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Hp deskjet 3050 printer status unknown

Hi, thanks for your advice.I gather from the website that my BT router is dual band, the router is about 50cm away from the printer, I don't have any extenders nor any additional security on the Mac.I've tried what you suggested but it makes no difference I'm afraid.I can try adding another printer on the HP application, which it appears to do but still shows that the printer status is unknown. Bizarely, as the app tries to add the printer it says it's connected by ethernet, which its not! So, it finds it but then doesn't recognise it.I can print from a document and I can scan from the app, even though the printer status is unknown.Also, the Instant Ink webpages show that I haven't printed any pages, which I have, so I assume I'm going to run out of ink soon as nobody knows I'm using the ink! And I can't see that I can email anyone to tell them! Thanks @DaltonR121, Welcome to HP Support Community! Assuming that the printer is connected wireless, follow the steps - This could be due to the connectivity or the drivers installed. Let us try to isolate and resolve the issue- You may need to instead go into your router settings and try changing the channel manually. Experiment with different channels to see which one works best. Use HP Print and Scan Doctor Download HP Print and Scan Doctor and run the program. It will automatically diagnose and fix any printer connectivity issues. For more information, go to Update the printer firmware Download available firmware updates from the HP website With the printer on and connected to the computer, go to HP Customer Support - Software and Driver Downloads, and then identify your printer. Look for and install any available firmware updates. Refer to the document HP Printers - Updating or Upgrading Printer Firmware Assign manual IP to the printer The steps on how to set a manual IP address can be found here. For the DNS servers please use 8.8.8.8 for the Manual Preferred DNS Server and 8.8.4.4 for the Alternate DNS server. These are Google's public DNS servers If the issue persists, I recommend you delete the driver and root level and retry, follow the steps below: 1) In Windows, search for and open Programs and features 2) Select your HP Printer 3) Select Uninstall 4) In Windows, search for and open Devices and printers 5) In the Devices and Printers windows look for your HP printer. If you see it listed right-click on it and choose 'Delete' or 'Remove Device' 6) Open up the run command with the "Windows key + R" key combo. 7) Type printui.exe /s and click Ok. (Note: there is a space in between "printui.exe" 8). Click on the "Drivers" tab 9) Look for the HP Printer driver. If you see it Click on it and click Remove at the bottom 10) Select Ok 11) Select Apply and Ok on the Print Server Properties windows 12) Close Devices and Printers. Use this link to download and install the new driver. Configure the printer. Add a TCP/IP port. Print a Network Configuration Report from the Printer Settings or Wireless menu. Right-click your printer, select Printer Properties, click the Ports tab, and then click Add Port. Select Standard TCP/IP Port, and then click New Port. Follow the instructions to add a new port using the information listed on the Network Configuration Report. Try printing. Hope this helps! Keep me posted. Please click "Accepted Solution" if you feel my post solved your issue, it will help others find the solution. Click the "Kudos/Thumbs Up" on the bottom right to say "Thanks" for helping! TEJ1602 I am an HP Employee Hello I tried to scan a document this morning and HP 3 IN 1 printer came up with this error message , HP 3830 PRINTER STATUS UNKNOWN Any suggestions Thank you Dan Tech Support Guy System Info Utility version 1.0.0.9 OS Version: Microsoft Windows 10 Pro, 64 bit, Build 18363, Installed 20200207201049.000000-240 Processor: Intel(R) Core(TM) i3-2120 CPU @ 3.30GHz, Intel64 Family 6 Model 42 Stepping 7, CPU Count: 4 Total Physical RAM: 4 GB Graphics Card: Intel(R) HD Graphics, 1798 MB Hard Drives: C: 231 GB (67 GB Free), Motherboard: Dell Inc. 0J3CZF, ver A01, s/n F51KRPS1/CN7360422HCRP/ System: Dell Inc., ver DELL - 6222004, s/n 51KRPS1 Antivirus: Avast Antivirus, Enabled and Updated Thanks for responding 20twenty2 I ran the HP software and it did not find anything wrong, i went into the HP printer settings and these is what came up If your computer has a wireless connection to your network, then turn off Airplane Mode. (the airplane icon on the bottom right) Thanks for responding James, when i turned off airplane mode i lost my internet Thanks for responding James, when i turned off airplane mode i lost my internet I am not sure why you would lose your internet... Airplane Mode turned on will kill network access on the wireless connection. OK, so back to basics. How is the printer connected? Via USB to the computer, or another computer? Via Network? If via the network, please can you confirm the printer's network configuration (IP Address, Subnet Mask, Gateway) and your computer's network configuration. You can find this by typing ipconfig in Command Prompt. I am not sure why you would lose your internet... Airplane Mode turned on will kill network access on the wireless connection. OK, so back to basics. How is the printer connected? Via USB to the computer, or another computer? Via Network? If via the network, please can you confirm the printer's network configuration (IP Address, Subnet Mask, Gateway) and your computer's network configuration. You can find this by typing ipconfig in Command Prompt. The weird thing is I can print, my wife will not HP password, how to i copy the ipconfig results I removed the the HP app and downloaded it again via the original disk James it is working !!!!! thanks for your help If your HP laptop is experiencing issues, contacting customer support can help you solve the problem ASAP. Company personnel may tell you to send your device to the nearest HP Service Center for repairs. Why is this important?The Benefits of Contacting HP ProfessionalsYou don't need to get in your car and drive to a service center if repairs are needed. HP agents will provide pickup so you can ship your computer. Here's why an authorized service center is the way to go: HP technicians know the ins and outs of specific laptop models. Taking your computer somewhere else may void your product warranty. Attempting laptop repairs yourself may damage sensitive components. How to Find the Nearest HP Service CenterGo to the HP website's support area to find the contact options available. To find the nearest HP Service Center location online, here's what to do: Click on the Authorized Service Center link. Select your country from the drop-down list, and then type in a zip code, city or state. Under the "Supported Products" heading, select your device type. After you press "Search," the nearest locations will appear, along with addresses and phone numbers. If no service center appears, increase the search radius distance. What Can You Expect When Contacting the HP Service Center?Calling the listed phone number will put you in touch with authorized technicians. Customer service agents are trained to be friendly and patient, so you have nothing to worry about. They usually ask a few questions, giving you the opportunity to tell them about any strange sounds or behavior you've noticed. Keep your computer handy when you call so you can follow any instructions.If the problem is hardware related, support personnel will make repair arrangements. These repairs can take from five to 10 business days.How to Prepare Your Device for the TripFollow these tips for a smooth shipping and repair process: Back up all files:Save a copy of essential files in case the service center needs to replace or modify your computer's hard drive. Remove device passwords: Getting rid of your passwords lets technicians access your computer and make repairs quickly. Use ample packing material:Fill the shipping box with professional packing material, such as foam peanuts. Other Ways to Get Needed Assistance With HP Device IssuesSome computer issues are caused by software conflicts or out-of-date drivers. The HP website's support page contains a number of tools that can help you right away.The online HP Support Diagnostic Tools troubleshooter is great for checking the health of computer systems such as power, audio and memory. Download the HP Support Assistant for Windows 10 for immediate help, regular device updates and system optimization. MORE FROM QUESTIONSANSWERED.NET By users January 5, 2022 HP Printer This guide will explain to you the instructions that you need to follow for fixing up the HP smart printer status unknown error. The Printer status unknown error on the HP smart app can appear to be unknown and there can be many reasons behind this issue. If we discuss the issue in detail then it is the problem that can arise when the HP printer driver for setup is installed despite the fact that the printer can print without any issues or problems in web applications. The main concern with this issue is that the user cannot use the scan option in the HP smart app if he/she wants to scan the document. Be it the HP Deskjet 2700 printer or HP Deskjet 1510 printer this issue can arise in any of them. Let us understand how we can fix this issue through this guide! HP printer status unknown Windows 10 If you wish to fix the HP smart printer status unknown error on Windows 10 then here are the steps to be followed: From the start menu, you have to tap on the "Settings" option and then click on the "Apps" button. Followed by this, you have to click on the HP smart app and then tap on the "Advanced" option. Followed by this, click on the "Reset" option. Once the Reset process is completed, you need to close all windows and open the HP smart app. Usually, the "hp smart printer status unknown" error can fix the issue. All you need is to click the Setup button to enable the HP smart features. If this doesn't work for you then you need to shut down the printer and reboot the device again. HP printer status unknown Mac If you want to fix the hp smart printer status unknown error then you can deal with the error on the Mac devices, here are the steps that you need to follow: Check the USB connections with the connected devices. Switch off the power and wait for some time. Turn on the Printer again with a strong and secured connection. Perform the printing test. Check for the network connection and the system preferences. Reset the HP printer with the Mac. Turn the printer and then disconnect the cord to the power. In the next step, you have to unplug the power outlet from the board for 60 seconds. Again, you need to connect the power cord and the HP printer. Try to do a print test and from the list of printers you need to remove the multiple printers queued. Search the Mac device from the list of options and then tap on the "Print and scan" options. Now, look for the name of the printer that you are using say, hp eny 6000. If you will find any printer queues then you must remove all the extra printers in connection. In a conclusive viewpoint, With the conclusion of this topic, we hope that this article has highlighted all the essential points that are required to fix the hp smart printer status unknown error on your Windows 10 and Mac devices. However, if you are still in that phase wherein you are unable to process the steps to fix the issue then you are requested to visit the official website or you can also visit the hp printer support page and get the expert's advice or assistance from the support assistants. The support assistants are available round the clock to assist you with the best possible solutions to help you in fixing up the issues that you are facing.

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