

Printers, monitors & devices | Medium | 2 min read

My printer will not connect to Wi-Fi

A wireless printer can only work if it is joined to the same Wi-Fi as your computer or phone. When it will not connect, the fault is usually with the password, the Wi-Fi band or the router rather than the printer itself.

Common reasons

- The Wi-Fi password was changed or typed wrongly
- You have a new router
- The printer is too far from the router
- The router is on a different network name from your computer
- Some printers can only use the 2.4 GHz band, so they cannot see a 5 GHz-only network

Step 1: Restart

1. Turn the printer off.
2. Unplug your router for 30 seconds, then plug it back in.
3. Wait a few minutes for the router to come back fully.
4. Turn the printer on.

Step 2: Move it closer

Place the printer near the router for now. Thick walls and distance weaken the signal. Once it connects, you can try moving it back.

Step 3: Connect it again

On most printers, there is a **Wi-Fi** or **Wireless** setup option in the printer menu or on its screen. Choose your network name from the list and type the password carefully. Passwords are case-sensitive, so capital letters matter. Some printers also offer a button-press method with your router, often called WPS. Check your printer manual, as it varies.

If your router offers separate names for 2.4 GHz and 5 GHz, choose the 2.4 GHz one for the printer if the other will not work.

Step 4: Check the computer

Make sure your computer is on the same network. Then try printing a test page.

What to avoid

Do not keep resetting the printer to factory settings unless you have to. It removes all saved settings and means starting setup again.

When to get more help

If the printer still will not join, the router may be blocking it, or the printer's wireless part may have a fault. Have your Wi-Fi name ready and the printer make and model, but please keep your Wi-Fi password private and only share it with someone you trust.

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.