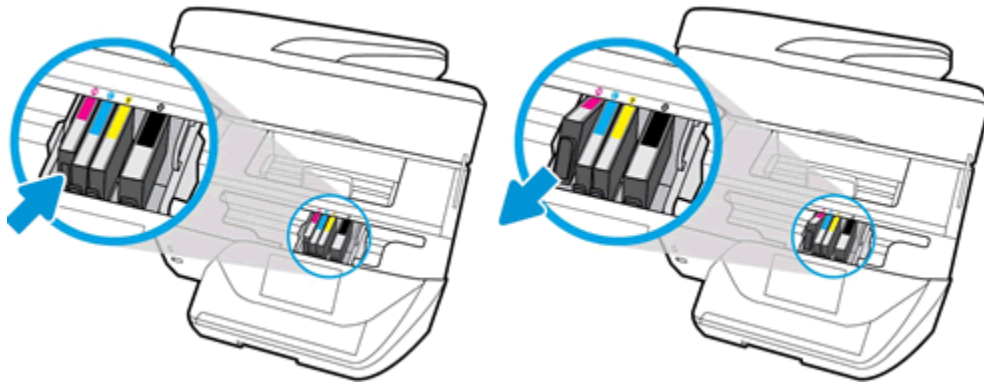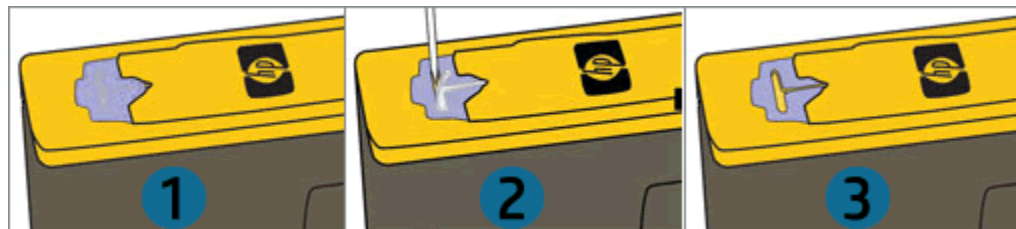

5. Examine the vent area above the HP logo on the top of the ink cartridge.

6. If the ink cartridge still has the orange pull-tab attached, pull to remove it.

7. If the vent is clogged, use a straight pin to gently remove excess adhesive from the vent.

1. **Clogged vent**
2. **With a straight pin, gently remove excess adhesive from the vent**
3. **Unclogged vent**

8. Turn the ink cartridge so that the ink cartridge contacts face downward, and then match the label color with the color dot on the carriage.
9. Slide the ink cartridge into its slot, and then gently press the ink cartridge down until it snaps into place.
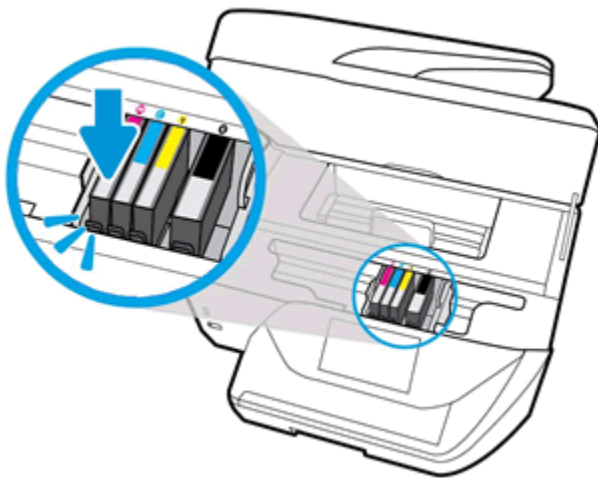
10. Repeat these steps to inspect the vents on each of the ink cartridges.
11. Make sure each ink cartridge is firmly installed in its slot. Run your finger along the top of the ink cartridges to feel for any that are protruding, and if any are, press down firmly until each ink cartridge snaps into place.
12. Close the ink cartridge access door.
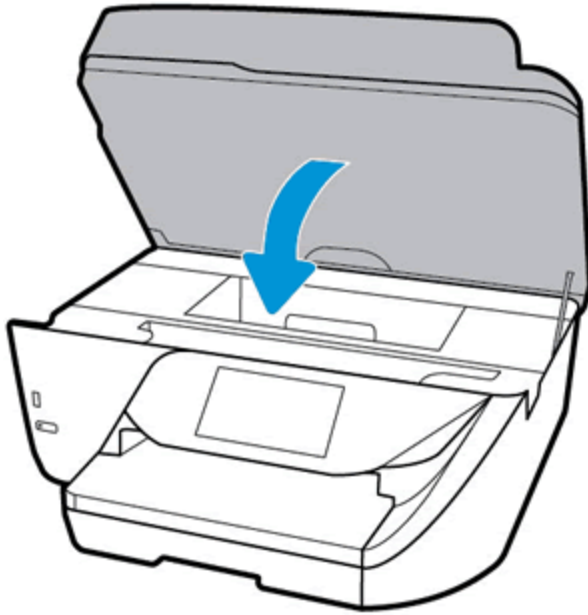
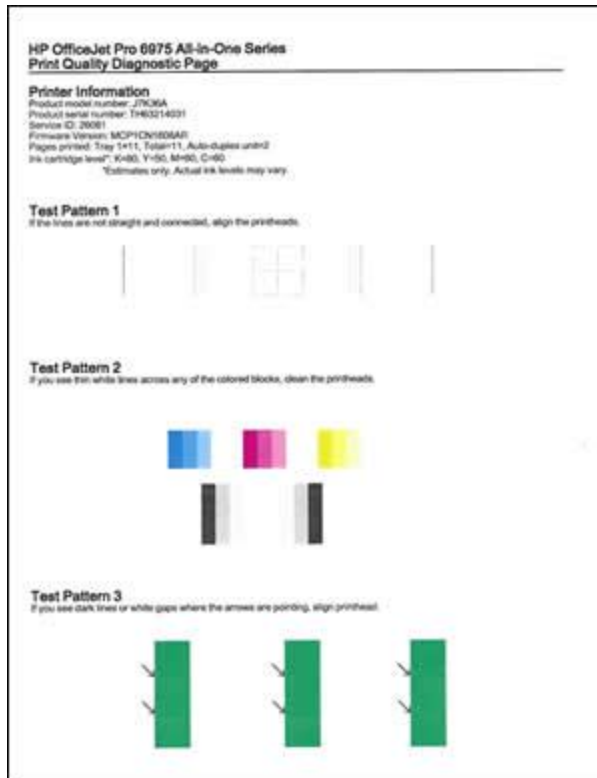Try to print. If these steps resolved the issue, you do not need to continue troubleshooting.

Step 10: Print a Print Quality Diagnostic Page

Print a Print Quality Diagnostic Page, and then evaluate the results.

1. Load plain white paper in the input tray.
2. From the printer control panel, open the Setup ⚙ menu.
3. Open the Reports or Tools menu.
4. Touch Print Quality Report.

   A Print Quality Diagnostic Page prints.

HP OfficeJet Pro 6975 All-in-One Series
Print Quality Diagnostic Page

Printer Information
Product model number: J7K36A
Product serial number: TH63214031
Service ID: 26061
Firmware Version: MCP1CN1606AR
Pages printed: Tray 1=11, Total=11, Auto-duplex units=2
Ink cartridge level*: K=80, Y=50, M=60, C=60
*Estimates only. Actual ink levels may vary.

Test Pattern 1
If the lines are not straight and connected, align the printheads.

Test Pattern 2
If you see thin white lines across any of the colored blocks, clean the printheads.

Test Pattern 3
If you see dark lines or white gaps where the arrows are pointing, align printhead.

Step 11: Examine Test Pattern 1

Evaluate Test Pattern 1 on the Print Quality Diagnostic Page to make sure the lines are straight and connected.

- If the lines in Test Pattern 1 **are straight and connected**, skip to the step to examine Test Pattern 2.
- If the lines in Test Pattern 1 **are not straight and connected**, continue to the next step to align the printhead.
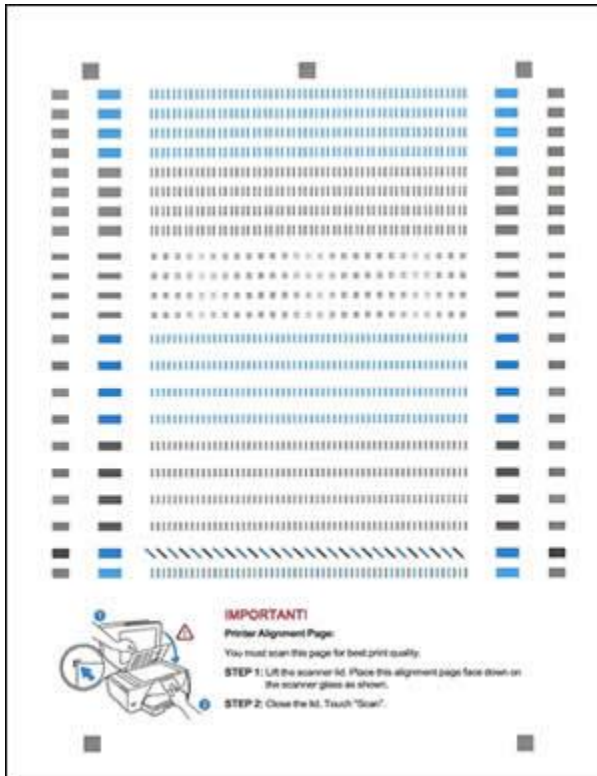
Step 12: Align the printhead

Aligning the printhead can resolve errors with Test Pattern 1.

1. Load plain white paper in the input tray.
2. From the printer control panel, open the Setup ⚙ menu.
3. Open the Printer Maintenance or Tools menu.

4. Touch Align Printhead.

   An alignment page prints.

5. Wait until the page is out of the printer before you remove it.

Continue to the next step.

Step 13: Print another Print Quality Diagnostic Page

Print another Print Quality Diagnostic Page to examine the lines in Test Pattern 1 again.

- If the lines in Test Pattern 1 **are straight and connected**, continue to the next step to examine Test Pattern 2.
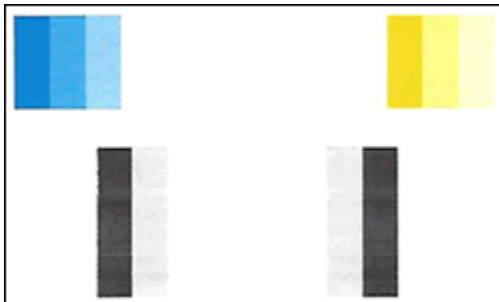- If the lines in Test Pattern 1 **are not straight and connected**, skip to the step to service the printer.

Step 14: Examine Test Pattern 2

Examine the color blocks in Test Pattern 2 on the Print Quality Diagnostic Page.

Test Pattern 2 with white lines in a color bar

Test Pattern 2 with a missing color block

- If the color blocks in Test Pattern 2 **do not show white lines, and are not faded or missing**, skip to the step to examine Test Pattern 3.
- If any of the color blocks in Test Pattern 2 **show white lines or are faded or missing completely**, continue to the next step to clean the printhead.

Step 15: Clean the printhead

The printhead could be clogged, and you might need to clean the printhead several times to restore print quality. Use an automated tool from the printer control panel to clean the printhead.

 caution:

Never turn off the printer when ink cartridges are not installed. To avoid issues that require cleaning the printhead or that can damage the ink system, always replace ink cartridges as soon as possible, and always turn off the printer using the Power button.

1. From the printer control panel, open the Setup ⚙ menu.
2. Open the Printer Maintenance menu.
3. If necessary, open the Tools menu, and then touch Clean Printhead.

    A test page prints.

4. Examine the test page.
    o If the print quality is unacceptable, touch Clean Again to continue the next level of cleaning. If necessary, repeat these steps for the third cleaning cycle.

    note:

    If the printhead is badly clogged, it might require another cleaning cycle. If so, wait 30 minutes before you perform all three levels of cleaning again.

    o If the print quality is acceptable, touch Done.

Continue to the next step.

Step 16: Print another Print Quality Diagnostic Page

Print another Print Quality Diagnostic Page to examine the color blocks in Test Pattern 2 again.
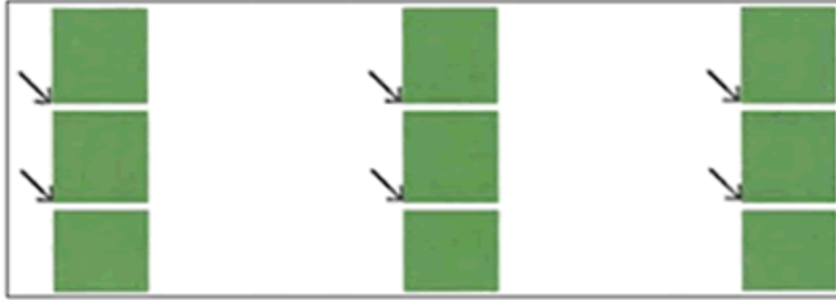
* If there **are no defects in Test Pattern 2**, continue to the next step.
* If there **are defects in Test Pattern 2**, clean the printhead again.
* If there **are still defects in Test Pattern 2 after a second printhead cleaning**, you can try to clean the printhead a third time or skip to the step to [service the printer](#).

Step 17: Examine Test Pattern 3

Examine the green columns in Test Pattern 3 on the Print Quality Diagnostic Page.

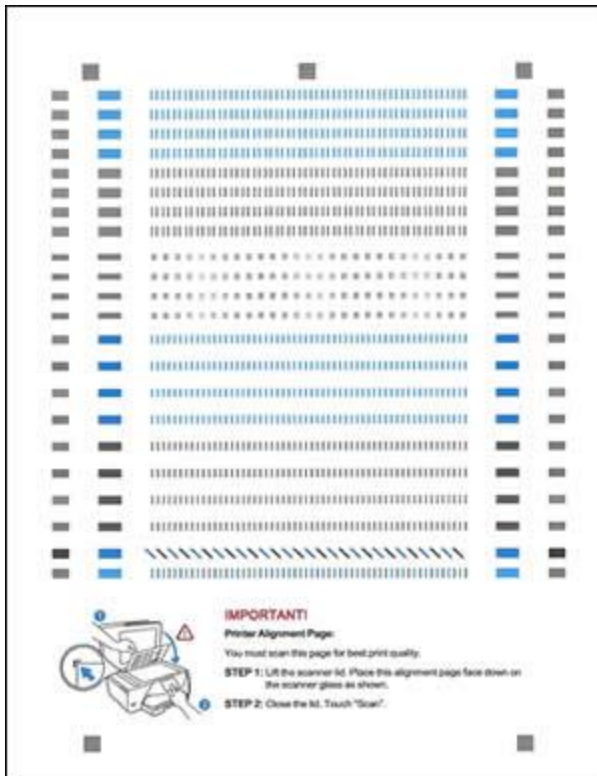**Test Pattern 3 with white gaps in the columns**

- If there **are no defects in Test Pattern 3**, you do not need to continue with the steps in this document.
- If the columns in Test Pattern 3 **display dark lines or white gaps where the arrows are pointing**, continue to the next step.

Step 18: Align the printhead

Aligning the printhead can resolve errors with Test Pattern 3.

1. Load plain white paper in the input tray.
2. From the printer control panel, open the Setup ⚙ menu.
3. Open the Printer Maintenance or Tools menu.
4. Touch Align Printhead.

   An alignment page prints.

5. Wait until the page is out of the printer before you remove it.

Continue to the next step.

Step 19: Print another Print Quality Diagnostic Page

Print another Print Quality Diagnostic Page to examine the color blocks in Test Pattern 3 again.

- If there **are no defects in Test Pattern 3**, you do not need to continue with the steps in this document.
- If the columns in Test Pattern 3 **still display dark lines or white gaps where the arrows are pointing**, continue to the next step.

Step 20: 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.

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 (('I')).
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

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

1. Make sure your Android device is connected to the same wireless network that you want to connect your 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, and then tap the Plus sign ⊕.
6. Tap Add Printer.

    A list of available printers displays.

7. Tap your printer. The printer name contains 'Setup' and the model number, such as HP-Setup>A8-Deskjet 3700 series.
8. 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.

9. 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.

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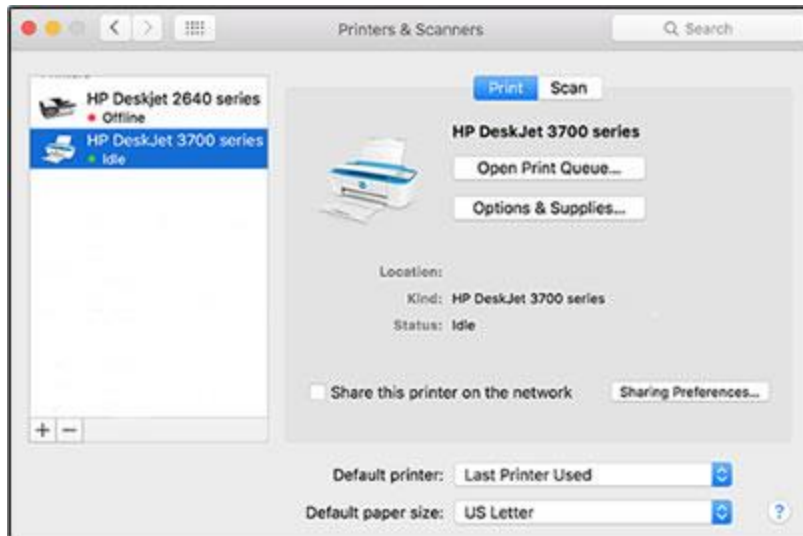
5. Click the name of your printer with USB under Kind.
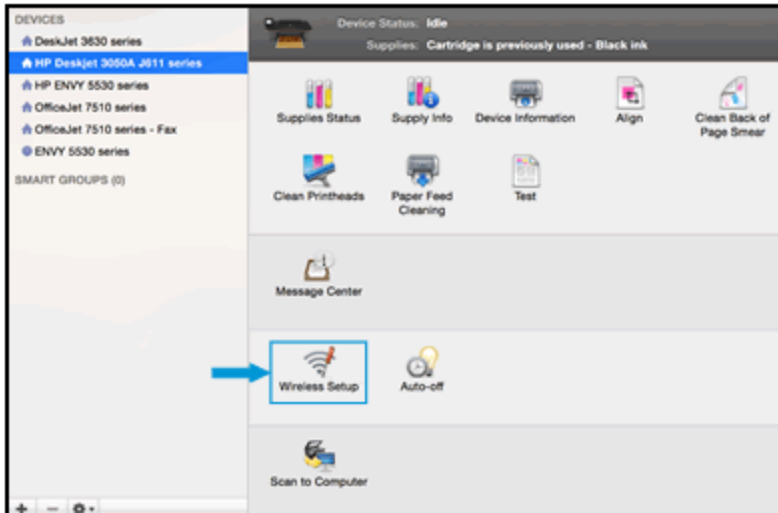6. On the Use menu, select the name of your printer, and then click Add.

   note:

   AirPrint is the default driver. To access all printer features, including HP Utility, select the HP printer name.
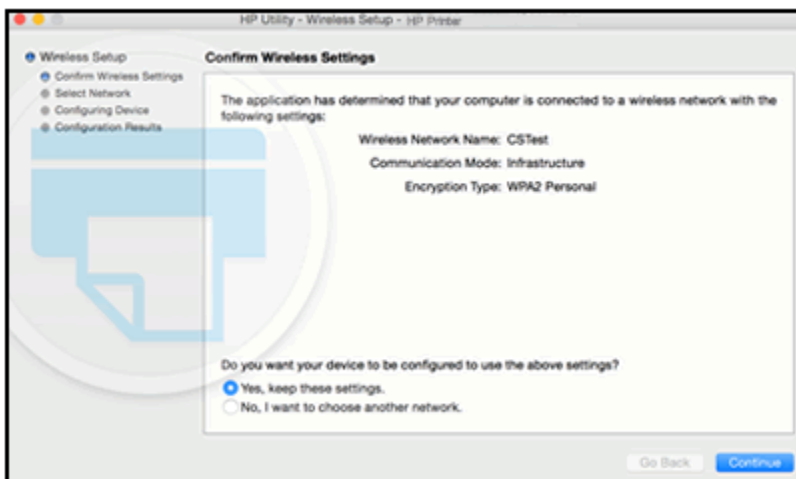
7. Click the name of your printer, and then click Options & Supplies.
8. Click Utility, and then click Open Printer Utility.
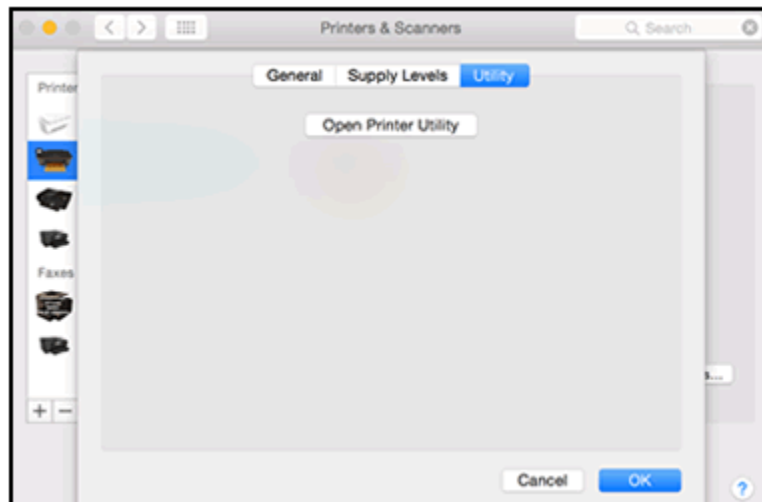
9. In HP Utility, click Wireless Setup.

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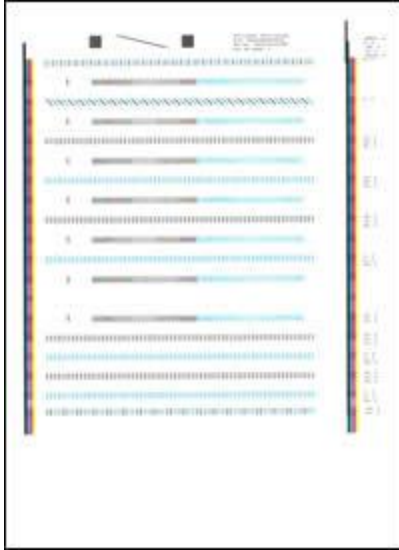
- If the patterns on the alignment test page are solid and aligned and you see both black and blue patterns, skip to the step to [Service the printer](#).
- If the patterns on the alignment test page are faded, streaked, or smeared or black or cyan is missing, continue to the next step to check the estimated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

Figure : Integrated Printhead (IPH)
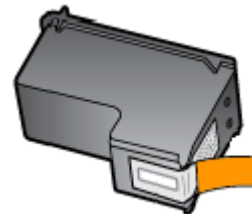
If your printer has ink cartridges that look like this, try searching HP Customer Support for a 'Replacing the Printhead' document for instructions to replace the printhead.

Figure : Individual Ink Cartridge (IIC)

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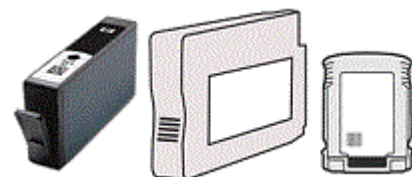
If replacing the printhead does not resolve the issue, service the printer.

Step 8: 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.

note:

Keep a print sample that shows the problem. If the ink cartridges, printhead, or printer is replaced under warranty, the support agent will request the print sample. If the printer is returned to HP, the print sample must be returned with the printer. Place the sample in the output tray when you package your printer for shipping.