

# HP Printers - Printing with Amazon Alexa

**This document is for HP web-connected printers and Android, Apple iOS, and Alexa-supported devices, including Echo, Echo Show, Echo Spot, Echo Dot, Echo Tap, and Fire tablet.**

Enable the **HP Printer skill** from the Amazon Alexa app on your mobile device to ask any Alexa-supported device to print your shopping and to-do lists, and pre-formatted documents such as puzzles, calendars, checklists, comics, and coloring pages.

## Step 1: Obtain your printer's email address

To enable the HP Printer skill, you need your printer's email address to establish the web-based connection between the printer and your Amazon device. Find the printer email address through the control panel menu, or print a Web Services information sheet.

If you already know your printer's email address, skip to the next step.

1. Turn on the printer, load plain paper in the input tray, and then make sure ink cartridges are installed.
2. On the printer, touch or press the ePrint button or icon , or for text-based menu displays, select **Setup, Settings, Wireless Settings, or Network Setup** to locate the Web Services menu.

For printers with buttons only, press Info  and Cancel  at the same time, or press Info  and Web Services  at the same time to print a Web Services information sheet.

**If the email address does not display**, do the following depending on the Web Services status:

- **If Web Services is off**, follow any instructions to enable the feature and check for printer updates. An information sheet automatically prints with instructions to get the email address.
- **If Web Services is already enabled**, touch **Print** or **Print Info** to print the information sheet that has the email address.
- **If an information sheet does not print or the email is not listed**, turn off and re-enable Web Services to get a new printer email address.

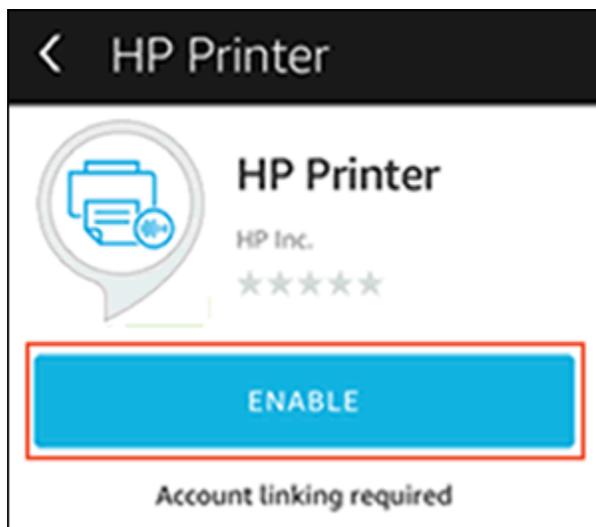
## Step 2: Enable the HP Printer skill

Enable the HP Printer skill from your mobile device or computer.

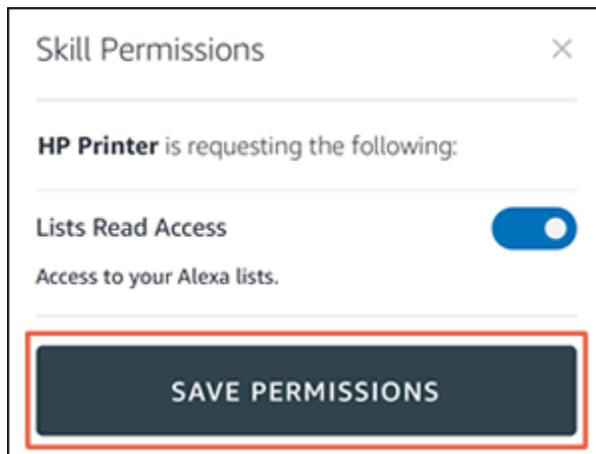
**+ Enable the HP Printer skill from a mobile device**

Use your mobile device to enable the HP Printer skill.

1. On your mobile device, install the Amazon Alexa app, if necessary.
  - **Android devices:** Go to [#NEW#Amazon Alexa#NEW#](#) (in English) from the Google Play store.
  - **Apple iOS devices:** Go to [#NEW#Amazon Alexa#NEW#](#) (in English) from the App Store.
  - **Kindle devices:** The Amazon Alexa app should be preinstalled on your device. If the app is not installed, your Kindle device is not supported. Enable the HP Printer skill from a different mobile device or your computer.
2. Open the Amazon Alexa app, tap the menu icon , and then tap **Skills**.
3. Search for **HP**, and then tap **HP Printer** from the skills list.
4. Tap **Enable**.



5. Tap **Save Permissions** to allow the HP Printer skill access to your printing lists.



6. Type your printer's HP ePrint email address, and then tap **Finish and start printing**.

Connect your printer with  
the HP Printer Skill

Type the email address for your printer to  
link it to Alexa

@hpeprint.com

[What is a printer email address?](#)

Finish and start printing!

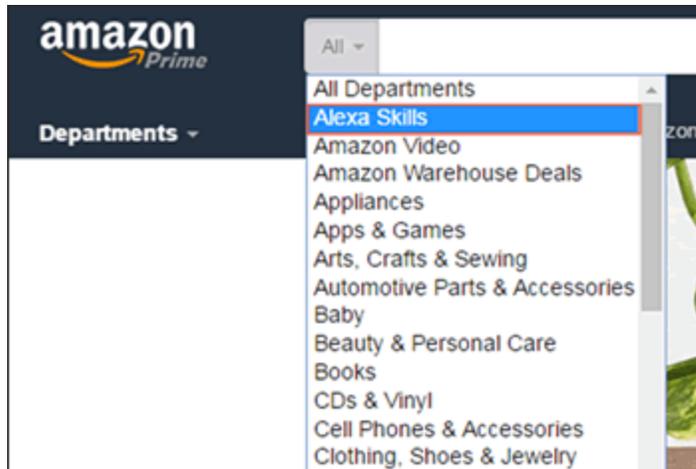
Your printer is now ready to print with the Amazon Alexa device.

7. Say, "Alexa, ask my printer to print a help page," to print a one-page list of content you can print.

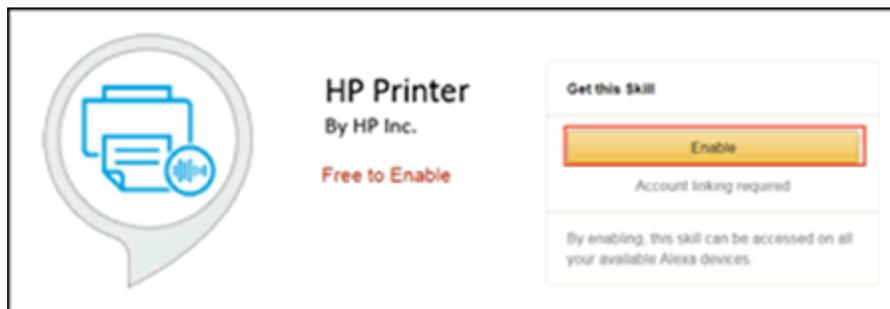
### + Enable the HP Printer skill from a computer

Use your computer to enable the HP Printer skill.

1. On your computer, go to [#NEW#Amazon#NEW#](#) (in English), and then sign in to your account, if necessary.
2. In the search bar, click the drop-down menu, select **Alexa Skills** from the list, and then press `Enter`.



3. Search for **HP**, and then select **HP Printer** from the skills list.
4. Click **Enable**.



5. Type your printer's HP ePrint email address, and then tap **Submit**.

Your printer is now ready to print with the Amazon Alexa device.

6. Say, "Alexa, ask my printer to print a help page," to print a one-page list of content you can print.

### Step 3: Print with an Amazon Alexa device

To print with the Amazon Alexa device, say, "Alexa, ask my printer to...," for example. For a list of content available to print, say, "Alexa, ask my printer to print a help page." The printer must be turned on and in a ready or standby state to accept print requests.

#### NOTE:

The HP Printer skill does not support printing Alexa Custom Lists or documents and photos from your mobile device, computer, or online accounts. To learn about additional mobile printing options, go to [#NEW#Mobile Printing Solutions Compatible with HP Printers#NEW#](#).

Print requests can be asked through any Alexa-supported device.

The following list contains examples of the types of documents you can ask Alexa to print:

- **Shopping list:** "Alexa, ask my printer to print my shopping list."
- **To-do list:** "Alexa, ask my printer to print my To-do list."
- **Crayola coloring pages:** "Alexa, ask my printer to print a Crayola coloring page."
- **Art therapy coloring pages:** "Alexa, ask my printer to print art therapy."
- **Crosswords:** "Alexa, ask my printer to print a crossword."
- **Comics:** "Alexa, ask my printer to print today's comics" or "Alexa, ask my printer to print this week's comics."

When you ask Alexa to print the week's comics, the printer prints comics from Monday up to the current day. For example, if you ask to print comics on Wednesday, the printer prints comics from Monday, Tuesday, and Wednesday.

- **Sudoku:** "Alexa, ask my printer to print Sudoku."
- **Word Search:** "Alexa, ask my printer to print a word search game."
- **Bingo:** "Alexa, ask my printer to print two Bingo cards."
- **Notebook paper:** "Alexa, ask my printer to print notebook paper."
- **Checklists:** "Alexa, ask my printer to print a one-column checklist."
- **Calendar:** "Alexa, ask my printer to print a calendar."

## Frequently asked questions (FAQs)

Refer to these frequently asked questions for more information about printing from an Amazon Alexa device.

### + What are the requirements to print with Alexa?

To print with Alexa, confirm that your computer, mobile device, and printer meet the following requirements.

**NOTE:**

Currently, only English is supported.

- The Alexa device is set up and connected to your local network.
- An English Amazon account is set up for Australia, India, Ireland, New Zealand, United Kingdom, or the United States.

- The printer is connected to your local network, either wirelessly or with an Ethernet cable. **The HP Printer skill does not work with USB-connected printers.**
- You have a computer or one of the following supported mobile devices. For the most up-to-date list of devices that support Amazon Alexa, go to [#NEW#Alexa\\_Help#NEW#](#) (in English).
  - Android device running OS 4.0 or later
  - Apple iPad, iPhone, or iPod touch running iOS 7 or later
  - Fire tablet or phone running Fire OS 2.0 or later
- Your printer supports HP ePrint and Web Services. Look for an ePrint logo or icon  or a Web Services icon  on the printer. For text-based menu displays, select the **Setup, Settings, Wireless Settings, or Network Setup** to confirm it has a Web Services menu.



### + How do I get help using the HP Printer skill?

For help using the HP Printer skill, say, "Alexa, ask my printer for help," and then follow the verbal prompts.

### + I received an 'Unable to link your Skill' message when I tried to enable the HP Printer skill. What do I do?

Wait a few minutes, and then try to enable the HP Printer skill again. Make sure the printer is connected to a wireless or wired (Ethernet) network with an active Internet connection, Web Services is turned on, the printer is connected to the same network as your mobile device or computer, and the printer email address is correct.

### + Why do I need HP ePrint to print?

HP ePrint is a secure cloud-based service that lets you print with an Amazon Alexa device to your printer using the printer's HP ePrint email address.

#### **NOTE:**

The printer's email address is used for sending print jobs only and is not a personal email account.

For more information, go to [#NEW#Setting Up and Using HP ePrint#NEW#](#).

## + How do I disable the HP Printer skill?

You can disable the HP Printer skill using your mobile device or computer.

1. Open the Amazon Alexa app or Amazon website.
  - **Mobile devices:** Open the Amazon Alexa app, tap the menu icon , tap **Skills**, and then select **Your Skills**.
  - **Computers:** Go to [#NEW#Amazon#NEW#](#) (in English), and then sign in to your Amazon account, if necessary. In the search bar, click the drop-down menu, select **Alexa Skills** from the list, and then press **Enter**. On the Alexa Skills menu bar, click **Your Skills**.



2. In the list of your skills, click **HP Printer**, and then click **Disable Skill**.

The HP Printer skill no longer displays in your skills list.

## + Can I connect multiple printers to an Amazon Alexa device?

No, you cannot connect more than one printer to your Amazon Alexa device.

## + How do I connect a different printer to an Amazon Alexa device?

If you received a replacement printer or purchased a new printer, you can reconnect to your Amazon Alexa device using the printer email address.

### + Use the same printer email address

If you use the same printer email address from your previous printer, the new printer automatically connects to your Amazon Alexa device. Make sure Web Services is turned on and the printer is connected to an active Internet connection.

For more information about how to reuse a previous email address, go to [#NEW#Changing Your HP ePrint Email Address#NEW#](#).

### + Use a different printer email address

If you use a different printer email address with your new printer, you can disable and then re-enable the HP Printer skill with the new email address.

1. Open the Amazon Alexa app or Amazon website.

- **Mobile devices:** Open the Amazon Alexa app, tap the menu icon , tap **Skills**, and then select **Your Skills**.
- **Computers:** Go to [#NEW#Amazon#NEW#](#) (in English), and then sign in to your Amazon account, if necessary. In the search bar, click the drop-down menu, select **Alexa Skills** from the list, and then press `Enter`. On the Alexa Skills menu bar, click **Your Skills**.



2. In the list of your skills, click **HP Printer**, and then click **Disable Skill**.
3. After you disable the skill, click **Enable Skill**.
4. Type your new printer's HP ePrint email address, and then click **Submit**.

Your new printer is now ready to print using an Amazon Alexa device.