Basic Troubleshooting

If you are unable to print:

1. Make sure the cable connections are secure.

2. Make sure the printer is powered on. The On button will be lit white.

3. Check the wireless status light to make sure your printer is connected to a network.

4. Visit the HP Diagnostic Tools website at www.hp.com/go/tools to download free diagnostic utilities (tools) that you can use to fix common printer problems.

Restart and reset:

1. **Restart the computer**.

2. **Reset the printer**.

    - Turn off the printer and unplug the power cord.
    - Wait a minute, then plug the power cord back in and turn on the printer.

3. **If you are using a USB cable and you are still unable to print, or the software installation fails**:

    - Remove the CD from the CD/DVD drive, and then disconnect the USB cable from the computer.
    - Restart the computer.
    - Insert the printer software CD in the CD/DVD drive, and then follow the on-screen instructions to install the printer software. **Do not connect the USB cable until you are told to do so.**
    - After the installation finishes, restart the computer.

4. **If you are using wireless and you are still unable to print:**

    - Uninstall the software
    - If the printer is connected to your computer through USB, disconnect the printer from your computer.
    - Open the Applications/Hewlett-Packard folder.
    - Double-click HP Uninstaller, and then follow the on-screen instructions.

If you still have problems, visit the HP Wireless Printing Center (www.hp.com/go/wirelessprinting). This website contains the most complete, up-to-date information about wireless printing, as well as information to help you prepare your wireless network; solve problems when connecting the printer to the wireless network; and resolve security software issues.

Windows: [1]

1. **Make sure that the printer is set as your default printing device:**

   <u>Windows 8.1 and Windows 8:</u> Point to or tap the upper-right corner of the screen to open the Charms bar, click the Settings icon, click or tap Control Panel, and then click or tap View devices and printers.
   <u>Windows 7:</u> From the Windows Start menu, click Devices and Printers.
   <u>Windows Vista:</u> On the Windows taskbar, click Start, click Control Panel, and then click Printer.
   <u>Windows XP:</u> On the Windows taskbar, click Start, click Control Panel, and then click Printers and Faxes. Make sure that your printer has a check mark in the circle next to it.

   If your printer is not selected as the default printer, right-click the printer icon and choose *Set as Default Printer* from the menu.

Mac:

Check your print queue:

1. **In System Preferences, click Printers & Scanners** (Print & Fax in OS X v10.7 Lion and OS X v10.8 Mountain Lion).
2. **Click Open Print Queue**.
3. **Click a print job to select it.**
4. **Use the following buttons to manage the print job**:
   - *Cancel icon*: Cancel the selected print job.
   - *Resume*: Continue a paused print job.
5. **If you made any changes, try to print again**. [2]

Reset the printing system:

- In System Preferences, click Printers & Scanners (Print & Fax in OS X v10.7 Lion and OS X v10.8 Mountain Lion). Press and hold the Control key as you click the list at the left, and then choose Reset printing system.

Add the printer you want to use.

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[1] Acknowledgements: Windows XP, Windows Vista, Windows 7, Windows 8, and Windows 8.1 are U.S. registered trademarks of Microsoft Corporation.
[2] Mac, OS X, and AirPrint are trademarks of Apple Inc., registered in the U.S. and other countries.
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Wireless networking

If connecting your printer to the network was unsuccessful

1. **Confirm that wireless is enabled on your printer**.

   - From the printer control panel, touch (Wireless).
   - If it shows Wireless Off, touch (Settings), and then touch Wireless Settings.
   - In the Wireless Settings screen, select On for the Wireless option.

2. **Confirm that your printer is connected to your network**.

   - From your printer control panel, touch (Wireless).
   - Touch (Settings).
   - Touch Print Reports, and then touch Wireless Test Report.

   The Wireless Test Report is automatically printed. Check the top of the report to see if something failed during the test. See the Diagnostics Results section for all tests that were performed, to determine whether or not your printer passed.

3. **From the Current Configuration section, find out the Network Name (SSID)** to which your printer is currently connected.

4. **Make sure that the printer is connected to the same network as your computer**.

   Note: If your computer is connected to a Virtual Private Network (VPN), temporarily disconnect from the VPN before proceeding with the installation. After installation you will need to disconnect from the VPN to access your printer over your home network.

5. **Make sure security software is not blocking communication over your network**.

   Security software, such as firewalls, can block communication between your computer and printer when installing over a network. If your printer cannot be found, temporarily disable your firewall and check if the problem goes away.[3]

6. **Restart components of the wireless network**.

   Turn off the router and the printer, and then turn them back on in this order: router first and then printer. Sometimes, turning off devices and then turning them back on helps resolve network communication issues. If you still cannot connect, turn off the router,

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[3] For more help and tips on security software, go to: www.hp.com/go/wpc-firewall.
If you still have problems, visit the HP Wireless Printing Center (www.hp.com/go/wirelessprinting). This website contains the most complete, up-to-date information about wireless printing, as well as information to help you prepare your wireless network; solve problems when connecting the printer to the wireless network; and resolve security software issues.

the printer, and the computer, and then turn them back on in this order: router first, then printer, and then computer.

Note: If you are using a computer running <u>Windows</u>, you can use the Print and Scan Doctor tool, which can help solve many problems you might have with the printer. To download this tool, visit <u>www.hp.com/go/tools</u>.

Note: If the wireless connection cannot be made, the printer can also be connected to the network using an Ethernet cable.

If you want to share your printer with multiple computers on your network

First install your printer on your home network. After you have successfully connected your printer to your home network, you can share your printer with other computers on the same network. For each additional computer you only need to install the HP printer software.

If you want to change from a USB connection to a wireless connection

First make sure that you have already successfully installed your printer software.

Windows:

<u>Windows 8.1</u>: Click the down arrow in lower left corner of the Start screen, select the printer name, and then click Utilities.
<u>Windows 8</u>: On the Start screen, right-click an empty area on the screen, click All Apps on the app bar.
<u>Windows 7</u>, <u>Windows Vista, and Windows XP</u>:
From the computer's Start menu, select All Programs or Programs, and then select HP.
Select HP Officejet 5740 series.
Select Printer Setup & Software.
Select Convert a USB connected printer to wireless.
Follow the on-screen instructions.

Mac:

Use HP Utility in Applications/Hewlett-Packard to change the software connection to wireless for this printer.

If you still have problems, visit the HP Wireless Printing Center (<u>www.hp.com/go/wirelessprinting</u>). This website contains the most complete, up-to-date information about wireless printing, as well as information to help you prepare your wireless network; solve problems when connecting the printer to the wireless network; and resolve security software issues.

If you want to use the printer wirelessly without a router

Use Wi-Fi Direct to print wirelessly without a router, from your computer, smartphone, or other wireless enabled device. To use Wi-Fi Direct from a computer, the printer software must be installed on the computer.

1. Make sure that Wi-Fi Direct on your printer is turned on:

a. From the Home screen on the printer display, touch (Wi-Fi Direct).

b. If Status is Off, touch (Wi-Fi Direct Settings) and turn Wi-Fi Direct on.

2. Connect your wireless enabled device to your printer:

a. Turn on the Wi-Fi connection on your mobile device. For more information, see the documentation provided with the mobile device.

b. From the mobile device, connect to a new network. Use the process you normally use to connect to a new wireless network or hotspot. Choose the Wi-Fi Direct name from the list of wireless networks shown such as DIRECT-**-HP Officejet-5740 (where ** are the unique characters to identify your printer).

c. Enter the Wi-Fi Direct password when prompted.

3. Print as you normally do from your computer or mobile device.

Note: Wi-Fi Direct connection does not provide Internet access.

If you want to print with AirPrint

This printer is Apple AirPrint™-enabled. You can print wirelessly from your iOS device or Mac.

 Your printer and iOS device or Mac must be on the same wireless network.

With Apple AirPrint™, you cannot scan documents from the printer to your iOS device.

This product is designed for use in open environments (e.g., in homes and not connected to the public internet) in which anyone may access and use the printer. As a result, the Wi-Fi Direct setting is in "Automatic" mode by default, without an administrator password; this allows anyone in wireless range to connect and access all functions and settings of the printer. If higher security levels are desired, HP recommends changing the Wi-Fi Direct Connection Method from "Automatic" to "Manual" and establishing an administrator password.

If you still have problems, visit the HP Wireless Printing Center (www.hp.com/go/wirelessprinting). This website contains the most complete, up-to-date information about wireless printing, as well as information to help you prepare your wireless network; solve problems when connecting the printer to the wireless network; and resolve security software issues.