

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

Epson printer says Offline or 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.

When an Epson printer shows as offline, the computer or phone cannot reach it over the network. This is usually down to Wi-Fi, a new router or a sleeping printer.

Quick fixes

1. Check the printer is on and not showing an error.
2. Look at the Wi-Fi light or the wireless symbol on the display.
3. Switch the printer off and on, and restart your router and computer.
4. Wait a few minutes, then try printing.

Check you are on the same network

Many routers offer two networks. Your computer and printer should be on the same one. Many Epson printers support 2.4GHz for setup, so choose that network if there are two.

Check on your computer

On Windows, open **Settings**, then **Bluetooth & devices**, then **Printers & scanners**, and choose your Epson printer. Cancel stuck print jobs and make sure the printer is not set to work offline. On a Mac, remove the printer in **Printers & Scanners** and add it again.

Reconnect the printer to Wi-Fi

If you changed your router or Wi-Fi password, the printer needs to be told. Use the **Epson Smart Panel** app or the printer's wireless setup menu. If the printer has a **WPS** option and your router has a WPS button, you can use that. Menus vary, so your model may differ; check the display or the maker's manual.

Other causes

- The router may have given the printer a new address after a restart.
- The printer may be too far from the router.
- Security software may block communication.

If your printer has a USB port, a cable gives you a temporary way to print while you sort out the Wi-Fi.

When to get more help

Get help if the printer shows an error code, if it is offline every day, or if you are unsure about router settings. 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.