

Wi-Fi Printer No Longer Works

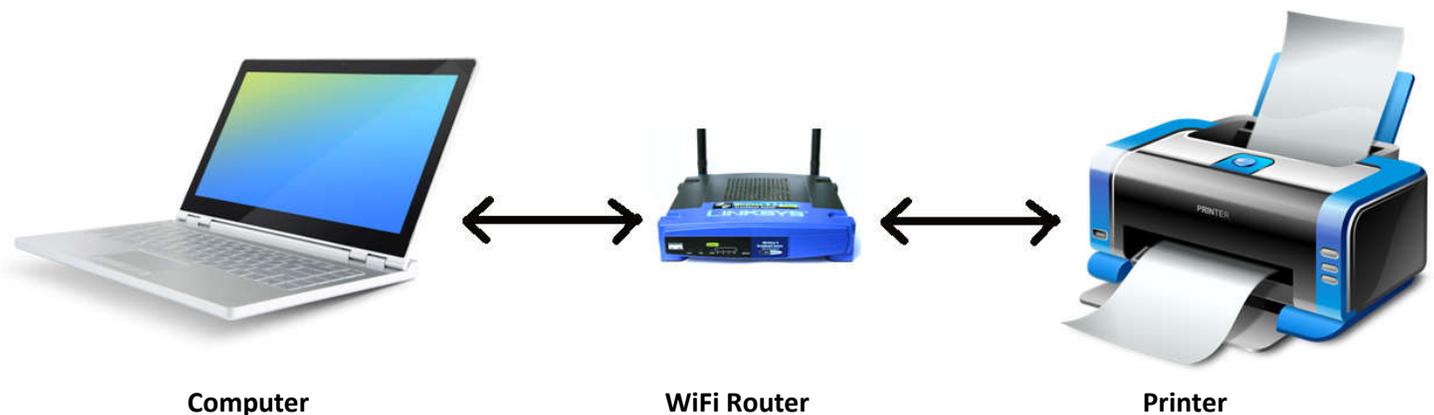
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Recently I have been asked to assist with connectivity issues with WiFi printers. In most cases they “worked before” but this scenario can apply to connecting a new printer as well. The most common causes for this are change of router or the computer in question. If any of the following pre-requisite checks fail then that problem should get attention first:

- The router works because I can surf the internet with the computer in question.
- The printer does a self-test print or may even work from a different device/computer i.e. no “mechanical” issues.
- Try printing from a completely different application. I have recently experienced print fails when printing from my e-mail attachment preview window but all other applications work normally.
- The computer’s WiFi works because I can surf the internet with the computer in question.
- You are not trying to use WPS. (to be honest; I have had limited success using it myself)
- The printer is far away. Move printer closer to the router for troubleshooting.



In Case of Emergency

If you need print capability immediately consider connecting directly via a USB cable (usually included with printer) or Ethernet cable. Connecting either of these ways eliminates the WiFi completely. It is also a good idea to establish this connection when the printer is new to serve as a “backup” printer in event of future WiFi changes or problems.

Step By Step

Step 1: Reboot Everything

- **Power off the router, wait a few seconds then power on.**
- **Reboot the PC.**
- **Power off the printer completely, wait a few seconds then power on.**
- **Come back in 5 minutes (or until your internet is working).**

Step 2: Verify/Configure Router Settings

Make sure you know your router's **WiFi name (SSID)** and **password** (for WiFi user not administrative).

If you feel nervous about accessing the router it is totally justified to call in a friend for help. Move on to step 3 and come back here if problems persist.

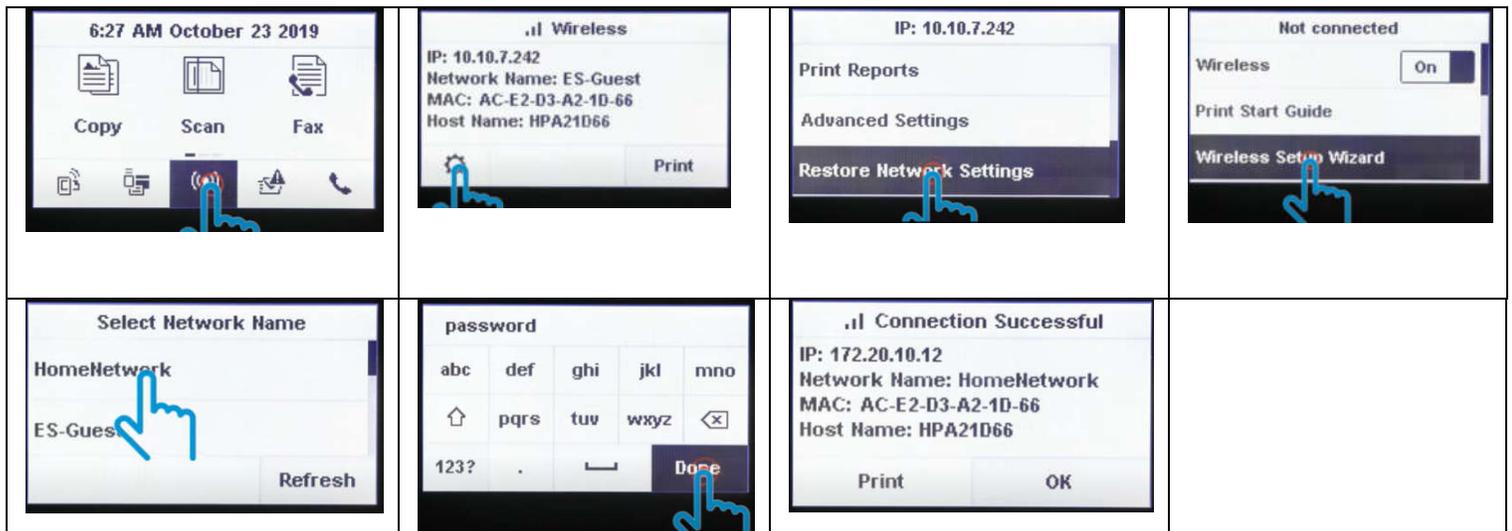
One can access the router configuration using the Administrator (configuration) login (password for this usually on a sticker on the router). The configuration pages can be accessed via the router's IP address in any internet browser. The address will be the same as what your computer's WiFi setup's Gateway ... if the connection there is working of course. Sometimes really new routers may not reveal access too much in the way of configuration and this was a symptom of the case illustrated above with a G5 type router.

Some routers can be configured with some aggressive firewall settings that may block some devices. Also consider that you might connect the printer via IP Address if you have some older equipment. In this case router configuration for "fixed IP" range is required. The rest of this article assumes connection will be by WiFi SSID and the printer is set to use "DHCP".

Step 3: Configure Printer WiFi Connection

In this step we connect the printer to the WiFi router. Most printers allow only a single WiFi connection. If you have a really fancy printer it might support multiple networks. In any case, follow the quick setup guide for your printer.

- **Enter Network Setup menu.** We assume WiFi + WPA2 + DHCP. WPA2 is most common but another protocol may be possible (or use Auto). In some basic printers, the selection of protocol is not possible.
- **Select SSID.** Consider some SSIDs listed could be your neighbors' house. If your network isn't shown, does the printer allow you to enter the SSID manually? If not, call in reinforcements.
- **Enter the WiFi password.** I hate this part because you have to use a cryptic "keypad" on the printer. Always assume the Password is case sensitive (more keypad shenanigans).

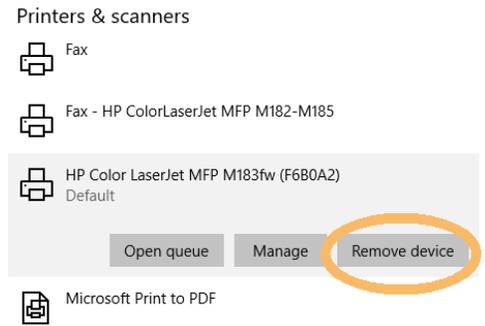


Step 4: Configure PC Printer Connection

In this step we connect the computer to the printer via WiFi.

1.  Printers & scanners Access the Printers and Scanners control panel. There are multiple ways to get here including searching for “printers” on the Windows command bar.

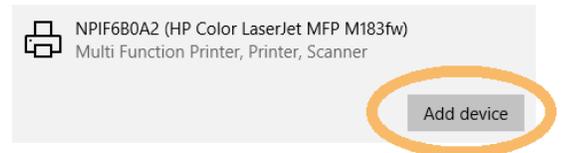
2. Select your current printer and DELETE it. I have had cases where everything appeared correct but deleting and starting over was the only way to get it to work again!



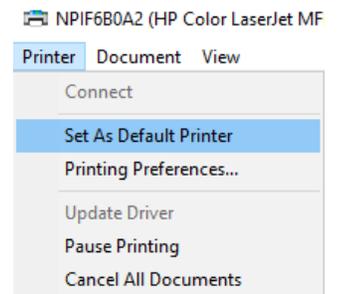
Add printers & scanners

3. Click on  Add a printer or scanner .

4. After a brief scan hopefully yours will be listed. Click on “Add Device”.



5. Don't forget to select your default printer as it may have changed a result of this process.



In All Has Failed

If you have gotten this far and the connection still does not work, consider the following:

- If the Router was recently changed and the printer is relatively old then they may be incompatible. For example, I have seen this with a new Verizon 5G router and could not ‘fix’ it.
- Establish a wired connection. See [In Case of Emergency](#) above.
- Phone a friend or fellow PPCUG member.

References

<https://www.wikihow.com/Set-Up-a-Wireless-Printer-Connection>

<https://www.windowscentral.com/how-connect-your-wireless-printer-windows-10>

<https://www.pcmag.com/how-to/printer-wont-connect-to-wi-fi-try-these-fixes>

