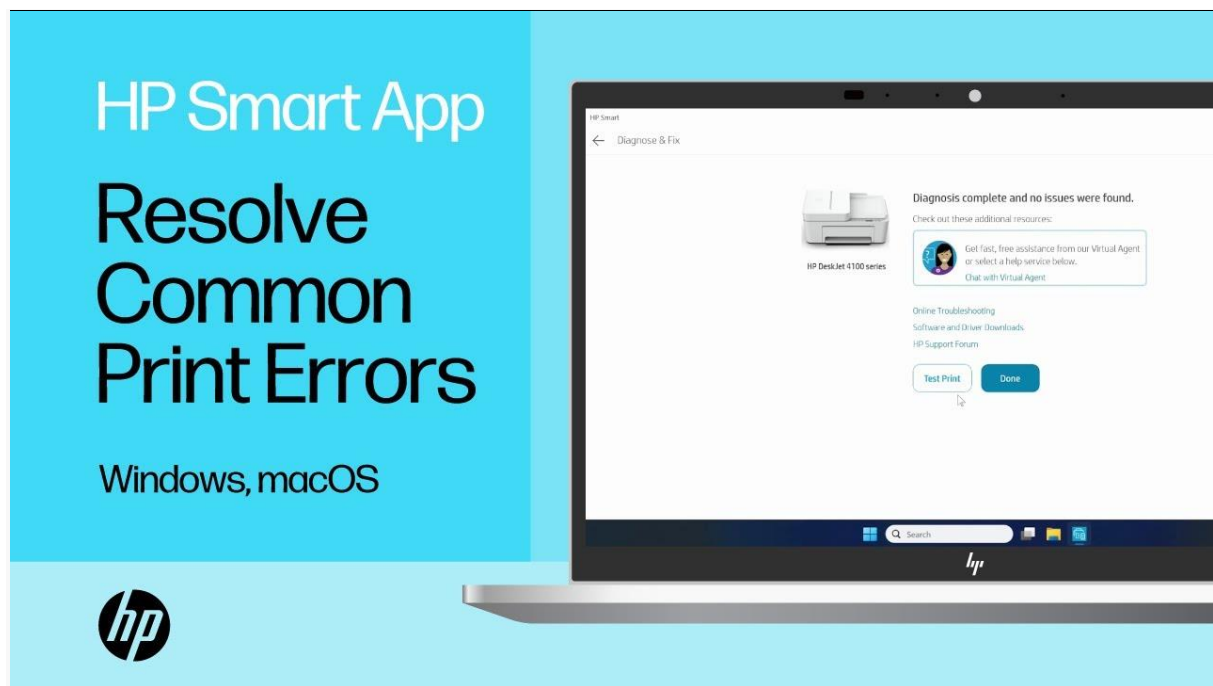


Use Diagnose & Fix in HP Smart to repair common printing issues (Windows, macOS)

Run this troubleshooting tool built into the HP Smart app for Mac and Windows computers if you are experiencing issues with your printer.



How to resolve common print errors using Diagnose & Fix in HP Smart for Windows, macOS

This video shows how to use the Diagnose & Fix feature in the HP Smart app for devices running Windows or macOS. This feature can assist in troubleshooting printer issues.

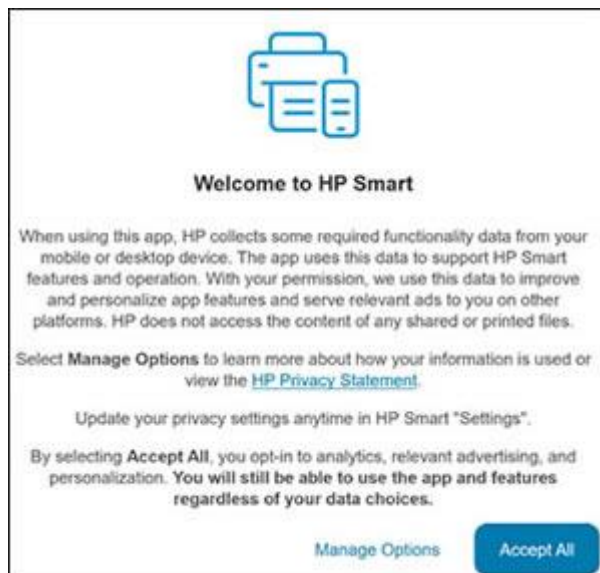
Diagnose & Fix performs the following troubleshooting actions:

- Clears print jobs stuck in the queue, resumes any paused print jobs in the queue, and resolves other print queue errors.
- Checks if the printer is offline and reconnects it to the network, if possible.
- Resolves print spooler errors.
- Checks for and installs any available driver updates (Windows only).
- Connects the printer to the correct port if there is a port mismatch (Windows only).

Set up your printer with the HP Smart app (Windows, macOS)


Use the guided printer setup in the HP Smart app to connect your printer over USB or to the internet.

1. Download the HP Smart app from [HP Smart - Microsoft Store](#) (Windows, in English) or [HP Smart - Mac App Store](#) (macOS, in English).
2. If a Welcome to HP Smart screen displays, click Accept All.



3. Set up or add the printer.
 - If the option to set up or sign in displays, click Set Up a New Printer.



- If the app home screen displays, click Add Printer (Windows), Set up or add printer (macOS), or the Add printer icon .

EXAMPLES OF ADD PRINTER IN WINDOWS (LEFT) AND MACOS (RIGHT)



4. For macOS, click Get Started under Set up a new printer. If prompted to select a connection type, click WiFi or Ethernet Cable, and then click Continue. Prepare the printer for the connection, and then click Continue.



5. Find your printer in the list, click the printer name or Set Up, and then follow the prompts to finish the setup. It might take a few minutes before the printer displays.

EXAMPLE OF PRINTERS FOUND BY THE HP SMART APP




6. If you are using a Wi-Fi connection and your printer is not found, continue to the next step.
7. Restore Wi-Fi setup mode.
 - Printers with a touchscreen control panel: On the control panel, open the Wireless (i) or Setup ⚙️ menu, select Network Setup or Settings, and then select Restore Network Settings.
 - Printers without a touchscreen control panel: Use the control panel buttons to [Restore Wi-Fi setup mode on your HP printer](#).
8. Within 2 hours, close then reopen the HP Smart app, and then add the printer again.

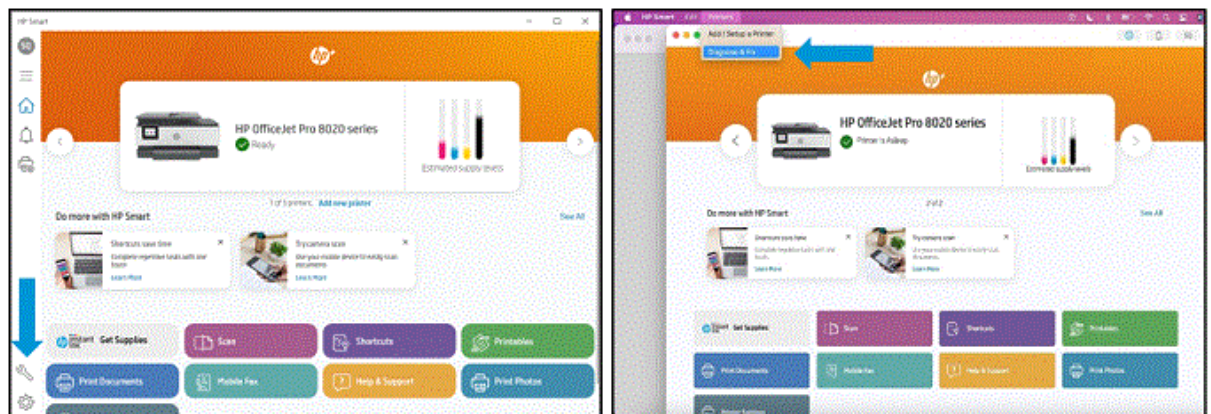
9. If the HP Smart app still cannot find your printer, go to [HP printer not found by the software or device during setup](#) for troubleshooting information.

Run Diagnose & Fix

Locate and run Diagnose & Fix in the HP Smart app for macOS and Windows computers.

1. Open the HP Smart app, and then open Diagnose & Fix.
 - Windows: Click the Diagnose & Fix icon  in the bottom left corner.
 - macOS: Click your printer, click Printers in the top menu bar, and then click Diagnose & Fix.

CLICK THE ICON IN THE LOWER LEFT (WINDOWS), SELECT DIAGNOSE & FIX FROM THE PRINTERS MENU (MACOS)



2. Click Start.

NOTE:

Do not close HP Smart while the troubleshooter is running.



3. Follow any instructions provided if any issues are found.



4. If the issue is not resolved, select one of the additional resources, or go to [HP Customer Support](#) and search for the specific issue or error message you are experiencing.

Frequently asked questions (FAQs)

Still have a question? Find additional answers and help.

What are the requirements to use Diagnose & Fix?

Review operating system and app version requirements for the HP Smart Diagnose & Fix feature.

- An HP printer that supports HP Smart
- HP Smart app version 100 and later (Windows) or version 5.5.2 and later (macOS)
- A compatible device running the following operating system versions:
 - Windows 11 version 21H2 and later
 - Windows 10 version 1809 and later
 - macOS 10.14 and later

Why do I need to sign in or create an account to use HP Smart?

An HP Smart account allows you to print and scan from the HP Smart app, as well as access to premium features such as mobile fax.

You can also use HP Smart to remotely manage, share access, and print from anywhere with a compatible HP printer.

Which printers are compatible with the HP Smart app?

Most wireless-capable printers manufactured in 2010 and later are supported by the HP Smart app.

To find out if your printer is compatible, go to [Mobile printing solutions for HP printers](#).

Which languages does the HP Smart app support?

HP Smart is currently available in the following languages.

- Arabic (Windows, Mac only)
- Bulgarian
- Catalan (Windows, Mac only)
- Chinese (Simplified)
- Chinese (Traditional)
- Croatian (Windows, Mac only)
- Czech
- Danish
- Dutch
- English
- Estonian
- Finnish
- French
- German
- Greek
- Hebrew (Windows, Mac only)
- Hungarian
- Indonesian (Windows, Mac only)
- Italian
- Japanese
- Korean
- Norwegian
- Latvian
- Lithuanian
- Polish
- Portuguese
- Romanian (Windows, Mac only)
- Russian
- Slovak (Windows, Mac only)
- Slovenian (Windows, Mac only)
- Spanish
- Swedish
- Thai (Windows, Mac only)
- Turkish