

Printers, monitors & devices | Easy | 2 min read

My printer says it is offline

When a printer shows as offline, your computer has lost contact with it, even though the printer may look perfectly fine. This is very common and usually quick to put right.

Check the basics first

- Make sure the printer is switched on and the screen shows no error message.
- If it uses a USB cable, check both ends are pushed in firmly.
- If it is wireless, look for a Wi-Fi or network light on the printer. A light that is off or flashing often means it has lost its connection.

Restart everything

Restarting clears most temporary faults. Do it in this order:

1. Turn the printer off and leave it for 30 seconds.
2. Restart your computer.
3. Restart your Wi-Fi router if the printer is wireless.
4. Switch the printer back on and wait until it settles and its Wi-Fi light is steady.
5. Try printing a test page.

Check the printer is selected properly

On Windows, open **Settings**, then **Bluetooth & devices**, then **Printers & scanners**, and choose your printer. Look for an option such as **Open print queue**. In the queue window, check that **Use Printer Offline** is not ticked if that option appears. The exact wording can vary between Windows versions.

On a Mac, open **System Settings**, then **Printers & Scanners**, and check your printer is listed. If it is not, you can usually remove it and add it again with the **Add Printer** button.

Wireless printers

If the printer has moved, or you have a new router or changed your Wi-Fi password, it may need reconnecting. See our guides on connecting a printer to Wi-Fi and setting up a wireless printer.

Also check your computer and printer are on the same Wi-Fi network, not a main one and a guest one.

When to get more help

If the printer still shows offline after a restart and re-adding it, there may be a driver or network problem that is hard to spot. Please do not keep changing settings at random. Make a note of the printer make and model and what the screen or lights show, and we can take it from there.

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.