

Printers, monitors & devices | Advanced | 2 min read

How to reinstall a printer driver

A driver is the small piece of software that lets your computer talk to the printer. If printing is odd, or the printer is not found, removing it and installing it again often fixes the problem.

Before you begin

- Note down your printer's make and model, usually on the front or back.
- Make sure you are online, as the new software may need downloading.
- Make sure the printer is switched on, and connected by USB or Wi-Fi.

Step 1: Remove the printer (Windows)

1. Open **Settings**, then **Bluetooth & devices**, then **Printers & scanners**.
2. Choose your printer, then select **Remove**.
3. Next, open **Settings**, then **Apps**, then **Installed apps**. If you see software with your printer's name, you can choose to uninstall it. Windows menu names vary between versions, so look carefully.
4. Restart the computer.

Step 2: Remove the printer (Mac)

1. Open **System Settings**, then **Printers & Scanners**.
2. Select the printer and use the **minus (-)** button to remove it.
3. Restart the Mac.

Step 3: Add it again

Connect the printer, then use **Add device** on Windows or **Add Printer** on Mac. For most modern printers, the computer finds the right driver automatically.

If you need the maker's software, go to the printer maker's own website, search for your exact model and choose the download for your system. Avoid sites that offer "driver updater" tools or look like adverts. They can bring in unwanted software.

Step 4: Test

Print a test page and a simple document.

Good to know

Some printers have both a standard driver and a fuller package with scanning tools. If the simple version works, you may not need the extra software.

When to get more help

If the driver will not install, or you see an error message, write down the exact words and the model, and stop there. Repeated installing can leave a mess behind that is harder to clear, and we can do it for you.

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.