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How to HP Officejet pro setup

In this comprehensive guide, we'll explore the causes of this issue and provide troubleshooting steps, encompassing the setup process using 123.hp.com/setup

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123HP.com

**Resolving HP OfficeJet Pro 8720
Scan Issues After Windows 10
Upgrade**

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INTRODUCTION

Upgrading your operating system, such as to Windows 10, can sometimes lead to compatibility issues with existing devices, including printers like the HP OfficeJet Pro 8720. One common problem users face after the upgrade is the inability to initiate scans through the printer's scan function.

Possible Causes of the Issue:

- **Driver Compatibility:** The existing printer drivers may not be fully compatible with the updated Windows 10 operating system.
- **Software Incompatibility:** The scanning software on the computer might not be compatible with the new Windows version, leading to a disconnect.
- **Connection Problems:** Changes in settings or configurations after the upgrade might have caused disruptions in the printer-computer connection.
- **System Conflicts:** Conflicts within the operating system or software may prevent the scan function from recognizing the printer.

Step-by-Step Troubleshooting:

Step 1: Update Printer Drivers

- Navigate to the HP support website by visiting 123.hp.com/setup and entering your printer model .
- Download the latest drivers compatible with Windows 10.
- Install the drivers and follow the on-screen instructions. Reboot your computer after installation.

Step 2: Verify Connection

- Ensure that the printer is properly connected to your computer via USB or wireless network.
- For a wireless connection, confirm that both the printer and the computer are connected to the same Wi-Fi network.
- Restart both the printer and the computer to re-establish the connection.

Step 3: Reconfigure Scan Settings

- Open the HP printer software on your computer.
- Navigate to the Scan section and select 'Manage Scan to Computer.'

- Ensure that the "Automatically start Scan to Computer" option is enabled.

Step 4: Utilize Windows Trouble shooter

- Go to your Windows Settings (Windows key + I) and select "Update & Security."
- Click on "Troubleshoot" from the left menu.
- Under "Find and fix other problems," run the Printer troubleshooter to identify and fix printer-related issues.

Step 5: Reinstall Printer Software

- Uninstall the existing HP OfficeJet Pro 8720 printer software from your computer.
- Revisit 123.hp.com/setup, download the latest software compatible with Windows 10, and follow the on-screen instructions to reinstall the software.
- Restart your computer after installation.


Step 6: Check for Windows Updates

- Ensure that your Windows 10 system is up to date by checking for the latest updates.
- Go to Windows Settings > Update & Security > Windows Update and click on "Check for updates."
- Install any available updates and reboot your computer.

Conclusion

you can resolve the scan function issues with your [HP OfficeJet Pro 8720](#) after a Windows 10 upgrade. Utilize 123.hp.com/setup for the latest compatible software and enjoy seamless scanning functionality on your HP OfficeJet Pro 8720. Happy scanning!

Step 1 — Resolving HP OfficeJet Pro 8720 Scan Issues After Windows 10 Upgrade



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