

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

HP printer says Offline: how to fix

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 your computer says an HP printer is Offline, it usually means the two cannot talk to each other. The printer itself is often fine, so work through these steps in order.

Check the basics first

- Make sure the printer is switched on and is not showing an error on its display.
- Check it is on the same Wi-Fi network as your computer or phone. Many homes have two networks, for example one ending in "5G".
- If it connects by USB cable, try a different USB port and check the cable is pushed in firmly.

Restart everything

1. Turn the printer off using its power button.
2. Restart your computer and your Wi-Fi router.
3. Wait until the router lights settle, then switch the printer on.
4. Wait a minute or two for the printer to reconnect, then try printing again.

Check the printer on your computer

On Windows, open **Settings**, then **Bluetooth & devices**, then **Printers & scanners**, and choose your HP printer. Open the print queue and cancel any stuck jobs, as these can hold everything up. If **Use Printer Offline** is ticked in the queue menu, untick it. Menu names can differ between Windows versions.

Use the HP Smart app

The free HP Smart app can check the printer's connection and often shows a clear message about what is wrong. Open it, select your printer and follow any prompts. If the printer is not listed, use the option to add a printer.

If it still says Offline

Your router may have given the printer a new address, or the printer may have lost its Wi-Fi details. You may need to reconnect it to Wi-Fi using the printer's wireless settings. Menus vary, so your model may differ; check the display or the maker's manual.

When to get more help

Get help if the printer shows an error light or code, if it goes offline every day, or if you are not comfortable changing network settings. Never open the printer's casing to look for a fault, as there are electrical parts inside.

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.