BILL'S HOME TECH
Home & Small Business Tech Solutions

BILL'S COMPLETE MANUALS · NO. 97

HP Printers

The HP app, Wi-Fi, printing, scanning and copying, Instant Ink, HP+, ink choices and plain-English fixes

A plain-English guide for every HP printer owner

Take your time — you can't break it

Written for you by Bill — Bill's Home Tech

(330) 200-8042 · BillsHomeTech.com

For HP DeskJet, ENVY, OfficeJet, Smart Tank & LaserJet · facts current November 2026

What's Inside

This is your HP printer manual. Read it in any order and at your own pace — there is no test, and you can't fall behind. It's written for HP's home printers (DeskJet, ENVY, OfficeJet, Smart Tank and LaserJet) and the HP app that runs them, which used to be called HP Smart. Every feature comes with what it actually does *for you*, honest prices for HP's ink plans, and slow step-by-step directions anyone can follow. If a screen on your printer or phone looks a little different, don't worry — the words you're looking for are usually the same.

Part 1 — Getting to Know Your HP Printer

1 A Note from Bill
2 Which HP Printer Do You Have?
3 The HP App (It Used to Be Called HP Smart)
4 Do You Really Need an HP Account?
5 A Tour of the Buttons, Lights & Screen

Part 2 — Getting Connected

6 Setting Up a New HP Printer, Start to Finish
7 Putting the Printer on Your Wi-Fi (and Back On Again)
8 Wi-Fi Direct & USB: Printing Without Home Wi-Fi
9 Adding the Printer to a Windows PC
10 Adding the Printer to a Mac
11 Setting Up the HP App on iPhone & Android

Part 3 — Printing, Scanning & Copying

12 Printing from an iPhone or iPad
13 Printing from an Android Phone or Tablet
14 Printing from a Computer: the Print Window
15 Making a Copy
16 Scanning with the HP App
17 Scanning on a Computer Without the App

Part 4 — Ink, Instant Ink & HP's Plans

18 Ink & Toner Basics for HP Printers
19 Instant Ink: How It Works
20 Instant Ink Plans & Prices (November 2026)
21 Rollover, Extra Pages & Watching Your Count
22 Canceling Instant Ink & What Happens to the Cartridges
23 The HP All-In Plan: Renting the Printer Itself
24 HP+ Printers: What You're Agreeing To
25 Dynamic Security & Non-HP or Refilled Cartridges

Part 5 — Fixing Problems

26 "Printer Offline": The Fixes, in Order
27 It Won't Print: Stuck Jobs & the Print Queue
28 Diagnose & Fix (the Replacement for HP Print and Scan Doctor)
29 Clearing a Paper Jam the HP Way
30 Faded, Streaky or Blank Pages
31 Firmware Updates: What They Are & Whether to Allow Them

Part 6 — Staying Safe

32 Fake "HP Support" Numbers & Websites
33 "Printer Driver" Pop-Ups & Other Tricks
34 Your Printer, Your Account & Your Privacy

Part 7 — Help & Reference

35 When to Call Bill
36 Your HP Printer Cheat-Sheet

PART 1

Getting to Know Your HP Printer

Which HP printer you have, the HP app that runs it, whether you really need an HP account, and a friendly tour of the buttons and lights. Start here.

CHAPTER 1

A Note from Bill

Hello, and welcome. HP is one of the best-known names in home printers, so there's a good chance the printer on your desk says HP on the front. Maybe it's been a faithful helper for years. Maybe it just came out of the box and is asking you to download an app, make an account and sign up for an ink plan before it will print a single page. Either way, this guide is here to help.

I'm Bill. I've spent more than 30 years working with technology professionally, and these days I help folks here in Portage County, Ohio, feel at home with theirs. I wrote this guide the way I'd explain things sitting beside you at the kitchen table: slowly, in plain English, and with no rushing. When a word sounds like jargon, I'll stop and explain it.

You can't break it

Printers have a reputation for being stubborn, and HP printers in particular come with a lot of screens about accounts, subscriptions and updates. None of that means you can damage anything by tapping the wrong button. Almost every setting can be changed back. A printer that says "offline" is not broken. It has simply lost track of your Wi-Fi or your computer, and we'll fix that together in Part 5.

WHAT THIS DOES FOR YOU

What a working printer does for you

It means printing a boarding pass or a recipe without a trip to the library, making a copy of an insurance card in ten seconds, scanning a signed form and emailing it back the same day, and never standing in a store aisle wondering which ink to buy. Small things, but they add up to a lot less hassle.

How this guide fits with our other printer guide

Bill's Home Tech also has a general **Home Printers & Scanners** manual that covers every brand: loading paper, envelopes and labels, printing photos, and filing scanned papers. This guide goes deeper on the things that are special to HP: the HP app, Instant Ink, HP+, HP's cartridge rules, and HP's own fix-it tools. If you have both, use them side by side.

FROM BILL

I'm a phone call away

If you get stuck, you're never stuck alone. Call or text me at **(330) 200-8042** and we'll sort it out together, with no judgment and no rushing.

— Bill

CHAPTER 2

Which HP Printer Do You Have?

HP sells several families of home printers. They all work in much the same way, but knowing which family you have helps you buy the right ink and follow the right steps. Here they are in plain English:

Family	What it is
DeskJet	HP's simplest and least expensive inkjet printers. Print, and usually scan and copy. Uses small ink cartridges, so ink costs add up if you print a lot.
ENVY and ENVY Inspire	Home inkjets with nicer photo printing, often a small touchscreen. A popular middle choice.
OfficeJet and OfficeJet Pro	Built for a home office: faster, a sheet feeder on top for scanning stacks of pages, and often fax.
Smart Tank	Instead of cartridges, these have refillable ink tanks you top up from bottles. More money up front, much cheaper ink.
LaserJet	Uses powdered toner instead of liquid ink. Sharp black text, toner lasts a long time, and it never dries out. Many home LaserJets print black only.

Finding your exact model

The full model name is printed on the front or the top of the printer, near the HP logo, for example **HP ENVY 6055e** or **HP OfficeJet Pro 9125e**. If it has rubbed off, look on the label on the back or bottom, or inside the front door where the cartridges sit. The HP app also shows the model name once the printer is added.

GOOD TO KNOW

What the little "e" means

A model name ending in **e** (like DeskJet 4155**e** or ENVY 6055**e**) means the printer was sold as an **HP+** printer. HP+ is an optional program you can turn on during setup, and it comes with strings attached: an HP account, a permanent internet connection and Original HP ink only. Chapter 24 explains it honestly, so you can decide with open eyes before you agree to it.

Write it down

Write your model name and your cartridge number on the cheat-sheet at the end of this guide (Chapter 36). You'll need both when you buy ink, ask for help, or look up instructions on HP's website.

CHAPTER 3

The HP App (It Used to Be Called HP Smart)

For years HP's printer app was called **HP Smart**. HP has now replaced it with a new app simply called the **HP app**. It does the same jobs, and it can also look after other HP products such as HP laptops. If you had HP Smart before, an update brings your printers across into the new app. You may still see the name HP Smart on older screens, in HP's own help pages, and on some computers where the new app hasn't arrived yet. Wherever this guide says "the HP app," the same steps apply to HP Smart.

What the HP app does

- **Sets up** a new printer and connects it to your Wi-Fi.
- **Prints** photos and documents from your phone, tablet or computer.
- **Scans** with the printer's glass, or with your phone's camera if you don't have a scanner.
- Shows **ink levels** and any warnings the printer is reporting.
- **Fixes** common problems with a built-in tool called **Diagnose & Fix** (Chapter 28).
- Manages **Instant Ink**, if you use it (Part 4).

Where to get it — and only there

Your device	Where to download
iPhone or iPad	The **App Store**. Search for **HP** and look for the app made by **HP Inc.**
Android phone or tablet	The **Google Play Store**. Same search, same publisher: **HP Inc.**
Windows PC	The **Microsoft Store** (the shopping-bag icon on the taskbar or in Start). On many HP computers it's already installed.
Mac	The **Mac App Store**.

SCAM ALERT

Never download printer software from an ad

Search results are full of look-alike "HP printer setup" sites that offer a "driver" or show a fake error and a phone number. HP's app is free and only comes from the app stores above or from HP's own website. If a site asks you to call a number, pay, or let someone onto your computer, close it. Part 6 covers these tricks in detail.

GOOD TO KNOW

You don't have to use the app at all

The HP app is handy, but it is not the only way to print. iPhones, iPads and Macs can print to most HP printers with Apple's built-in **AirPrint**. Windows 11 and Android can also print without any HP software. Part 3 shows both ways.

CHAPTER 4

Do You Really Need an HP Account?

This is one of the most common questions I hear, so here's a straight answer. An **HP account** is a free sign-in (your email address and a password) that links you, your printer and any HP services together.

What HP says

HP says an HP account is needed for **full functionality** of the HP app. In practice the app asks you to sign in, and some features only work with an account because they run through HP's internet servers: printing from away from home, Mobile Fax, some advanced scanning features, and Instant Ink. HP+ printers always need an account.

What you can do without one

- Print from an iPhone, iPad or Mac with **AirPrint**, no HP app needed.
- Print from Windows 11 after adding the printer in **Settings** (Chapter 9).
- Print from Android with its built-in printing (Chapter 13).
- Make copies using the buttons on the printer itself.
- Scan on a computer with **Windows Scan**, or on a Mac with **Preview** or **Image Capture** (Chapter 17).

FROM BILL

My honest advice

An HP account costs nothing, and for most people it's simply easier to make one and let the app do its work. But if you'd rather not, you're not stuck: the built-in printing on your phone and computer works fine for everyday jobs. Either way, write the account email and password on your cheat-sheet. Forgotten HP account passwords are a common reason printers "stop working" after a new phone.

STAY SAFE

One account, kept private

Use your own email for the HP account, not a helper's. Make a password you don't use anywhere else. HP will never phone you to ask for it.

CHAPTER 5

A Tour of the Buttons, Lights & Screen

Every HP model is laid out a little differently, but the same handful of controls turn up again and again. Find these on yours:

Control	What it does
Power	The round button with the line-and-circle symbol. Use it to turn the printer off, rather than pulling the plug, so the ink can park safely.
Wireless (Wi-Fi)	A button or light with the fan-shaped Wi-Fi symbol. Solid usually means connected; blinking means it's looking for a network or is in setup mode.
Cancel (X)	Stops the current job. On many models it's also half of a two-button reset (Chapter 7).
Information (i)	On printers without a screen, a press prints a page with handy details, including the Wi-Fi network the printer is on.
Resume	A button or light with a triangle or arrow. Blinks after you fix a problem, such as reloading paper. Press it to carry on.
Ink or attention light	A drop or exclamation symbol. Blinking means check the ink, a cartridge, or an open door.

Touchscreen models

Many ENVY, OfficeJet and Smart Tank models have a small touchscreen instead. You'll usually find **Copy**, **Scan** and a gear or **Setup** icon. The Wi-Fi symbol at the top of the screen opens the wireless settings. Swipe gently, and tap the Home icon to start over.

TIP

Print a status page — it answers a lot of questions

Most HP printers can print a **network configuration** or **printer status** page. On models without a screen, press **Information** (sometimes together with **Wireless**). On touchscreen models look under **Setup** or **Reports**. It shows the Wi-Fi network name and whether the printer is connected, which is gold when you're troubleshooting.

Turning it off and on properly

Press **Power** and wait until the lights go out and the printer goes quiet before unplugging it. That lets the print head park and cap itself so the ink doesn't dry out. Pulling the plug mid-job is one of the quieter causes of streaky prints later.

PART 2

Getting Connected

Setting up a new HP printer, putting it on your Wi-Fi, connecting without Wi-Fi, and adding it to your computer, phone and tablet.

CHAPTER 6

Setting Up a New HP Printer, Start to Finish

A new HP printer needs about 20 to 40 minutes the first time. Have these ready before you start: your **Wi-Fi network name and password**, your phone or computer, and a little patience for one or two updates.

Unpack and power up

1. Remove **all** the orange or blue tape and packing pieces, including inside the front door and the paper tray. A forgotten strip of tape causes "carriage jam" messages later.
2. Plug in the power cord and press **Power**. If there is a touchscreen, choose your language and country.
3. Install the cartridges (or fill the tanks on a Smart Tank) when the printer asks. Use the ones that came in the box.
4. Load plain letter paper in the main tray.
5. Let the printer finish its first start-up, which can take several minutes. It may print an alignment page; that's normal.

Connect it with the HP app

1. Install the **HP app** on your phone or computer (Chapter 3).
2. Open the app, sign in or create your HP account if asked, and choose to **add** or **set up a new printer** (usually a plus sign).
3. Allow the app to use Bluetooth and location if it asks. It uses them only to find the new printer nearby.
4. Pick your home Wi-Fi network and type the password carefully. The app passes it to the printer for you.
5. Follow the remaining screens. You'll be offered Instant Ink and, on "e" models, HP+. Read each screen before tapping. It's fine to say **no** or **skip**.

HEADS UP

Slow down at the offer screens

Setup screens are designed so the "yes" button is big and bright. You can decline Instant Ink and you can say no to HP+ during setup without harming the printer. Once HP+ is turned on, it can't be turned off (Chapter 24). If you're unsure, skip it and call me first.

GOOD TO KNOW

HP's own setup address

The paper in the box may point you to an HP setup website. Type the address exactly as it is printed rather than searching for it. Searching brings up look-alike sites that are not HP.

CHAPTER 7

Putting the Printer on Your Wi-Fi (and Back On Again)

Most HP printers live on your home Wi-Fi, so any phone or computer in the house can print to them. The printer needs reconnecting if you get a new router, change the Wi-Fi password, or your internet company swaps your equipment.

Step one: put the printer in Wi-Fi setup mode

"Setup mode" means the printer stops looking for its old network and gets ready to be told about a new one. How you do it depends on whether your printer has a touchscreen.

- **Touchscreen models:** tap the Wi-Fi icon or **Setup**, then go to the network or wireless settings and choose **Restore Network Settings**.
- **Models without a touchscreen:** on most, press and hold **Wireless** and **Cancel** together for about **5 seconds**, until the Wireless light blinks. Some DeskJet, Smart Tank and LaserJet models need an extra button press first, so check HP's page for your exact model if this doesn't work.

Setup mode doesn't last forever: finish connecting within about two hours, or repeat the button press. Restoring Wi-Fi setup does not cancel your HP account or Instant Ink.

Step two: connect it with the HP app

1. On your phone, turn on Wi-Fi and Bluetooth and stand near the printer.
2. Open the HP app and choose to add a printer (the plus sign).
3. When the app finds the printer in setup mode, select it.
4. Choose your home network, type the Wi-Fi password, and wait. The blinking Wireless light should turn solid.
5. Print a test page from the app to be sure.

> **TIP**
>
> **Touchscreen shortcut without a phone**
>
> On touchscreen models you can also use the **Wireless Setup Wizard** in the printer's wireless settings: pick your network from the list and type the password on the little keyboard. Take your time with capital letters.

GOOD TO KNOW

Two networks with the same name?

Many routers broadcast a 2.4 GHz and a 5 GHz network. Some HP printers only use 2.4 GHz. If the printer can't see your network or won't hold the connection, the 2.4 GHz band is usually the one it needs. Your internet provider or I can help you check.

CHAPTER 8

Wi-Fi Direct & USB: Printing Without Home Wi-Fi

No home Wi-Fi? Visiting grandkids who want to print from their phones? Router down for the day? There are two other ways to reach most HP printers.

Wi-Fi Direct: the printer makes its own little network

With **Wi-Fi Direct**, the printer broadcasts a private network of its own, usually named **DIRECT-** followed by a few letters and the model name. Your phone or laptop joins that network, just for printing. It doesn't need the internet.

1. On the printer, find the **Wi-Fi Direct** button or menu (the icon often looks like a phone with a Wi-Fi symbol) and make sure Wi-Fi Direct is on.
2. Find the Wi-Fi Direct name and password. Touchscreen models show them in the Wi-Fi Direct menu; others print them on the network or Wi-Fi Direct information page.
3. On your phone or computer, open the Wi-Fi settings and join the **DIRECT-** network using that password.
4. Print as usual. When you're done, switch your phone back to your normal Wi-Fi.

HEADS UP

While you're on Wi-Fi Direct, you're off the internet

A phone or laptop joined to the printer's Wi-Fi Direct network usually can't reach the internet at the same time. That's why web pages stop loading. Switch back afterward.

USB: the old-fashioned cable

Most HP printers still have a square **USB** port on the back. A USB printer cable connects it straight to one computer. It's reliable and needs no Wi-Fi, but only that one computer can print. Plug it in with the printer on, and Windows 11 or macOS will usually add it by itself within a minute. Some newer, cheaper HP models have no USB port at all, so check before you buy a cable.

TIP

A cable is a fine choice

If you only print from one desktop computer and Wi-Fi keeps giving you trouble, a USB cable is a perfectly good, low-fuss answer. No shame in it.

CHAPTER 9

Adding the Printer to a Windows PC

Windows 11 can find most HP printers on your network and print to them without any HP software. Here's the plain Windows way:

1. Click **Start**, then **Settings** (the gear).
2. Choose **Bluetooth & devices**, then **Printers & scanners**.
3. Click **Add device** next to "Add a printer or scanner." Wait while Windows looks.
4. When your HP printer appears, click **Add device** beside it. Windows sets it up.
5. Print a test page: click the printer's name, then **Print test page**.

Or use the HP app on Windows

If you want scanning, ink levels and Diagnose & Fix on your PC, install the HP app from the **Microsoft Store**, open it, and add your printer. You'll be asked to sign in to your HP account.

GOOD TO KNOW

Choosing your everyday printer

On the **Printers & scanners** screen there's a switch called **Let Windows manage my default printer**. When it's on, Windows guesses which printer you want, and sometimes guesses wrong (for example, "Microsoft Print to PDF"). Turn it off, click your HP printer, and choose **Set as default**. Now it's picked every time.

TIP

Two copies of the same printer?

It's common to see your HP listed twice, once with "Fax" or a number after it. If printing goes to the wrong one, pick the plain one and set it as default.

CHAPTER 10

Adding the Printer to a Mac

Macs print to almost every HP Wi-Fi printer using **AirPrint**, Apple's built-in printing. No HP download is required.

1. Make sure the Mac and the printer are on the same Wi-Fi.
2. Click the **Apple menu** in the top-left corner, then **System Settings**.
3. Click **Printers & Scanners** in the sidebar.
4. Click **Add Printer, Scanner, or Fax**, choose your HP from the list, and click **Add**.
5. Leave "Use" set to **AirPrint** (or "Secure AirPrint") and click Add.

Now choose **File** > **Print** in any app, and your HP is there. The HP app for Mac, from the Mac App Store, adds ink levels, HP's scanning tools and Diagnose & Fix if you want them.

GOOD TO KNOW

Scanning on a Mac

Once the printer is added, Macs can scan with it too. Chapter 17 shows how, using the Mac's own **Preview** or **Image Capture** apps.

CHAPTER 11

Setting Up the HP App on iPhone & Android

If the printer is already on your Wi-Fi, getting the app onto a second phone or tablet takes just a few minutes.

1. Install the **HP app** from the App Store or Google Play (publisher: **HP Inc.**).
2. Open it and sign in with the **same HP account** the printer was set up with, if you have one.
3. Your printer may appear on its own. If not, tap the plus sign and choose your printer from the list of devices on your network.
4. Tap the printer's picture to see ink levels and the print, scan and copy tiles.

TIP

Same account, same printer, fewer headaches

Some HP features, such as printing from away from home, only work when the phone and the printer are signed in to the same HP account. If a spouse sets up a phone with a different account, those features may not appear.

GOOD TO KNOW

Notifications are optional

The app may ask to send notifications. Ink warnings are useful; offers and promotions are not. You can turn notifications off later in your phone's Settings without affecting printing.

PART 3

Printing, Scanning & Copying

The everyday jobs: printing from your phone and computer, making a copy, and turning paper into a file you can email or save.

CHAPTER 12

Printing from an iPhone or iPad

You have two easy choices on an iPhone or iPad. Both work as long as the phone and printer are on the same Wi-Fi.

The built-in way: AirPrint

1. Open what you want to print: a photo, an email, a web page in Safari, a PDF.
2. Tap the **Share** button (a square with an arrow pointing up). In Mail, tap the **reply arrow** instead.
3. Scroll down the list and tap **Print**.
4. Tap **Printer** and choose your HP. Set the number of copies and any page range.
5. Tap **Print** in the top-right corner.

TIP

Can't find Print?

In some apps, Print hides behind a **three-dot** (More) button rather than Share. Look for either. If your HP isn't listed, check that the phone is on your home Wi-Fi, not cellular data or the printer's Wi-Fi Direct.

The HP app way

Open the HP app, tap your printer, and choose **Print Photos** or **Print Documents**. The app lets you crop and enlarge photos and choose paper size more easily than AirPrint. You can also share a file from another app to the HP app.

WHAT THIS DOES FOR YOU

What this does for you

A boarding pass, a recipe, a grandchild's drawing sent by text: all print straight from your phone in about four taps, without a computer.

CHAPTER 13

Printing from an Android Phone or Tablet

Android phones, including Samsung Galaxy and Google Pixel, have printing built in. Menus vary a little by brand, but the idea is the same.

1. Open the photo, document or web page you want to print.
2. Tap the **three dots** (More) or **Share**, then tap **Print**.
3. At the top, tap the printer name (it may say "Select a printer" or "Save as PDF") and choose your HP.
4. Set copies, color and paper size if you need to.
5. Tap the round **print** button.

> **GOOD TO KNOW**
>
> **If your HP doesn't appear**
>
> Android finds most HP Wi-Fi printers automatically with its built-in print service. If yours doesn't show up, install the HP app and print from inside it, or open your phone's **Settings** and search for **Printing** to check that a print service is turned on.

Printing from the HP app on Android

Open the HP app, tap your printer, and choose to print photos or documents. As on iPhone, the app gives you more control over photo size and paper.

CHAPTER 14

Printing from a Computer: the Print Window

On Windows and Mac, every program prints the same way. Press **Ctrl + P** on Windows or **Command + P** on a Mac, or choose **File** > **Print**. A print window opens.

The settings worth knowing

Setting	What it means
Printer	Make sure it shows your HP, not "Microsoft Print to PDF" or an old printer.
Copies	How many of each page.
Pages	Print everything, or type a range like **1-3** or just **2** to save ink and paper.
Color	Choose **black and white** or **grayscale** for everyday pages to save color ink. (On Instant Ink, color costs the same, so it doesn't matter.)
Two-sided	Many HP models print on both sides automatically. Look for "Print on both sides" or "Two-sided."
Paper size	Letter for everyday; change it for envelopes, cards or 4 x 6 photos.

TIP

Print just the part of a web page you need

Web pages often print as five pages of ads. Many browsers have a **Pages** option in the print window, so you can print only the first page. Look at the preview on the left before you click Print.

GOOD TO KNOW

More printing know-how

Envelopes, labels, photo paper and double-sided tricks are covered step by step in our **Home Printers & Scanners** manual. They work the same on HP printers.

CHAPTER 15

Making a Copy

Any HP "all-in-one" (a printer with a scanner lid on top) can make copies with no computer or phone at all.

1. Lift the lid and place your page **face down** on the glass, lined up with the corner marked by an arrow or dot.
2. Close the lid gently.
3. **Touchscreen models:** tap **Copy**, choose the number of copies and **Black** or **Color**, then tap **Start**.
4. **Button models:** press **Black copy** or **Color copy** (often a page icon). Press it again for more copies on some models.
5. Lift the lid and take your original back. It's easy to leave it behind.

TIP

Copying an ID or insurance card

Many ENVY and OfficeJet touchscreen models have an **ID Copy** choice under Copy. It copies the front and back of a card onto one sheet, which is exactly what doctors' offices ask for.

GOOD TO KNOW

Copy from the HP app

The HP app also has a **Copy** tile on many phones. It takes a picture with your phone camera and prints it. Handy if your printer has no scanner glass.

CHAPTER 16

Scanning with the HP App

Scanning means turning a paper page into a picture or PDF file on your phone or computer, so you can email it, save it, or print more copies later. The HP app makes it simple.

Scanning from the printer's glass

1. Place the page face down on the glass and close the lid.
2. Open the HP app and tap your printer, then tap **Scan**.
3. Choose **Printer** (or Scanner) as the source, and pick **Document** or **Photo**.
4. Tap **Scan**. A preview appears in a few seconds. Tap **Add** to scan another page into the same file.
5. Tap **Save** or **Share**. Choose **PDF** for documents and **JPG** for photos, then email it, save it to Files, or send it by text.

Scanning with your phone's camera

No scanner on your printer? The HP app can scan with the phone's camera instead. It finds the edges of the page and flattens it so it looks like a real scan. In the app, tap **Scan** and choose **Camera** as the source instead of Printer, then hold the phone flat over the page.

WHAT THIS DOES FOR YOU

What this does for you

The pharmacy wants a copy of a form, the insurance company wants a signed page back today, the kids want Grandma's recipe card. Scan, tap Share, choose email, done. No fax machine, no trip.

STAY SAFE

Mind where scans go

Scans of tax forms, Medicare cards or bank statements are sensitive. Email them only to people and offices you know, and delete old copies from your phone's downloads when you're finished.

CHAPTER 17

Scanning on a Computer Without the App

You can scan from an HP all-in-one with the tools already on your computer, no HP account needed.

On Windows 11: the Windows Scan app

1. Click **Start** and type **Scan**. If **Windows Scan** isn't there, get it free from the Microsoft Store.
2. Open it, choose your HP as the scanner and **Flatbed** as the source.
3. Pick **PDF** or **JPEG** as the file type.
4. Click **Preview** to check, then **Scan**. The file lands in your **Pictures** folder, inside **Scans**.

On a Mac: Preview

1. Open **Preview** (it's in Applications).
2. Click **File** > **Import from** and choose your HP printer.
3. Choose the kind of scan and where to save it, then click **Scan**.

The Mac's **Image Capture** app does the same job with a few more choices.

> GOOD TO KNOW
>
> **HP's full software for Windows**
>
> HP also offers a downloadable "full feature" software package for many printers, which adds a program called **HP Scan**. It's available free from HP's support site at **support.hp.com** under Software and Drivers. Type that address yourself rather than following an ad. For most people, Windows Scan or the HP app is simpler.

PART 4

Ink, Instant Ink & HP's Plans

Cartridges and toner, HP's Instant Ink subscription with this month's real prices, the All-In Plan, HP+, and the honest truth about non-HP cartridges.

CHAPTER 18

Ink & Toner Basics for HP Printers

HP ink is sold by **cartridge number**, not by printer name. The number is printed on the cartridge label and in the HP app's supplies screen, for example **HP 67**, **HP 305** or **HP 962**. Buy that number and you'll get the right fit.

Term	What it means
Standard vs. XL	XL cartridges hold more ink and cost more, but usually print more pages per dollar. A good buy if you print every week.
Black and tri-color	Most DeskJet and ENVY models take two: one black and one tri-color (cyan, magenta, yellow in one). When one color runs out, you replace the whole tri-color.
Separate colors	OfficeJet Pro models take four separate cartridges, so you replace only the color that runs out.
Smart Tank bottles	Refill bottles that you pour into tanks. Each bottle prints thousands of pages, which makes ink very cheap per page.
LaserJet toner	A powder cartridge that lasts thousands of pages and doesn't dry out between uses.
Setup cartridges	The ones in the box with a new printer often hold less ink than the ones you'll buy later. Don't be surprised if they run out quickly.

Checking your ink level

Open the HP app and look at the printer's picture: small bars show each cartridge's level. Touchscreen printers show it under an ink-drop icon. Levels are estimates, so keep a spare when the warning appears rather than replacing right away.

Replacing a cartridge

1. With the printer **on**, open the cartridge access door. The carriage slides to where you can reach it. Wait until it stops moving.
2. Press down or lift the latch on the old cartridge and pull it out.
3. Unwrap the new cartridge and pull off the **plastic tape** over the copper strip and ink nozzles. Don't touch the copper.
4. Slide it in at a slight upward angle until it clicks.
5. Close the door. The printer may print an alignment page; follow any prompts.

TIP

Buy ink from places you know

Buy from HP's own store or a store you'd trust with your card. Very cheap "Original HP" listings from unknown sellers are sometimes counterfeit. Our Home Printers & Scanners manual has a full section on buying ink without getting fooled.

CHAPTER 19

Instant Ink: How It Works

HP Instant Ink is an ink subscription. You pay HP a monthly fee for a set number of **pages**, not for ink. Your printer reports its ink levels to HP over the internet, and HP mails new cartridges before you run out. Shipping and cartridge recycling are included.

The key ideas

- **You pay per page, not per drop.** A full-color photo counts the same as one line of black text. A two-sided sheet counts as two pages.
- **The printer must stay online.** Instant Ink needs the printer connected to the internet so HP can see the ink levels and count pages.
- **The cartridges are special.** Instant Ink cartridges only work while your subscription is active. They are Original HP ink, sent in higher-capacity versions.
- **It's optional.** HP says plainly that you can use your HP printer without enrolling.
- **Ink only for most people.** HP has stopped taking new Instant Ink sign-ups for LaserJet toner. Existing toner subscribers aren't affected.

Who it suits

Instant Ink tends to work out well for people who print a steady amount every month, especially color pages and photos, and who like never having to shop for ink. It's a poorer fit if you print only a few pages a year, or if your printer is often unplugged or offline.

HEADS UP

Free trials turn into bills

HP often offers a free trial of Instant Ink (in November 2026 HP's site was offering three free months). After the trial, the monthly fee is charged automatically unless you cancel. Put a reminder on your calendar a week before the trial ends so you can decide on purpose.

CHAPTER 20

Instant Ink Plans & Prices (November 2026)

Here are HP's U.S. Instant Ink prices as listed on hp.com in November 2026. HP changes these from time to time, so check your own account before you sign up.

Monthly plans

HP's description	Pages each month	Price per month
Light printing	10	$1.99
Occasional printing	50	$5.99
Home use	100	$8.49
Frequent printing	300	$16.99
Small business	700	$32.99

HP says the average family uses the 100-page plan. If you print more than your plan in a month, HP adds an extra set of **10 to 15 pages for $2.00** (the size of the set depends on your plan).

Yearly plans

Pages each year	Price per year
120	$20.99
600	$63.99
1,200	$90.99
3,600	$182.99
8,400	$355.99

Yearly plans are paid up front at about 10% less than twelve monthly payments. The catch: **unused pages do not carry over** to the next year, they renew automatically unless you stop them, and you can only get a partial refund if you cancel within the first 30 days.

Pay As You Print

For very light printers, HP also offers **Pay As You Print**: you buy a set of pages (**20 pages for $5.49** or **75 pages for $19.99**) and they don't expire while you stay on the plan. Be aware it **auto-refills**: if you print past your pages, HP adds another set and charges you.

FROM BILL

Picking a plan without overpaying

Count roughly how many pages you print in a normal month: letters, recipes, tickets, photos. Pick the plan just above that. You can move up or down later at no charge. Most of the folks I help who print a little each week do fine on 10 or 50 pages.

CHAPTER 21

Rollover, Extra Pages & Watching Your Count

Rollover pages

On a **monthly** plan, pages you don't use are saved as **rollover pages** and used automatically in a busy month. You can bank up to **three times** your monthly allowance. On the 50-page plan, for example, you can hold up to 150 rollover pages.

Checking how many pages you've used

1. Open the HP app and tap your printer, or sign in to your Instant Ink account on HP's website (the address is **hpinstantink.com**; type it yourself).
2. Look for your **plan pages**, **rollover pages** and any **extra sets** used this month.
3. Note the date your billing month ends. Unused plan pages roll over on that date.

Changing your plan

You can change plans any time in your Instant Ink account. HP says **upgrades take effect right away**, while **downgrades take effect after your current billing month ends**. There is no fee to change.

TIP

Print a lot one month only?

If you have a one-time big job (a family reunion booklet, tax season), upgrade for that month and drop back afterward, instead of paying for many extra sets.

GOOD TO KNOW

Paper can come too

HP offers an optional **paper add-on** that mails you plain paper matched to your plan size. It's extra and can be canceled separately; canceling ink also cancels paper.

CHAPTER 22

Canceling Instant Ink & What Happens to the Cartridges

You can cancel Instant Ink at any time, and HP says there is no cancellation fee. Before you do, understand one important thing about the cartridges in your printer.

HEADS UP

Instant Ink cartridges stop working

When you cancel, your cancellation takes effect at the end of your current billing month. **After that date, the Instant Ink cartridges in your printer will no longer print**, even if they're half full. Have regular cartridges (Standard or XL, bought from a store) ready to put in on that day.

How to cancel

1. Buy a set of regular cartridges for your printer first, using your cartridge number.
2. Sign in to your Instant Ink account at **hpinstantink.com** (type it yourself) with your HP account.
3. Go to your plan or account settings and choose to **cancel** the plan. Follow the screens until you see a confirmation, and keep the confirmation email.
4. Keep printing until your billing month ends.
5. When the Instant Ink cartridges stop working, replace them with your regular ones.

What to do with the old Instant Ink cartridges

They have no use once the subscription ends. HP includes recycling with Instant Ink, so use a recycling envelope if one came with your cartridges, or HP's Planet Partners recycling program at **hp.com/hprecycle**. Any unused rollover pages are lost when the plan ends.

GOOD TO KNOW

After canceling: what ink can you use?

HP's terms say that after canceling you can use Original HP Standard or XL cartridges, and that **printers that are not HP+** can also use compatible third-party cartridges. HP+ printers must keep using Original HP ink (Chapter 24).

SCAM ALERT

Cancel only on HP's own site

Scammers advertise "cancel your HP subscription" phone lines and send fake renewal emails with a number to call for a refund. Cancel only by signing in to your account yourself. If an email says you've been charged hundreds of dollars, don't call the number in it.

CHAPTER 23

The HP All-In Plan: Renting the Printer Itself

HP still offers the **HP All-In Plan** in the U.S. in November 2026. It's different from Instant Ink: instead of buying a printer, you **rent** one. A monthly fee covers the printer, the ink and HP's support for as long as you keep paying.

The facts to weigh

- **HP owns the printer.** You return it if you cancel or upgrade.
- **There's a commitment:** HP lists **2 years** for ink cartridge printers and **3 years** for Smart Tank printers.
- **Leaving early costs money.** Canceling after the 30-day trial and before the commitment ends brings an early cancellation fee that depends on the printer. You must also return the printer and ink within 10 days, using a prepaid label HP emails, or pay an unreturned-printer fee.
- **Try it first.** If you cancel within 30 days and return the printer within 10 days of canceling, HP says you owe nothing.
- **Prices.** In November 2026 HP's page listed plans starting at $7.99 a month for a small number of pages on an entry-level ENVY, with higher tiers and bigger printers costing more. Check hp.com for the plan and printer you're considering.

FROM BILL

Is renting a printer worth it?

For someone who hates dealing with printers and would rather pay a steady fee for one that just works, it can be. For someone who prints a few pages a month, buying an inexpensive printer is usually cheaper over two years. Add up 24 months of the fee before you decide, and read the cancellation terms. I'm glad to go over the numbers with you.

CHAPTER 24

HP+ Printers: What You're Agreeing To

HP+ is a program built into many newer HP printers, the ones whose model names end in "e." You're offered it during setup. HP typically sweetens it with extras such as a longer warranty and a trial of Instant Ink.

What HP+ requires, for the life of the printer

- An **HP account**.
- A **constant internet connection** for the printer.
- **Original HP ink or toner only.** HP states that HP+ printers require Original HP ink to operate, even after the Instant Ink trial ends.

HEADS UP

HP+ can't be undone

Once you activate HP+ on a printer, it stays on. You can decline it during setup and use the printer as a regular HP printer instead. If you might ever want to use refilled or store-brand cartridges, think twice before saying yes.

Who it suits

If you already buy Original HP ink or plan to use Instant Ink, and your printer is always on Wi-Fi, HP+ costs you little and the extra warranty is a real plus. If you prefer cheaper non-HP cartridges, or your internet is unreliable, a regular setup keeps your options open.

GOOD TO KNOW

Not sure if yours has HP+?

Open the HP app, tap your printer, and look in its settings or printer information for HP+. HP+ printers usually show it plainly. If in doubt, I can check it with you in a few minutes.

CHAPTER 25

Dynamic Security & Non-HP or Refilled Cartridges

Non-HP cartridges (sometimes called compatible, remanufactured or refilled) can cost much less than Original HP ink. Many people use them happily. But HP printers have a feature you should know about before you buy.

What "dynamic security" is

Many HP printers are what HP calls **dynamic security enabled**. HP says these printers are meant to work only with cartridges that have an **HP chip** (new or reused) or unmodified HP electronics, and that cartridges with a **non-HP chip** or modified circuitry may not work. HP also says that because this checking can change over the printer's life, including through **firmware updates** sent over the internet, a non-HP cartridge that works today may not work in the future.

What that means in practice

Cartridge	What to expect
Refilled HP cartridge that keeps its original HP chip	HP says these are not affected by dynamic security. Print quality depends on the refiller.
Compatible cartridge with its own (non-HP) chip	May be rejected now, or may stop working after a firmware update.
HP+ printer	Requires Original HP ink, full stop (Chapter 24).
Instant Ink	Uses its own HP cartridges; non-HP cartridges aren't part of it.

FROM BILL

My honest take

I don't sell ink and I don't get paid by anyone for recommending it. Original HP ink is the most trouble-free, and it's what HP supports. Non-HP cartridges save money, and on a printer that isn't HP+, that's your choice to make. Just buy from a seller with a clear return policy, and if a non-HP cartridge is suddenly "not recognized" after an update, put an HP one back in before you assume the printer is broken.

HEADS UP

Warranty questions

If your printer is under warranty and starts having trouble while using non-HP cartridges, read HP's warranty terms for your model or ask HP before paying for a repair. Problems caused by a faulty non-HP cartridge may not be covered.

PART 5

Fixing Problems

"Printer offline," jobs that won't print, HP's Diagnose & Fix tool, paper jams, faded pages and firmware updates, in the order I'd try them.

CHAPTER 26

"Printer Offline": The Fixes, in Order

"Offline" is the most common printer complaint there is. It almost never means the printer is broken. It means your computer or phone can't currently reach it, usually because the printer dropped off the Wi-Fi. Work down this list and stop when it prints.

1. The simple restart (fixes most cases)

1. Turn the printer off with its **Power** button. Wait until it's fully off.
2. Unplug your **internet router** (and modem, if separate) for 30 seconds, then plug it back in. Wait two or three minutes for its lights to settle.
3. Turn the printer back on and wait until it's quiet and ready.
4. Restart your computer or phone.
5. Try printing again.

2. Is the printer actually on your Wi-Fi?

Look at the Wireless light or the Wi-Fi icon on the screen. If it's blinking or off, or a status page shows a different network name, the printer has lost its connection. Reconnect it using Chapter 7. This is very common after a new router or a changed Wi-Fi password.

3. Run Diagnose & Fix

Open the HP app, select your printer and run **Diagnose & Fix**. It checks the connection, clears stuck jobs and repairs common print problems. Chapter 28 explains it.

4. On Windows: check "Use Printer Offline"

1. Open **Settings** > **Bluetooth & devices** > **Printers & scanners** and click your HP.
2. Click **Open print queue**.
3. Click the **Printer** menu at the top. If **Use Printer Offline** has a check mark, click it to remove the check.
4. While you're there, cancel any old jobs stuck in the list (Chapter 27).

5. Remove and re-add the printer

If nothing else works, remove the printer from your computer (on Windows, click it in Printers & scanners and choose **Remove**; on a Mac, select it in Printers & Scanners and click the minus button), restart, and add it again with Chapter 9 or Chapter 10.

SCAM ALERT

"Printer offline" is a scammer's favorite search

Search for "HP printer offline" and the top results are often ads for fake support lines. HP's real help is free at **support.hp.com** and in the HP app. A stranger on the phone who wants to connect to your computer to "fix the printer driver" is not HP. Hang up.

CHAPTER 27

It Won't Print: Stuck Jobs & the Print Queue

Sometimes the printer is online but nothing comes out, or the same page sits "printing" forever. A stuck job at the front of the line blocks everything behind it.

Clear the line on Windows

1. Open **Settings** > **Bluetooth & devices** > **Printers & scanners**, click your HP, then **Open print queue**.
2. Click the **three dots** or the **Printer** menu and choose **Cancel all**. Confirm.
3. If a job says "Deleting" and won't go away, turn the printer off, restart the computer, and turn the printer back on.
4. Print one page to test.

Clear the line on a Mac

1. Open **System Settings** > **Printers & Scanners**, click your HP, then **Printer Queue**.
2. Select each waiting job and click the small **X** to delete it.
3. If the queue says **Paused**, click **Resume**.

Other quick checks

- Is there paper in the tray, and is the tray pushed all the way in?
- Is a door open? Many HP printers won't print with the cartridge door ajar.
- Is a cartridge empty, missing, or showing an error in the HP app?
- Did the job go to the **wrong printer**? Check the printer name in the print window.
- On Instant Ink: is your payment up to date and the printer online? Instant Ink cartridges won't print if the subscription has lapsed.

> **TIP**
>
> **Phone prints but the computer won't?**
>
> That tells you the printer and Wi-Fi are fine and the problem is on the computer. Clear the queue, check "Use Printer Offline," and if needed remove and re-add the printer.

CHAPTER 28

Diagnose & Fix (the Replacement for HP Print and Scan Doctor)

For many years HP offered a free Windows program called **HP Print and Scan Doctor**. HP has **retired** it. It's no longer maintained, and HP advises removing it from your computer because of possible security risks. Its job is now done by **Diagnose & Fix**, built into the HP app.

Running Diagnose & Fix

1. Open the HP app on your computer or phone.
2. Select your printer.
3. Choose **Diagnose & Fix**. On some versions it's under a **Support** or **Printer Settings** section.
4. Click **Start** and let it run. It checks the connection, the print queue, drivers and common errors, and fixes what it can.
5. Follow any instructions it gives, then try printing again.

Removing old Print and Scan Doctor

1. On Windows 11, open **Settings** > **Apps** > **Installed apps**.
2. Type **Print and Scan Doctor** in the search box.
3. If it's listed, click the **three dots** beside it and choose **Uninstall**.

SCAM ALERT

Watch for fake "Print and Scan Doctor" downloads

Because people still search for the old name, scam sites offer "HP Print and Scan Doctor download" pages that install junk or show a fake error with a phone number. HP no longer offers it. Use Diagnose & Fix in the HP app instead.

CHAPTER 29

Clearing a Paper Jam the HP Way

A paper jam sounds alarming but is usually quick to fix. The key is to be gentle and pull paper out in the direction it normally travels.

1. Press **Cancel**, then turn the printer off and **unplug** it. Never reach inside a printer that's switched on.
2. Pull out the paper tray and remove any crumpled sheets. Check the slot where the tray goes.
3. Open the **cartridge access door**. Look for paper or a scrap around the carriage (the part that holds the cartridges). Gently slide the carriage by hand to see behind it.
4. Check the **back** of the printer. Many HP models have a rear door or a two-sided printing unit you can open or remove.
5. Pull jammed paper out slowly with both hands so it doesn't tear. If it tears, find every small piece. A tiny scrap can keep the jam message on.
6. Close everything, plug the printer back in, turn it on, and press **OK** or **Resume** if asked.

> GOOD TO KNOW
> **"Carriage jam" with no paper inside**
> If the printer says the carriage can't move, look for packing tape left from setup, a pen cap, a paper clip, or a scrap under the carriage. If there's truly nothing, HP calls this a "false paper jam" and a printer reset from HP's support pages may clear it.

Preventing the next jam

- Fan the stack of paper before you load it, and don't overfill the tray.
- Slide the paper guides snug against the stack, not tight.
- Use one kind of paper at a time. Don't mix thick and thin.
- Keep paper flat and dry. Damp, curled paper jams more often.

CHAPTER 30

Faded, Streaky or Blank Pages

If pages come out faint, streaked, missing a color or blank, the cause is usually low ink or dried nozzles in the print head. Inkjet printers that sit unused for weeks are prone to it.

1. Check ink levels in the HP app. Replace any cartridge that's empty or showing a warning.
2. Make sure the protective tape was removed from new cartridges.
3. Run the printer's **Clean Printhead** (or **Clean Cartridges**) tool. Find it in the HP app under printer settings or **Print Quality Tools**, or on the printer's touchscreen under **Tools** or **Printer Maintenance**.
4. Print a test page. If it's better but not perfect, run the cleaning once more. Each cleaning uses some ink, so stop after two or three.
5. Run **Align Printhead** from the same menu if lines look jagged or doubled.

TIP

Print one page a week

Printing a single color page once a week keeps ink moving through the nozzles. It's the cheapest maintenance there is.

GOOD TO KNOW

LaserJet faint pages

On a LaserJet, faint or streaky pages usually mean the toner is low. Take the toner cartridge out, rock it gently side to side a few times, and put it back. That often buys a few more pages while you order a new one.

CHAPTER 31

Firmware Updates: What They Are & Whether to Allow Them

Firmware is the small built-in software that runs the printer itself. HP sends updates to fix problems, improve Wi-Fi and close security holes. Most HP printers can check for and install updates automatically.

Updating your printer

- **Touchscreen models:** look under **Setup**, **Tools** or **System** for **Printer Update** or **Firmware Update**, then choose **Check now**.
- **In the HP app:** printer settings often include a printer update or firmware option.
- **Any model:** the printer's built-in web page, called the **Embedded Web Server**, has firmware update choices. You reach it by typing the printer's IP address (from the network status page) into a web browser on the same Wi-Fi.

HEADS UP

Updates and non-HP cartridges

HP says changes to dynamic security can come through firmware updates. If you use non-HP cartridges, an update may make them stop working (Chapter 25). That's a real trade-off. On the other hand, updates also fix security weaknesses and Wi-Fi bugs. Don't count on being able to go back to older firmware once an update is installed.

FROM BILL

What I recommend

If you use Original HP ink or Instant Ink, leave automatic updates on. They keep the printer secure and working with the HP app. If you rely on non-HP cartridges, and your printer offers the choice, you may prefer to be notified rather than have updates install on their own. Never turn the printer off during an update.

PART 6

Staying Safe

Fake HP support numbers, look-alike setup sites, "printer driver" pop-ups, and keeping your printer and account private.

CHAPTER 32

Fake "HP Support" Numbers & Websites

Printer trouble is one of the most common ways tech-support scammers find people. You search for help, click a result that looks official, and end up on the phone with someone who isn't HP at all. They ask to connect to your computer, "find" frightening problems, and charge hundreds of dollars, or worse, get into your bank account.

What HP itself says

- HP **never** contacts customers with unrequested tech support calls.
- If someone calls claiming to be HP, **hang up**, or call back only on a number you've confirmed on HP's own website.
- **Caller ID can be faked** to show a real HP number, so a familiar name on the screen proves nothing.

How the fake-support trap works

- A search ad or website looks like HP and says "HP Printer Support" or "123 HP Setup."
- It shows a fake error ("Driver error 0x...", "Printer not activated") and a phone number or a chat box.
- The "technician" asks you to install a remote-access program so they can "fix" it.
- They then demand payment, often by gift card, wire or a "refund" trick.

SCAM ALERT

Real help never cold-calls or asks for gift cards

No real HP technician will ask you to buy gift cards, read codes over the phone, or let them into your bank account. If anyone does, it's a scam, every time. Hang up and call someone you trust.

Finding the real HP

1. Type **support.hp.com** into your browser's address bar yourself. Don't search for it and don't click an ad.
2. Choose your printer and look for **Contact HP** or **Contact us**. That's HP's own list of ways to reach them.
3. For Instant Ink, HP's Instant Ink pages at hp.com list the support line **1-855-785-2777**. Check it against the page before calling.

4. Or use the help and chat options inside the HP app.

STAY SAFE

If you already let someone in

Turn off the computer or disconnect it from the internet. Call your bank and card company using the numbers on your card. Change your email and banking passwords from a different device. Report it at **reportfraud.ftc.gov**. And call me: checking a computer after a scam is exactly what I do.

CHAPTER 33

"Printer Driver" Pop-Ups & Other Tricks

A **driver** is the small piece of software that lets a computer talk to a printer. Scammers love the word because it sounds technical and urgent.

Signs a pop-up or message is fake

- It appears in your **web browser**, often full screen, sometimes with a loud voice or alarm.
- It says your printer driver is "corrupted," "expired" or "infected."
- It shows a **phone number** to call, or says "Do not turn off your computer."
- It offers a "driver update tool" download from a site that isn't hp.com or microsoft.com.

What to do

1. Don't call the number and don't click anything inside the message.
2. Close the browser. On Windows, if it won't close, press **Ctrl + Alt + Delete**, choose **Task Manager**, select the browser and click **End task**. On a Mac, press **Command + Option + Esc** and choose **Force Quit**.
3. Open the browser again. If it offers to restore the old pages, say **no**.
4. If the printer really isn't working, use Diagnose & Fix in the HP app (Chapter 28).

GOOD TO KNOW

Where real drivers come from

Windows 11 and macOS install printer drivers on their own, through Windows Update and Apple's software updates. HP's own software comes from the app stores or support.hp.com. You never need to pay for a printer driver.

SCAM ALERT

Fake ink and subscription emails

Watch for emails saying your "HP subscription" renewed for a large amount, or that you've won free ink. Don't call the number or click the link. Sign in to your HP account yourself to check.

CHAPTER 34

Your Printer, Your Account & Your Privacy

A Wi-Fi printer is a small computer on your home network. A few simple habits keep it, and your HP account, safe.

- **Keep firmware updated** (Chapter 31). Updates close security holes.
- **Turn off remote printing** if you don't use it. If your account has a print-from-anywhere option, switch it off when you don't need it; HP suggests the same.
- **Use a strong, unique HP account password** and keep it on your cheat-sheet at home, not on a sticky note on the printer.
- **Don't leave sensitive pages** sitting in the output tray or on the scanner glass.
- **Check who's in your HP account.** If a relative helped you set it up, make sure the email on the account is yours, so password resets come to you.

Giving away or recycling a printer

1. If the printer is on Instant Ink, cancel it or move the subscription first (Chapter 22).
2. Remove the printer from your HP account in the HP app.
3. Use the printer's **Restore Factory Defaults** option (in the setup or tools menu, or in HP's support pages for your model). This erases your Wi-Fi password and, on fax models, saved fax numbers.
4. Recycle it through HP's program at **hp.com/hprecycle** or a local electronics recycling event.

TIP

Recycling close to home

Before you leave a printer at the curb, check your county's solid waste district website for electronics recycling options near you.

PART 7

Help & Reference

When to call Bill, and a one-page cheat-sheet to keep beside the printer.

CHAPTER 35

When to Call Bill

This guide will take you a long way. But some days you just want someone to sit down with you and make it work. That's what I'm here for.

Good reasons to call

- A new HP printer is still in the box and you'd like it set up right the first time, without agreeing to anything you don't want.
- The printer keeps going "offline" and the steps in Chapter 26 haven't stuck.
- You're trying to decide on Instant Ink, the All-In Plan, HP+ or plain cartridges, and want an honest second opinion.
- You think you may have called a fake support number or let someone onto your computer.
- You've got a new router or internet provider and nothing prints anymore.
- You'd like scanning set up so a document goes straight to your email.

SCAM ALERT

Real help never cold-calls

I will never call you out of the blue about your printer, and neither will HP. If someone does, hang up. Real help is help you reach out for.

How to reach me

How	Details
Call or text	**(330) 200-8042**. My assistant, Sophie, answers the main line and makes sure your message reaches me.
Book online	**billshometech.com/book**
Price	**$49 remote · $99 in your home**

Remote help means I connect to your computer over the internet, with your permission, while we talk on the phone. You called me; I didn't call you. In-home visits are around Portage County.

— Bill

CHAPTER 36

Your HP Printer Cheat-Sheet

Print this page and keep it handy, right beside the printer.

I want to...

I want to...	Do this
Print from my iPhone	Share > Print > pick the HP (Chapter 12)
Print from Android	Three dots or Share > Print (Chapter 13)
Make a copy	Page face down on glass > Copy > Start (Chapter 15)
Scan a form to email	HP app > Scan > Share > Email (Chapter 16)
Fix "offline"	Restart printer, router, computer; then Diagnose & Fix (Chapter 26)
Reconnect to new Wi-Fi	Restore Wi-Fi setup mode, then add in HP app (Chapter 7)
Clear a jam	Power off, unplug, pull paper gently (Chapter 29)
Check my Instant Ink pages	HP app or hpinstantink.com (Chapter 21)
Cancel Instant Ink	Buy regular cartridges first, then cancel online (Chapter 22)
Get real HP help	Type support.hp.com yourself. Never call a pop-up's number.

Write these down

Item	Yours
Printer model (e.g. ENVY 6055e)	
Cartridge number(s)	
HP+ turned on? (yes / no)	
HP account email	
HP account password (keep at home)	
Wi-Fi network name	
Wi-Fi password	
Instant Ink plan and billing date	
Bill's Home Tech	(330) 200-8042 · billshometech.com/book