

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

Canon PIXMA will not connect to Wi-Fi

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 your Canon PIXMA will not join your Wi-Fi, the cause is usually the network name, the password or the router band rather than a broken printer. Take it one step at a time.

Check the basics

- Check your Wi-Fi works on a phone.
- Move the printer closer to the router.
- Many PIXMA models only support 2.4GHz Wi-Fi. If your router has a separate 5GHz name, choose the 2.4GHz one for setup.
- Have the Wi-Fi password ready. It is case-sensitive.

Try the Canon PRINT app

Canon's free **Canon PRINT** app can help with setup on many models. Install it on your phone, switch the printer on and follow the app's instructions to add the printer. The exact steps vary by model, so check the leaflet in the box.

Try the WPS button method

Some routers have a **WPS** button. Many PIXMA printers can connect this way:

1. On the printer, start the wireless setup and choose the WPS push button option if offered. Your model may differ; check the display or the maker's manual.
2. Press the **WPS** button on your router within the time the printer allows, often a couple of minutes.
3. Wait for the printer's wireless light to stop flashing.

WPS does not suit every router, and some routers switch it off for security.

Connect manually

On models with a screen you can usually pick your network name from a list and type the password. On models without a screen, use the app or Canon's setup software, which you can find on Canon's UK support site by searching your model number.

If it still fails

- Restart the printer, router and phone.
- Check the password for typing errors, such as capital letters.
- Check your router is not blocking new devices.
- If you changed your router or password recently, run the wireless setup again.

When to get more help

Get help if the printer shows an error code, if it connected before but now keeps dropping, or if router settings are involved. Do not open the printer.

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.