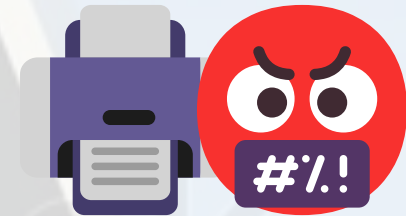


PRINTERS



Sue Lakin October 2025



PC/Lap Top
Tablet
Smart Phone

WIRED
or
WIRELESS (WiFi)

PRINTER



- Must be switched on and “ready”
 - (not idle or offline)
- Must be connected to your device in some way
- Must be able to receive information from your device
- May be able to send information to your device
- The 21st century equivalent of the video recorder 🤖

CONNECTION



- **USB Connection** – Cable/lead from PC to printer (wired)
- **Wi-Fi Connection** – Wireless via network (WiFi)
- **Ethernet Connection** – Wired to router/switch (hybrid wired/wifi)
- **Bluetooth** – Short-range wireless

CONNECTION - Wifi

- Changed your broadband provider recently?
- Got a new router?
- **Make the new router name and password the same as the old one**
- **Or**
- **Update printer with new router name and password**
- Routers often have 2 different “bands”: 2.4Ghz and 5Ghz

CONNECTION

DEVICE

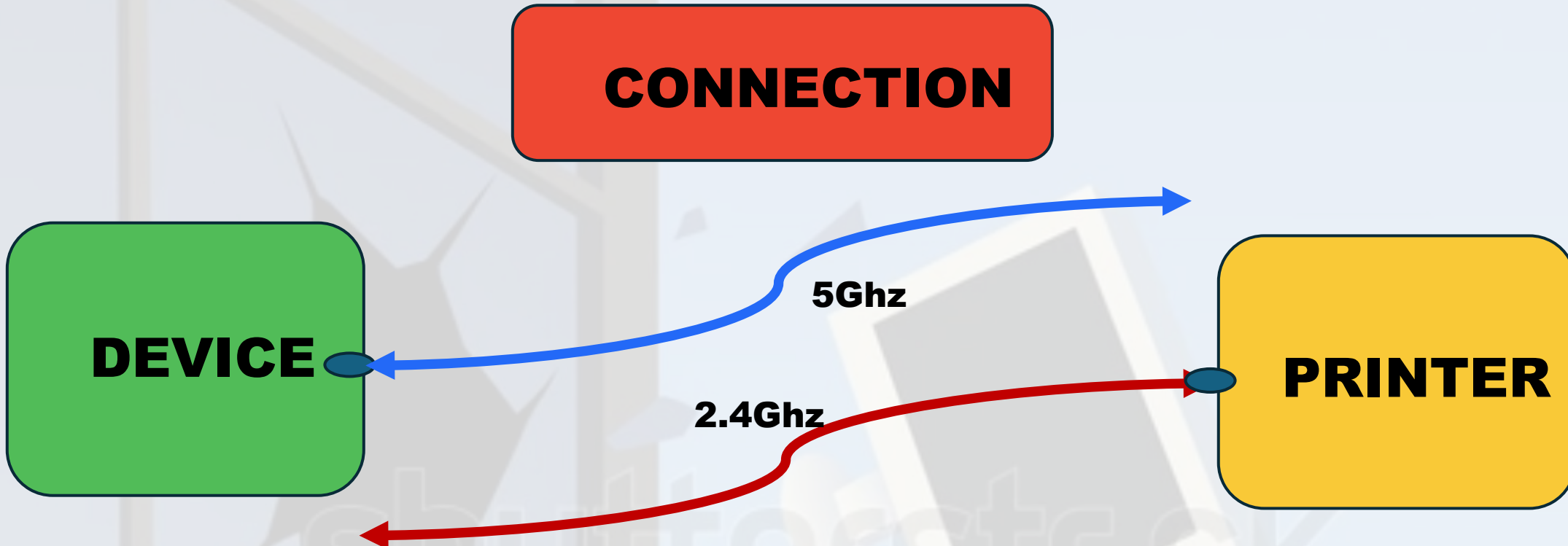
5Ghz

2.4Ghz

PRINTER

**PC/Lap Top
Tablet
Smart Phone**

WIRELESS (WiFi)



DEVICE



- PCs more complicated than phones/tablets
- Your device should have a “print” command or option
- Your device may need to have the printer added manually to be able to use a particular printer (eg PCs)
- Your device must be able to “find” the printer (see later!)
- Your device must be able to send information to the printer
- Your device will probably be able to receive information from the printer

DEVICE



- **PC**

- Several factors can explain why a wireless printer consistently works with phones but struggles with a laptop
- The issue is likely related to differences in software, drivers, and network connectivity between the two types of devices.

- **Phone**

- Connectivity problems like being on a different Wi-Fi network, outdated apps, or an issue with the phone's print service.
- Other causes include a printer error, a full print queue, or a printer that isn't compatible with mobile devices.

DEVICE – PC – Causes 1

- **Print drivers and software:** Laptops and computers require specific print drivers to communicate with the printer. If the driver is outdated, corrupt, or installed incorrectly, it can cause frequent connection issues. Phones, in contrast, use simpler, universal printing protocols like Apple's AirPrint or Android's built-in printing services, which do not rely on a complex, device-specific driver.
- **Print spooler errors:** On a PC, the print spooler is a service that manages all print jobs. If a previous print job gets stuck in the queue, it can halt all subsequent print commands. This can make the printer appear offline to the laptop, even if it's connected.
- **Firewall and antivirus software:** Security software on a laptop can sometimes block the communication between the computer and the printer, causing print jobs to fail. Your phone does not typically have the same type of security software interfering with its network connections.
- **Network configuration and IP address:** While phones often connect to the printer's IP address directly, laptops may have difficulty if the printer's IP address has changed. You may need to update the printer's network settings on your PC.
- **Printer setup issues:** A Windows PC may have multiple versions of the same printer installed, or the wrong version may be selected as the default. This often happens after a system update. Your phone, on the other hand, finds and connects to the correct printer automatically every time.

DEVICE – PC – Causes 2

- **Outdated or corrupted drivers:** Drivers are software that let your laptop and printer communicate. Phones use generic, built-in printing protocols like AirPrint (for iOS) or Mopria (for Android) that are kept up-to-date by the phone's operating system. Laptops, by contrast, require specific drivers from the printer manufacturer, which can become outdated or corrupted after system updates.
- **Print spooler errors:** The "print spooler" is a Windows service that manages print jobs. If a job gets stuck or corrupted, it can cause all future print jobs to fail until the service is manually restarted. This is a Windows-specific problem that does not affect phones.
- **Security and firewall software:** Your laptop's antivirus or firewall software may block the wireless connection to your printer, mistaking it for a security threat. Phones typically have fewer complex security programs that would interfere with printing.
- **Network conflicts:** Though both devices must be on the same network, laptops can sometimes connect to a different network frequency (e.g., 5GHz vs. 2.4GHz) or a public Wi-Fi network, causing communication to fail. Phones tend to be more consistent with their network connections for simple tasks like printing.
- **Incorrect settings:** On a laptop, you must ensure the correct printer is selected as the default device. If an old printer is still set as the default, print jobs will fail.
- **Device power-saving features:** To save battery, some laptops use power-saving settings that can cause the Wi-Fi card to go into a low-power mode and lose a stable connection to the printer.

DEVICE – PC – Fixes 1

- **Restart devices:** Turn off the printer, the laptop, and your Wi-Fi router. Wait 60 seconds, then turn them all back on.
- **Run the Windows troubleshooter:** On Windows, navigate to **Settings > Bluetooth & devices > Printers & scanners**, and run the troubleshooter for your printer.
- **Check the correct printer:** When printing from the laptop, confirm that you have selected the correct version of the printer from the print dialog box.
- **Update the printer driver:** Go to the printer manufacturer's website and download the latest driver for your specific printer model. Install it on your laptop.
- **Restart the print spooler:** On your laptop, search for "services" and find **Print Spooler** in the list. Right-click it and select **Restart**.
- **Reinstall the printer:** If all else fails, remove the printer from your laptop's **Printers & scanners** settings and then add it back again.
- **Temporarily disable security software:** Disable your firewall and antivirus software and try printing again. If this works, you will need to add an exception for your printer in the software's settings.

DEVICE – PC – Fixes 2

- **Restart everything:** The most common fix is to power cycle your devices. Turn off your printer, laptop, and Wi-Fi router. Wait 30 seconds, then turn them all back on.
- **Run the troubleshooter:** If you have a Windows laptop, use the built-in printer troubleshooter. Go to **Settings > System > Troubleshoot > Other troubleshooters** and run the one for **Printer**.
- **Update the driver:** Search for your printer's model on the manufacturer's website and download the latest driver. After installing, try printing again.
- **Restart the print spooler:** On a Windows laptop, search for "Services." Find **Print Spooler** in the list, right-click it, and select **Restart**.
- **Reinstall the printer:** Go to your laptop's printer settings, remove your printer, and then add it again. Windows will automatically find and install the necessary software if the printer is on.
- **Check security settings:** Temporarily disable your antivirus or firewall to see if it resolves the issue. If it does, you'll need to add an exception for your printer in the security software's settings.

DEVICE – Phone 1

- **Check your connections and basic settings**
- **Restart everything:** Turn off your phone, printer, and Wi-Fi router, then turn them back on in that order.
- **Verify Wi-Fi:** Make sure both your phone and your printer are connected to the exact same Wi-Fi network. Don't use your mobile data.
- **Move closer:** If your signal is weak, move your phone and printer closer to the router.

DEVICE – Phone 2

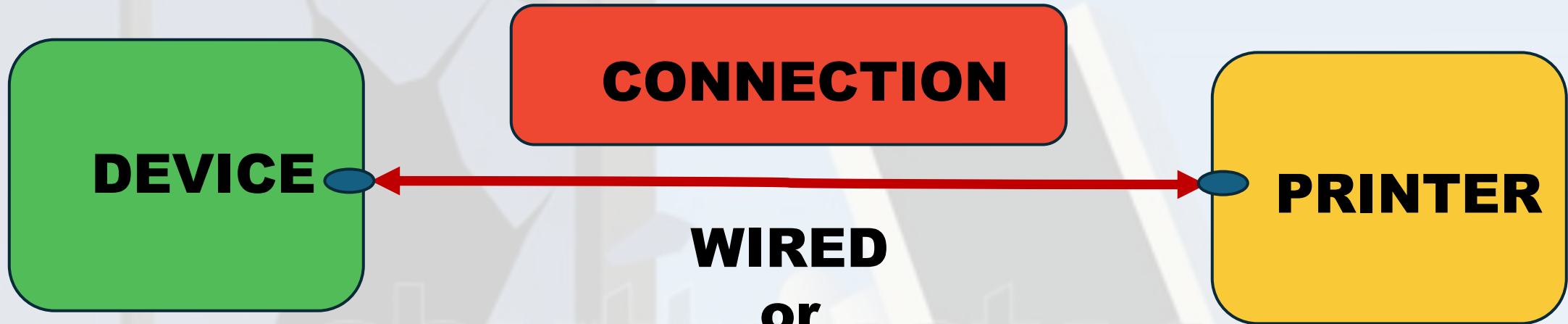
- **Check your phone and printer**
- **Update software:**
 - Ensure your phone's operating system, the printer's firmware, and any specific printer apps (like HP Smart or Canon's app) are all up to date.
- **Check for phone errors:**
 - Clear the print queue on your phone. On Android, go to Settings > Connected devices > Printing and clear any pending jobs or service data.
 - If you're using a specific printer app, open it and check for any error messages.
- **Check for printer errors:**
 - Look at the printer's control panel or its status on your phone's app for any error lights or messages.

DEVICE – Phone 3

- **Troubleshoot connection methods**
- **Use the correct app:**
 - If your printer has a dedicated app, use that for printing. Download it from the Google Play or Apple App Store.
- **Ensure compatibility:**
 - Check your printer's manual or manufacturer's website to confirm it supports mobile printing, either via Wi-Fi or through a specific app.
- **Connect using a different method:**
 - If Wi-Fi isn't working, check if your printer supports Bluetooth, Wi-Fi Direct, or NFC for a direct connection.

DEVICE – Phone 4

- **Last resorts**
- **Reset your printer:**
 - If other steps fail, try a factory reset on your printer. You'll need to set it up again from scratch.
- **Forget and reconnect Wi-Fi:**
 - On your phone, "forget" the Wi-Fi network and then reconnect to it to re-establish the connection



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