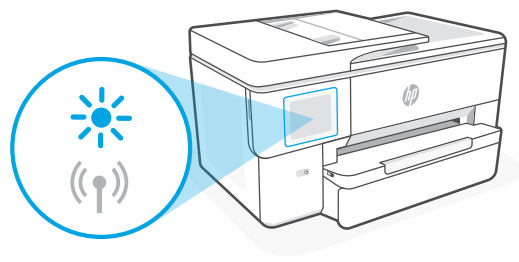


## Wi-Fi troubleshooting

### During initial setup, reset setup mode:

If the blue Wi-Fi light is not blinking, the printer might not be in Wi-Fi setup mode. Check the control panel and select "Resume Setup", if prompted.



### During printer use, reset Wi-Fi:

1. On the control panel, touch Menu > Settings > Network. Scroll to Restore Network Settings and touch Restore.
2. Wait for printer to scan for Wi-Fi networks. Choose your network, enter the password, and connect.
3. If applicable, open HP software and add the printer again.

## hp+ Reference Information

## HP OfficeJet Pro

9720e series

### Other Potential Issues

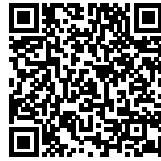
### Solution

Computer or mobile device too far from printer	Move your computer or mobile device closer to the printer. Your device might be out of range of the printer's Wi-Fi signal.
Computer connected to a Virtual Private Network (VPN) or remote work network	Disconnect from a VPN before installing HP software. You can't install apps from the Microsoft Store when connected to a VPN. Connect to the VPN again after finishing printer setup. <b>Note:</b> Consider your location and the security of the Wi-Fi network before disconnecting from a VPN.
Wi-Fi turned off on computer (computer connected by Ethernet)	If your computer is connected by Ethernet, turn on the computer's Wi-Fi while setting up the printer. Disconnect the Ethernet cable temporarily to complete setup over Wi-Fi.
Bluetooth and location services are turned off on your mobile device	If setting up with a mobile device, turn on Bluetooth and location services. This helps the software find your network and printer. <b>Note:</b> Your location is not being determined and no location information is being sent to HP as part of the setup process.

The information contained herein is subject to change without notice.



Get help online  
[hp.com/start/ojp9720e](https://hp.com/start/ojp9720e)



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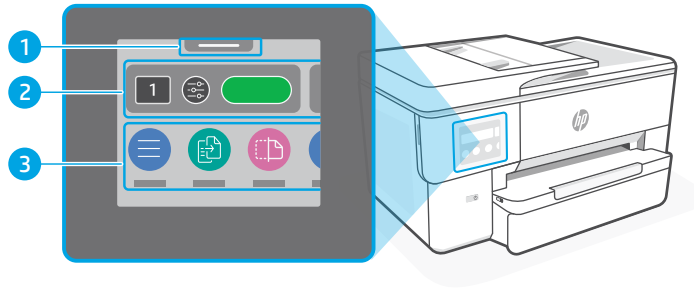
Printed in China



53N95-90026

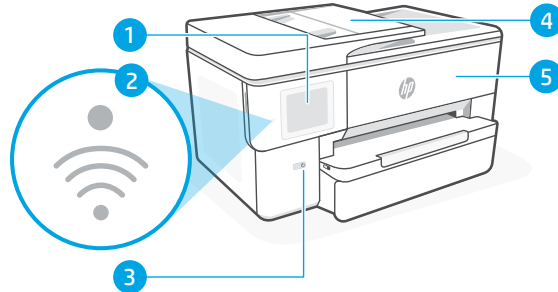
## Control panel

- 1 **Status Center**  
Touch to display printer status.
- 2 **Copy widget**
- 3 **Function buttons**  
Touch to perform common tasks.

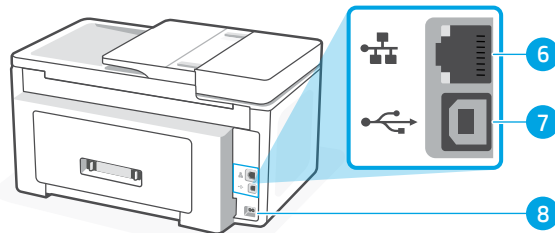


## Printer features

- 1 Control panel
- 2 Wi-Fi light
- 3 Power button
- 4 Document feeder
- 5 Front door



- 6 Ethernet port
- 7 USB port
- 8 Power connection



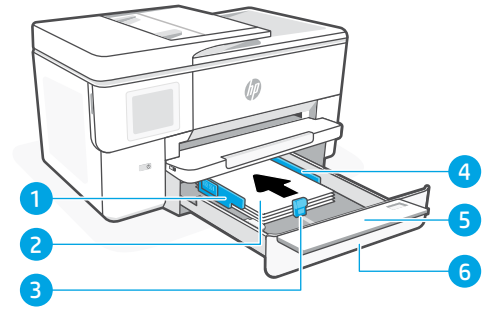
## Do not use USB for setup



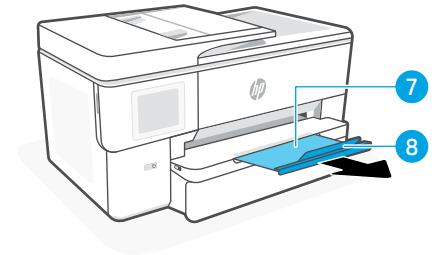
We encourage network connection for this printer. To use all the available features of this printer, complete setup using HP software and an Internet connection. After setup, you can print using a USB cable if needed.

## Paper information

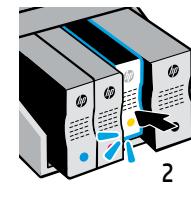
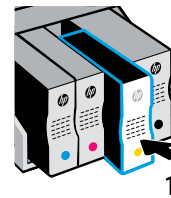
- 1 Paper guide (left side)
- 2 Paper  
For printer alignment, load A4 or Letter paper.
- 3 Length guide
- 4 Paper guide (right side)
- 5 Input tray cover
- 6 Input tray



- 7 Output tray
- 8 Output tray extender



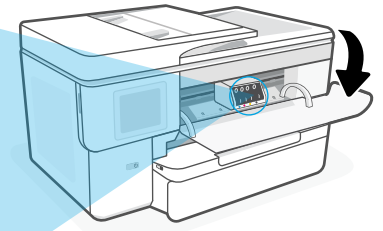
## Ink information



Push cartridges firmly to lock into place.



**Note:** Use the cartridges included with this printer for initial setup.



## Printer software information



Visit [hp.com/start/ojp9720e](http://hp.com/start/ojp9720e) to install HP software. This software provides basic print and scan drivers and will help you connect the printer to a Wi-Fi network.