

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

# HP printer not responding or not found after a Windows update

**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.

Sometimes an HP printer that worked yesterday stops working after Windows updates. Often the printer driver has become confused, and a few steps put it right.

## Try the quick fixes

1. Turn the printer off and on again, and restart the computer.
2. Check the printer is on the same Wi-Fi network, or that its USB cable is firmly plugged in.
3. Open **Settings**, then **Bluetooth & devices**, then **Printers & scanners**, and see whether your printer is listed and not marked offline.
4. Try printing a test page.

## Run the Windows troubleshooter

In **Settings**, search for the printer troubleshooter, run it and choose your printer. It may restart the print service or find a new connection. Menu names vary by Windows version.

## Remove and re-add the printer

1. In **Printers & scanners**, select your HP printer and choose **Remove**.
2. Restart the computer.
3. Choose **Add device** and let Windows search for the printer, or install the **HP Smart** app and use it to add the printer again.

The HP Smart app is often easier, as it fetches the right driver for you.

## Update or reinstall the driver

You can get the current driver from HP's UK support website. Search by your printer's model name, which is printed on the front or back. Download only from HP's official site, and be wary of unofficial driver sites, which can bundle unwanted software.

## Check for updates

Windows Update may also offer a newer driver. Installing all pending updates and restarting can solve the problem.

Your IT department may control updates and software. Ask them before making changes.

## When to get more help

Get help if the printer still cannot be found, if you see error codes, or if you are unsure which driver to download. Do not open the printer, as it contains electrical parts.

**Still stuck?** Email [admin@visiontech336.com](mailto: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.