

HP, Canon, Epson & Brother printers | Medium | 2 min read

Canon PIXMA: how to reinstall the driver on Windows or Mac

Please note: independent guidance. Vision Tech is not affiliated with the maker. Menus differ between models and software versions, so check the manual or on-screen help.

If a Canon PIXMA stops printing or is not found after an update, reinstalling the driver often helps. A driver is the small program that lets your computer talk to the printer.

Before you start

- Make sure the printer is switched on and connected to your Wi-Fi network or by USB.
- Find the exact model name on the front of the printer.
- Have your Wi-Fi password to hand in case you need to set up again.

Remove the old printer on Windows

1. Open **Settings**, then **Bluetooth & devices**, then **Printers & scanners**.
2. Select your Canon printer and choose **Remove**.
3. Restart the computer.

Remove the old printer on a Mac

1. Open **System Settings** (or **System Preferences**), then **Printers & Scanners**.
2. Select the Canon printer and click the minus button to remove it.

Download the new driver

Go to Canon's UK support website and search for your model. Choose your operating system and download the driver or setup software. Only use Canon's own site, as other sites offering drivers can bundle unwanted software.

Install

1. Run the downloaded file and follow the instructions.
2. When asked how the printer connects, choose wireless or USB as appropriate.
3. Let the installer find the printer. If it does not, check Wi-Fi is working.
4. Print a test page.

On modern Windows and Macs, a basic driver may install automatically when you add the printer. Canon's own software adds extras such as scanning and maintenance tools.

- Restart the printer and router.
- Check the printer is on the same network as the computer.
- Try a different USB cable or port.

When to get more help

Get help if the installer reports errors, if the computer is managed by an employer, or if you are unsure which file to download. Do not open the printer casing.

Still stuck? Email admin@visiontech336.com and tell us what you can see on the screen. Menus and button names can differ slightly between versions and makes. If something does not match, stop and ask rather than guess. Please never send passwords or card details.