



**Managed Print
Services
Subscription**



hp Managed Print Services Subscription User Guide

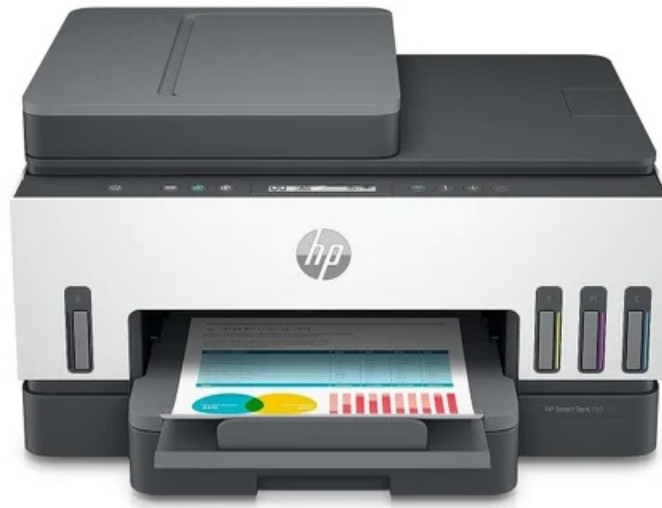
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hp Managed Print Services Subscription



Product Usage Instructions

- Ensure the printer is connected to the internet via WiFi or Ethernet.
- Determine the printer's IP address by printing a configuration page.
- Open a web browser on your computer and access the IP address to set up the printer.
- Follow similar steps as Group One for connectivity.
- Refer to specific instructions for these printer models in the user guide.
- Connect the printer to the internet via WiFi or Ethernet.
- Print a configuration page to obtain an IP address.
- Access printer settings through the IP address in a web browser.
- Ensure the printer is connected to the internet.
- Check and configure settings as per the user manual for seamless connectivity.

FAQ

- **Q:** What should I do if my printer is not connecting to the internet?
- **A:** Make sure your WiFi or Ethernet connection is stable. Check the printer's settings and restart both the printer and router if needed.
- **Q:** Can I use a USB connection instead of WiFi or Ethernet?
- **A:** No, the printer requires an internet connection via WiFi or Ethernet for HP Managed Print Services Subscription.

How to use this guide

This document provides instructions on how to connect your printer to establish a connection with HP so you can start to receive your supplies automatically. Please confirm that the printer is connected to the internet via WiFi or an Ethernet cable (no USB connections).

There are instructions for four product groups contained within this document:

1. Group One

HP LaserJet Enterprise and HP Page Wide Enterprise, including devices with Managed in the name.

2. Group Two

HP LaserJet Professional and HP Page Wide Professional.

3. Group Three

HP LaserJet Professional 4000 series – Mono and Color.

4. Group FourHP

Office Jet Pro 9000 series.

For proper connectivity and uninterrupted service your printer(s) always needs to:

1. Remain connected to the internet via WiFi or an Ethernet cable (no USB connections).
2. Maintain a connection with HP.

Please select the printer model to find instructions on how to enable connection for your printer:

With only a few easy steps, you can set up your new printer to enable all its capabilities and receive print supplies delivered to you automatically before you run out.

Group One

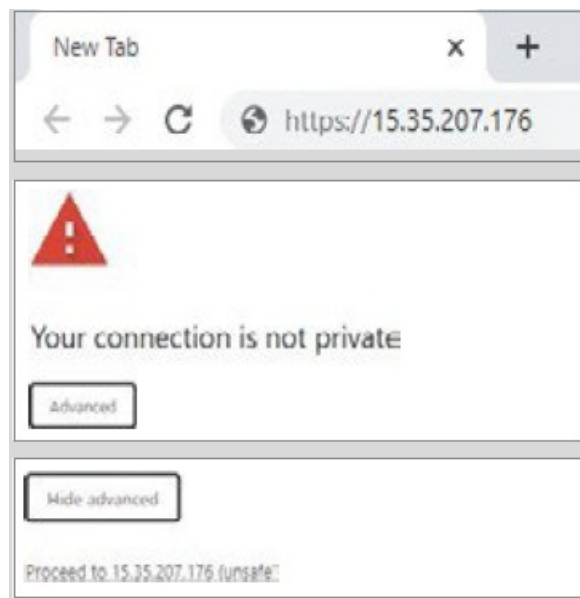
- HP LaserJet Enterprise and HP Page Wide Enterprise, including devices 'Managed' in the name
- Before you start, please confirm that the printer is connected to the internet via WiFi or an Ethernet cable(no USB connections). If you have already set up Web Services on your device, please do not follow the instructions.

Determine the printer's IP address by printing a configuration page

- Using your printer's Display Home Screen scroll through until you locate reports (or scroll through the 2-line control panel if there is no display screen). Select Reports to enter the menu.
- In the Reports menu, select Configuration.
- Select the Configuration option and start the printout by clicking on the Printer icon on the lower right.
- The printer will then print a configuration report.
- The IP address can be found in the Product Settings section, called IPv4: xxx.xxx.x.xx.

Open your internet web browser on your computer. (Chrome recommended)

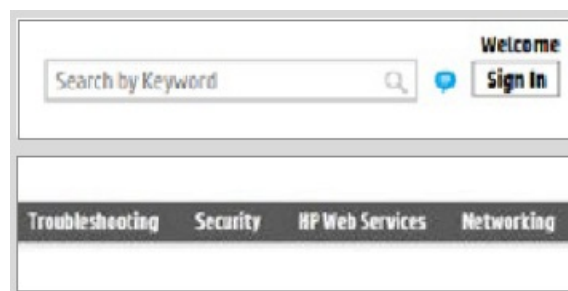
- Input your printer IP address in the web browser search bare. g. https: / [IP address].
- You may encounter a screen that warns you about the nature of this connection. Don't worry, you're only connecting to your printer. Click the Advanced button.
- In the Advanced menu, click Proceed to [IPAddress].
- You are now connected to the printer's Embedded Web Server.



Sign-in.

(if required, which will allow you adjust printer settings)

- Click the Sign-in button.
- Enter the password (by default no password is set).



Enable HP Web Services

- Click on the HPWeb Services tab.
- Click on the Enable HPWeb Services button.
- HPWeb Services will attempt to establish a connection to HP Cloud. When finished, a green success message will be shown and you may print out a status report.
- You're done! HP Web Services has now been enabled.



Troubleshooting

If HP Web Services can't be successfully enabled because the printer does not reach the internet properly, please

check the network settings and follow steps 1 and 2 below.

Proxy settings

If proxy settings are configured in your network, it is required to configure the proxy settings in the printer to allow communication between the printer and HPWeb Services.

- Log in to the printer's HP Embedded Web Server (EWS).
- In the HPWeb Services tab, select Proxy Settings.
- Configure the proxy server information and proxy port.
- If the proxy server requires authentication, configure the proxy server user name and password.
- Click on Apply.

Firewall

- If your network is behind a firewall, it is mandatory to allow communication from the HP printer to HP. Allow any communication to all *.hp.com.
- To verify proper function after any modification, try to restart the entire process by following the instructions below:

Try again

- On the printer EWS, go to the HP Web Services Tab
- Disable HP Web Services
- Try again to enable the HP Web Services by following the instructions on this document.

If you can't connect your device, please contact HP support by email or by phone at:

UK:	MPS.subscription.uk@hp.com	+44 20 76 60 21 48
Germany:	MPS.subscription.de@hp.com	+49703 14 508927
US:	MPS.subscription.us@hp.com	(888)447-0169 (with MPS Subscription unique pin:97674)

HP support will call you back within 2 working hours if you contact us by email (9 AM to 5 PM).

GroupTwo

- HP LaserJet Professional and HP PageWide Professional
- Before you start, please confirm that the printer is connected to the internet via Wi-Fi or another net cable (the

USB connection). If you have already set up Web Services on your device, please do not follow these instructions.

- With control panel (available depending on the model):

Using the control panel on the printer

- Swipe your printer's Display Home Screen and select the Settings icon (or scroll through the 2-line LCD control panel if there is no display screen).
- In the System menu, choose Network Setup or HPWeb Service(depending on the available option).
- While in the HPWeb Services menu, select Web Services Setup or Enable Web Services.
- Select OK or Accept.
- You're done! HP Web Services has now been enabled.

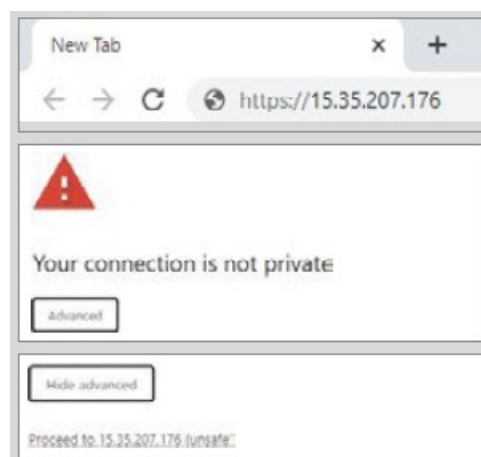
With a web browser

Determine the printer's IP address by printing a configuration page.

- Swipe your printer's Display Home Screen and select the Settings icon (or scroll through the 2-line LCD control panel if there is no display screen).
- While in the Settings menu, select the Reports menu.
- Select Network Configuration Page.
- The printer will then print a configuration report.
- The IP address can be found in the Product Settings section, called IPv4: xxx.xxx.xx.xx or Embedded Web Server (EWS) address.

Open your Internet web browser on your computer. (Chrome recommended)

- Input your printer IP address in the web browser search bar.g.https://[IPaddress].
- You may encounter a screen that warns you about the nature of this connection. Don't worry; you're only connecting to your printer. Click the Advanced button.
- In the advanced menu, click Proceed to [IP Address].
- You are now connected to the printer's EWS.



Sign-in

(If required, which will allow you to adjust printer settings)

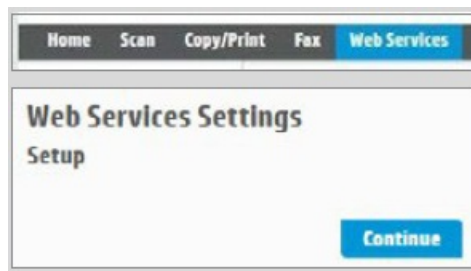
- Click the Sign-In button
- Enter the user name (The default is “admin”) and password



HP LaserJet Professional and HP PageWide Professional

Enable HP Web Services

- Click on the HP Web Services tab.
- Select Enable OR click the Continue button. Read and accept the Terms of Use of the Online Privacy Statement. Click on the Next button.
- HPWeb Services will attempt to establish a connection to HP Cloud. When that finishes, a green success message will be shown, and you may print out a status report.
- You're done! HP Web Services has now been enabled.



Troubleshooting

If HPWeb Services can't be successfully enabled because the printer does not reach the internet properly, please check the network settings and follow steps 1 and 2 below.

Proxy settings

If proxy settings are configured in your network, it is required to configure the proxy settings in the printer to allow communication between the printer and HPWeb Services.

- Login to the printer's HP Embedded Web Server (EWS).
- In the HPWeb Services tab, select Proxy Settings.
- Configure the proxy server information and proxy port.
- If the proxy server requires authentication, configure the proxy server username and password.
- Click on Apply.

Firewall

- If your network is behind a firewall, it is mandatory to allow communication from the HP printer to HP. Allow any communication to all *.hp.com.

- To verify proper function after any modification, try to restart the entire process by following the instructions below:

Try again

- On the printer EWS, go to the HP Web Services Tab.
- Disable HP Web Services.
- Try again to enable the HP Web Services by following the instructions on this document.

If you can't connect your device, please contact HP support by email or by phone at:

UK:	MPS.subscription.uk@hp.com	+44 20 76 60 21 48
Germany:	MPS.subscription.de@hp.com	+49703 14 508927
US:	MPS.subscription.us@hp.com	(888)447-0169 (with MPS Subscription unique pin:97674)

HP support will call you back within 2 working hours if you contact us by email (9 AM to 5 PM).

Group Three HP LaserJet Professional 4000 series –Mono and Color

Determine the printer's IP address by printing a configuration page by clicking on the Printer icon on the lower right

- The printer will then print a configuration report
- The IP address can be found in the Product Settings section, called IPv4: xxx.xxx.x.xx

Open your internet web browser on your computer

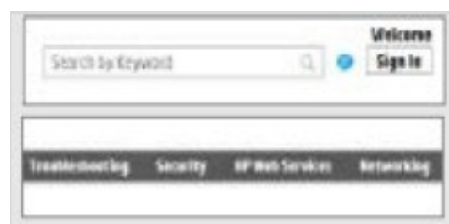
- Input your printer IP address in the web browser search bar -e.g.:// [IP address]
- You may encounter a screen that warns you about the nature of this connection, this is because you're only connecting to your printer. Click the Advanced button
- In the Advanced menu, click Proceed to [IP Address]
- You are now connected to the printer's Embedded Web Server



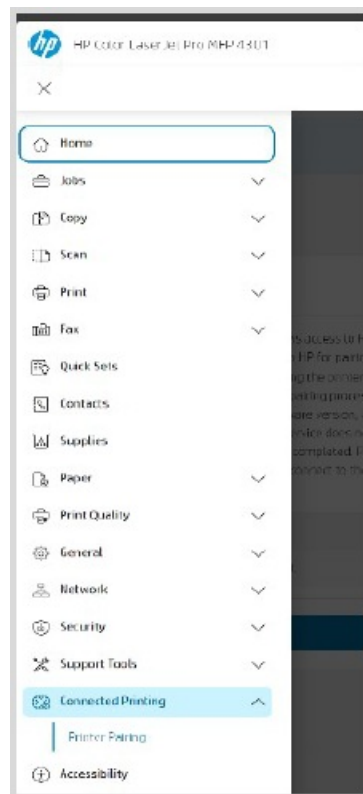
Sign-in.

(if required, which will allow you to adjust printer settings)

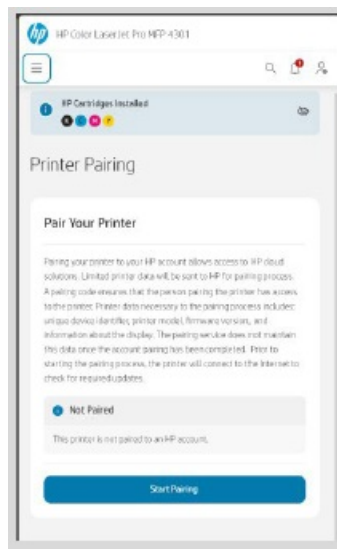
- Click the Sign In button
- Enter the password (by default no password is set)



Navigate to the ping pairing page

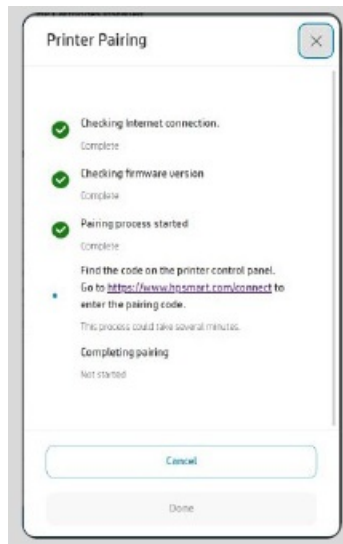


Click Start Pairing



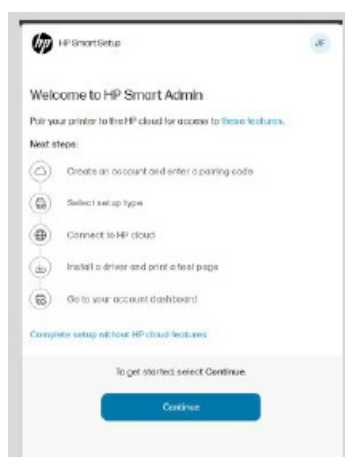
Click link:

["https://www.hpsmart.com/connect"](https://www.hpsmart.com/connect)



Click Continue on the welcome web page

- Upon following the HP Smart link, expect the Welcome to HP Smart Admin page to open in your browser. Click Continue. This will cause a PIN pairing code to display on the device's control panel and advance to the Enter printer pairing codepage.

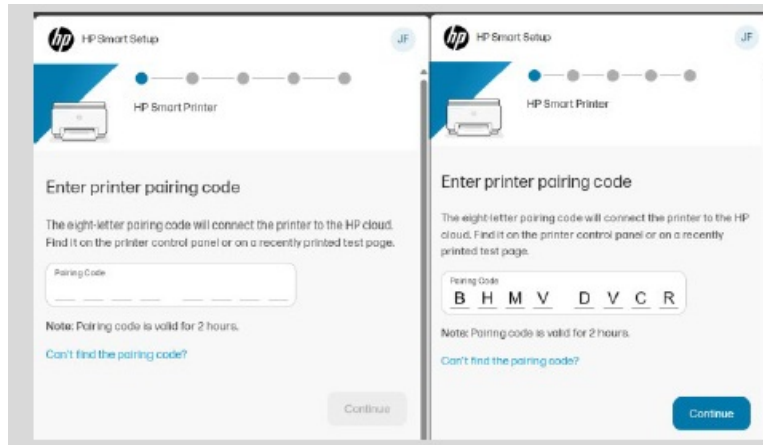


Retrieve the PIN pairing code

- Look at the device control panel. You should see a PIN pairing code. Note the code and move to the next step.

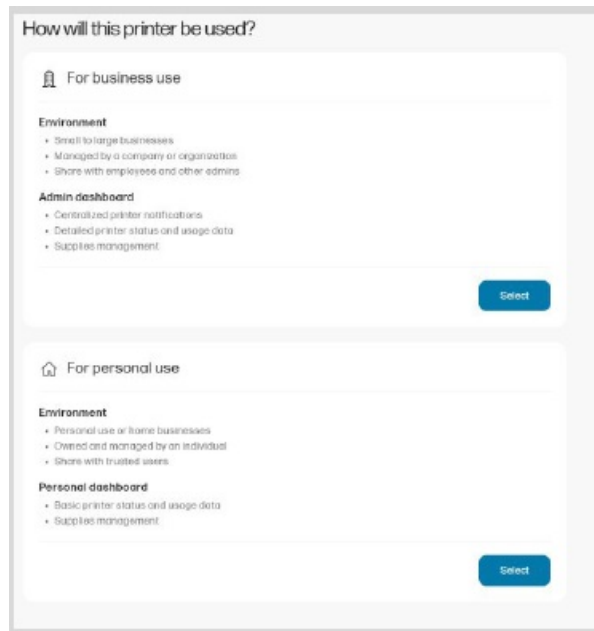
Enter the PIN pairing code

- Enter the code and click Continue.

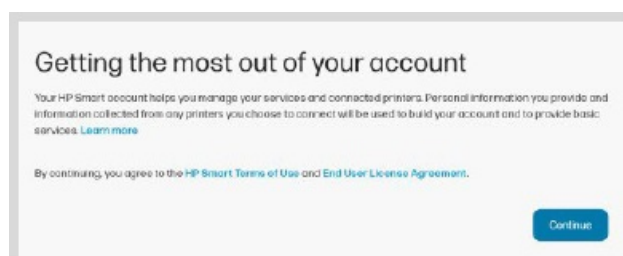


Choose Personal use

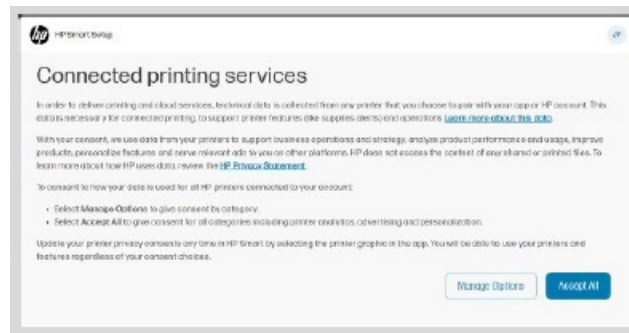
- The next page will ask you how the printer will be used. Click Select in the For personal use section.



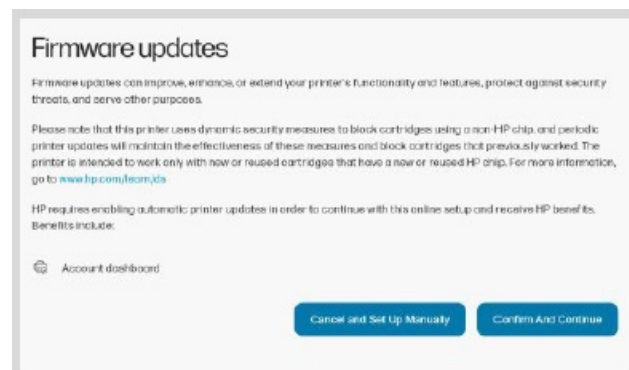
- Click Continue on the Getting the most out of your account page



- Click Accept All on the Connected printing services.

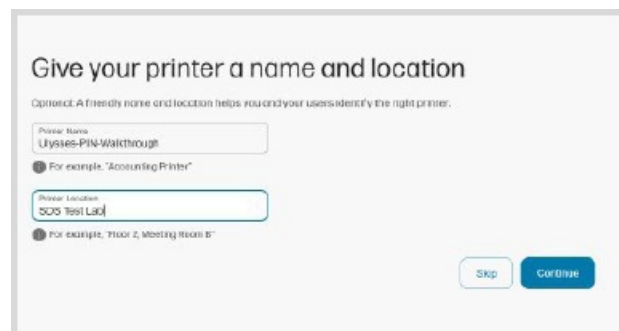


- Click Confirm and Continue on the Firmware updates page.

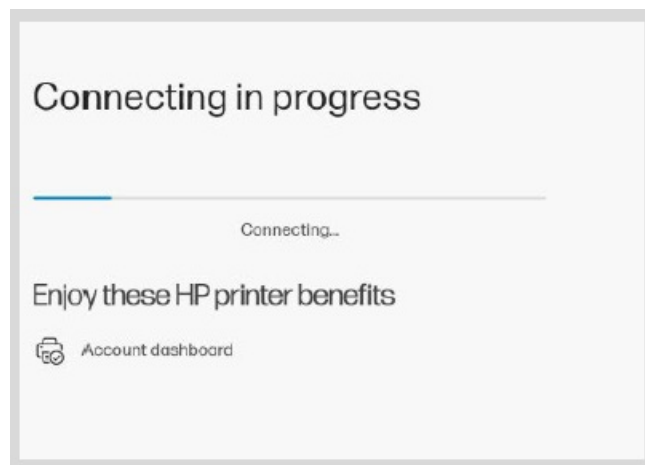


Optionally enter a printer name and location

- If you enter a name and location, click Continue. Click Skip otherwise.



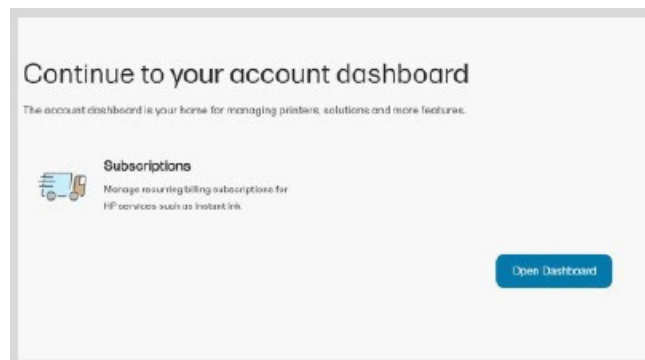
Wait for the connection to HP Smart to complete



- Click Skip on the To enable printing, install the printer driver page

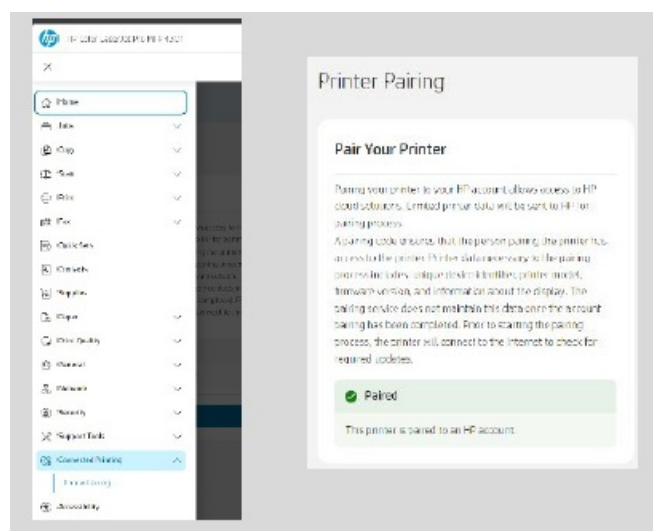


- Click Open Dashboard on the Continue to your account dashboard page.



Confirm Device is Paired

- Navigate to the device's EWS Printer Pairing page.



- If you can't connect your device, please contact HP support by email or by phone at:

UK:	MPS.subscription.uk@hp.com	+44 20 76 60 21 48
Germany:	MPS.subscription.de@hp.com	+49703 14 508927
US:	MPS.subscription.us@hp.com	(888)447-0169 (with MP SSubscription uniquepin:97674)

HP support will call you back within 2 working hours if you contact us by email (9 AM to 5 PM).

GroupFourHP

OfficeJet Pro Models

- Pick your HP OfficeJet Pro series models marked on the front of your device. To connect your printer, make sure to choose the correct model, and asset-up instructions differ between models.
- If you are using either the HP OfficeJetPro9010 or P OfficeJetPro9020, kindly refer to the instructions outlined.

HP OfficeJet Pro 9010 and HP OfficeJet Pro 9020



- If your device falls under the HP OfficeJet Pro 9000 E series (this is marked with the letter 'E' in the name of your device after the model number), please follow the guidance provided.

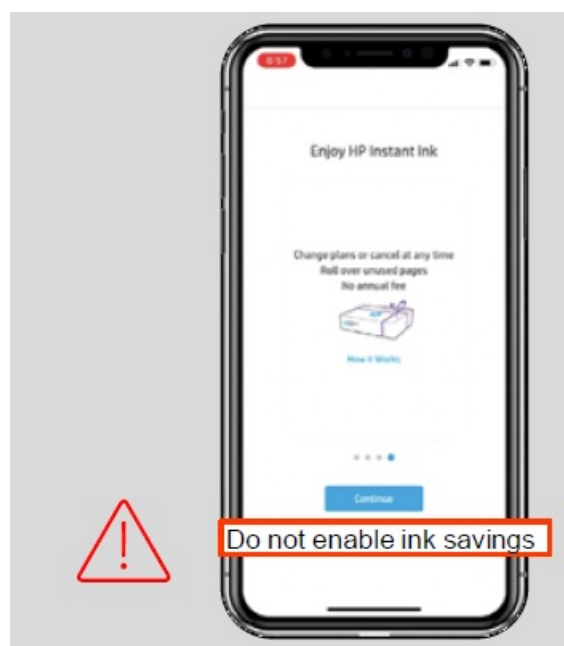
HP OfficeJet Pro 9000 E Series devices (as applicable)



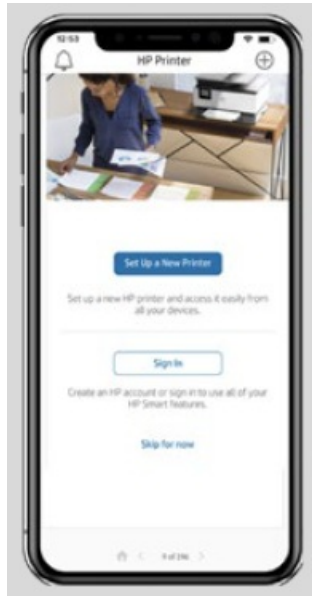
- For HP OfficeJet Pro 9010 and HP OfficeJet Pro 9020 devices

If you see HP Instant Ink screens

- No need to sign up for HP Instant Ink—you already get automatic supplies delivery. If you see HP Instant Ink pages, swipe left until you reach the final screen.
- Select Do not enable in savings at the bottom of the screen.



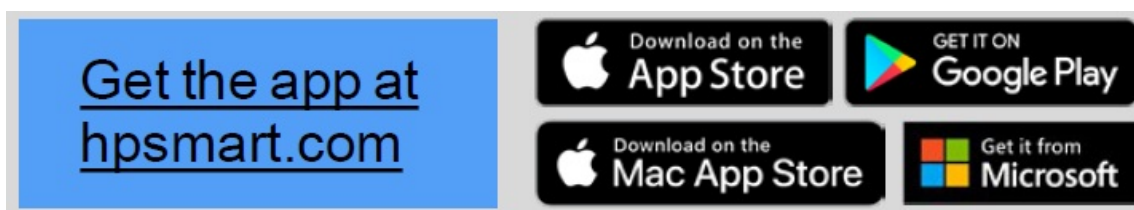
Let's get you set up on the HP Smart app



First, unbox your printer, turn it on, and follow the set-up instructions that come with it. Make sure your mobile device is connected to your home's WiFi network. And if you haven't already, install the HP Smart app on your device.¹

- When you open it up, you'll see a welcome screen. Select Setup a New Printer.
- You'll see a series of permissions notices from your mobile device along with requests to allow Bluetooth, connect to your WiFi, and enable HP services.
- Select Allow>Yes> Continue to agree to each request and ensure proper functionality.
- When the app shows your new printer, select it to continue the setup process. Then agree to the subsequent permission requests.

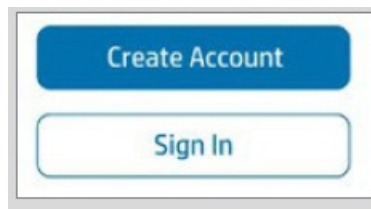
Note: If you are asked about registering for the automatic warranty, select Skip Warranty



Next, create your HP account or sign-in

When you reach the Create an HP account or Sign-in to register your printer screen, you can sign in or create an account.

- If you do not have an HP account that uses your work email, select Create Account.
- If you already have an HP account that uses your work email, select Sign In.

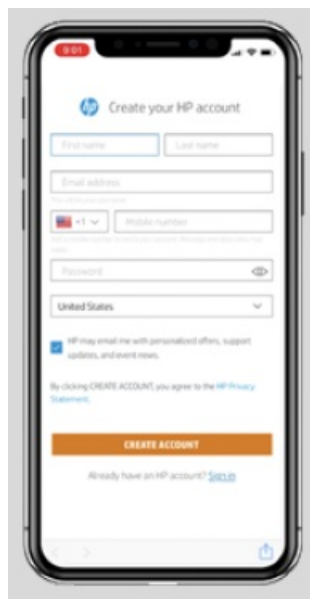


- For HP OfficeJet Pro 9010 and HP OfficeJet Pro 9020 devices

Create or sign in using your work email

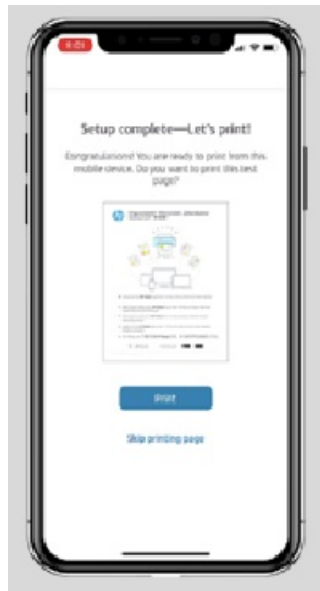
- Double-check the spelling of your work email address.

Note: Make sure you sign in with your work email address—even if you already have an HP account under another address—to get support and automatic supplies delivery.



Print a test page

- When you get to the Setup complete — Let's print! screen, select Print to send a test to the printer, or select Skip printing page if you would prefer not to print.
- Congratulations! You've finished setting up the HP Smart app.

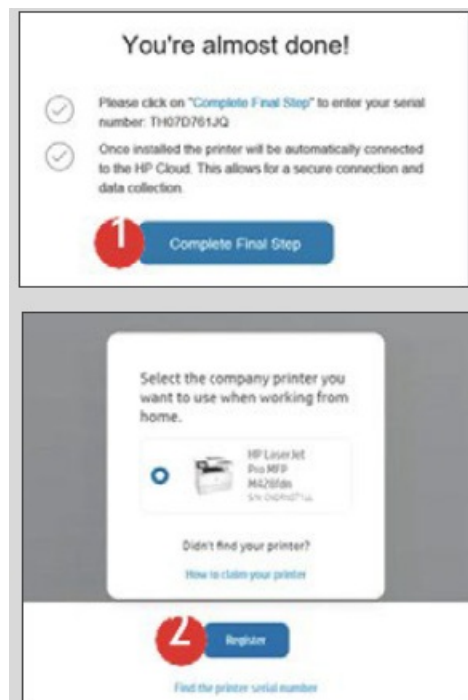


Get automatic supplies

Now you're finished with setting up the HP Smart app, but you still need to do one thing to get automatic supplies.

- Look for a message in your work email inbox with the subject line "Please complete setup of your HP Managed Print Flex printer." Check your spam folder if you don't see it within a few minutes.
- In the email, click Complete Final Step to open a Register a printer. Select your new printer and click Register.
- After registering, be sure to print at least once today and tomorrow to verify with your company that you're on board with the HP Managed Print Flex Service.

Now you can enjoy the full set of your printer's functionality along with automatic supplies delivery.
Happy printing!



GroupFour 2. For HP OfficeJet Pro 9000 E (if applicable)

This model is marked with the letter 'E' in the name of your device after the model number

Create your HP Command Center account



- Check your email for a message inviting you to use the HP Command Center. Open the message and select Accept Invitation.
- From the the Sign-in screen, select Sign up.
- Enter your first and last name, your work email address (the address to which the Command Center invitation was sent), and a password.
- Click Create Account.

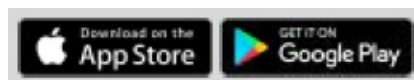
You will receive an email message verifying the email address you provided. Follow the steps to verify your email address and complete the sign-up process.

If you see a request to verify a device, you can ignore it and log out.

Add your printer with the HP Smart app



- Unbox your printer and connect it to the internet.
DO NOT activate HP+
DO NOT enroll in HP Instant Ink
- From a PC, phone, or tablet that is connected to the same home network as your printer, go to hpsmart.com and download and install the HP Smart app.



- Open the HP Smart app.
- From the Welcome screen, select Accept All.
- Select Skip for now.
- In the printer tile area, select Add new printer.
- The HP Smart app searches for printers. When your HP Flex worker printer appears, select the printer tile.
The model number of the printer shown in the HP Smart app might be slightly different from the number shown on the printer nameplate. It might show the series name (for example, "HP Office Jet Pro 9020 series") rather than the specific model name of your printer.
- HP Smart displays one of the following two messages. Follow the instructions to verify the printer connection.
- Click Continue.

- From the Create account screen, select Sign in.

REMEMBER

DO NOT activate HP+

DO NOT enroll in HP Instant Ink

- Enter the work email address you used to create your HP Command Center account in 1.c.) and select Next.
- Enter the password you created on page 3 and select Sign in.
- Select Auto Update.
- Select Skip sending a link.
- Select Print to verify with your company that you're on board with the HP Flex worker Service.

Now you can enjoy automatic supplies delivery. Happy printing!

If you can't connect your device, please contact HP support by email or by phone at:

UK:	MPS.subscription.uk@hp.com	+44 20 76 60 21 48
Germany:	MPS.subscription.de@hp.com	+49703 14508927
US:	MPS.subscription.us@hp.com	(888)447-0169 (withMPSSubscriptionuniquepin:97674)

HP support will call you back within 2 working hours if you contact us by email (9 AM to 5 PM).

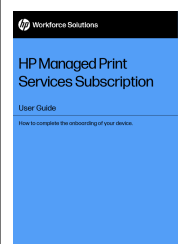
Learn more at HP Workforce Solutions

HP Smart app is an optional accessory available for MPS Subscription. Requires HP app download available at www.hp.com/go/mobileprinting. Certain features are available in English language only and may vary by printer model/country, and between desktop/mobile applications. HP reserves the right to introduce charges for the use of functionality facilitated by the HP app. Internet access is required and may not be available in all countries. HP account is required for full functionality. Fax capabilities are for sending a fax only. List of supported operating systems available in app stores. See details at www.hpsmart.com.






4AA8-4112ENW, June 2024

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Documents / Resources

	<p>hp Managed Print Services Subscription [pdf] User Guide</p> <p>HP LaserJet Enterprise, HP PageWide Enterprise, HP LaserJet Professional, HP PageWide Professional, HP OfficeJet Pro 9000 series, Managed Print Services Subscription, Print Services Subscription, Services Subscription, Subscription</p>
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References

-  [Laptop Computers, Desktops, Printers, Ink & Toner | HP® Official Site](#)
-  [HP Smart](#)
-  [123.hp.com - HP Smart](#)
-  [HP Smart](#)
-  [hpsmart.com/connect](#)
- [User Manual](#)

[Manuals+](#), [Privacy Policy](#)

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