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Why is my wireless printer connected but not printing

The reason for your printer not able to process print command from your computer even though it is connected to your wifi can be attributed to different factors. I will discuss a few troubleshooting techniques to resolve the problem of printer says connected but won't print, kindly follow them carefully: 1. Restart Your Printer Setup: A very basic technique proven to eliminate minor software glitches, restarting your system will let it any minor snag to go away. So switch off your printer, router, and computer for a couple of minutes and restart them again. Try printing a page and see if the issue is resolved. 2. Restart the Printer Spooler Service: Printer Spooler services send the print command to your printer machine if it malfunctions then your printer would not be able to receive any. So go to your device manager and click on the printer device. From the settings change the Spooler service to Automatic and save the settings. 3. Delete Previous Print Queue: If you have given multiple print commands and various others are pending too, then chances are your print might get hanged. So go to your printer's queue and delete all previous print logs and see if that makes a difference. 4. Check for Paper Tray Jam: If the paper tray is dirty or blocked due to excess use, your print command will not be followed, so make sure there is no paper tray jam. Also, use the correct dimension of papers as per your machine guidance. 5. Update Drivers: Drivers are software program installed in your printer machine to control the functionalities of the hardware parts. These drivers are vulnerable to getting corrupted or outdated thus affecting the performance of your printer. So go to your vendor's official website and download the latest version of available drivers for your printer and install it. Hopefully, these methods will help you out in fixing the problem of printer is connected but won't print. In case you have any further doubts or queries, feel free to reply back and I will be glad to respond. I hate printers. I really do. As much of a tech geek that I am, I find printers annoying. There's always something wrong with them. Which brings me to a common problem many home users have when it comes to their wireless network printers. It worked yesterday, but not today. Surprisingly this type of printer problem has a simple explanation with a solution that will have you printing again...today. Now, before we go any further, this problem that I have seen many times, occurs when your wireless printer (including wired printers) is setup to use DHCP. That means, your printer is not configured with a static IP address, but is assigned an IP address automatically by your wireless router. And while it's convenient to use DHCP (which makes it easier to get your printer online quickly), there is a drawback with DHCP that causes those unexplained reasons many home users have when you suddenly can't print anymore. The problem is really with your computer...not with your wireless printer. Let Me Explain Setting up your printer to use DHCP, automatically configures your printer with an IP address (when the printer talks to a wireless router). Now, remember back, when you told your computer to FIRST use your printer? Your computer used the IP address, which was assigned to your printer at that time, to setup and configure the printer. From that time on, your computer was happy until it could no longer communicate with the printer. That's when your printer was more than likely restarted. When that happen, the printer then asked your wireless router for an IP address, but was assigned a new IP address. And because your computer was setup with the original IP address that the printer was using previously, it no longer can find the printer on the network (it does not know the IP address has changed). You see, when using DHCP, the IP address that is assigned to the printer is not permanent. It eventually expires (known as DHCP lease). That's how DHCP works. Because DHCP cannot rely on computers, printers, etc, to know they no longer exist on a network, a timer mechanism is built-in to the DHCP service that LEASES IP addresses to devices (instead of permanently assigning address). This way, DHCP will not run out of addresses and they can be reused. So when the lease expires, DHCP will either assign the same IP address or a new IP address (each with a new expiration time). The reason why a new IP address may be assigned, is if your printer and other devices were restarted at the same time (power outage is one reason to restart at same time), The DHCP service (running on wireless router) may give the first device it communicated with, the old IP address your printer had been using). Which means your printer now has a new IP address. The Quick Fix First you need to find the new IP address of your printer. NOTE: Screen shots are from Windows 7. Either access your wireless router administration interface and check the address that DHCP has assigned, or check your Printer menu display and navigate to the Network section. Once you have the new IP address, go to the Control Panel on your Computer and open Devices and Printers (Windows 7 and Vista) or Printers and Faxes (Windows XP). Next, right click on your printer and select Printer properties (Win 7 & Vista) or Properties (Windows XP). In the properties window, select the Ports tab (circled in screen shot below) then find the active port with the check next to it (arrow in screen shot below) and click on the Configure Port... button. In the next window, edit the Printer Name or IP Address: field with the new IP address and click OK to save the changes (close any remaining open windows). You should now be able to Print once again. A Permanent Fix Wouldn't it be great if you didn't have to worry about making a configuration change every time you printer is restarted (like when power goes out or the printer is just being stubborn). Well you can by simply using a static IP address for your printer. This way, if the printer needs to be restarted, the IP address will never change, because it's not relying on DHCP anymore. But, does that mean you can't use DHCP on your home network anymore? Nope, you can use both by following the steps to assign a static IP address to your printer while still using DHCP on your network. I love technology, but I've never met a printer that I didn't want to throw into a fire. Between lots of moving parts and scummy ink-related business practices, it's no surprise these must-have tools cause endless amounts of frustration. But more often than not, my printer problems boil down to simple Wi-Fi woes. Printers that won't connect to Wi-Fi. Printers that say they're connected but don't show up on the network. Printers that show up in the wireless devices list but just won't print. It feels like I tackle these problems on a weekly basis, whether it's my own printer at home or those of my friends and family. Wi-Fi printers seem to be as finicky as the moving parts inside them, so while we've focused on printer troubleshooting basics before—and those are still good routes to pursue—if you find your printer is disappearing from the Wi-Fi network, this guide will help you fix networking problems so you can get your documents out the door. As with all technology, that means pressing and holding the power button until it shuts down (though it may ask you to clear the queue first). If this doesn't work—mine sometimes says "busy" and won't let me power it off—you may have to unplug it completely, then plug it back in. It's nice when this works, but it means there's no permanent solution to this recurring issue, and much like a router that stops broadcasting, you may have to go through this process whenever the printer drops its connection. You could, however, plug your printer into a smart plug and use a voice assistant like Alexa to reboot it on command. Remove and Re-Add Your Printer in Windows In a similar vein, I find that my printer often thinks everything's peachy, even though it shows as "Offline" in the Windows Printer & Scanner settings. If this happens, go to Settings > Devices > Printers & Scanners, select your printer, and remove it. Then click the Add a Printer or Scanner button to re-add it to the device list. Incredibly (and frustratingly), this often gets things up and running again. Move It Closer to Your Router! can't tell you why, but I've seen many Wi-Fi printers that just seem to have weak signals, even if all my other devices work fine in the same location. My printer is much more reliable if the router is in the same room, and my father-in-law's printer only works if he opens all the doors upstairs before trying to print. Even if the Wi-Fi signal in that room seems fine, try moving your printer closer to the router if you're having connection issues. If your printer has a sub-par Wi-Fi chip, it may need a super strong signal to stay connected. (This should go without saying, but make sure the Wi-Fi name and password are correct.) Plug the Printer Into Your Router Directly If you're flexible about where you store your printer, your best bet is to remove it from the Wi-Fi network entirely and hard-wire it to your router. Connecting it with a wire may not solve all your problems, but it will ensure its connection to the network is much more stable, lessening the number of troubleshooting steps you have to go through every time. If you have Ethernet in your home, try connecting it to the network that way—you may find an Ethernet jack hidden somewhere on your printer (check its manual; I've seen them in very hard-to-find places). If you don't have Ethernet in the house, this is one area where powerline adapters can come in handy. For printers lacking an Ethernet jack, try moving it to the same room as your router, plugging it into the router over USB, and using your router's built-in printer sharing to see if it works better. If you aren't able to connect your printer to the router directly, you have another option: connect it to your computer over USB, then use your computer's built-in printer sharing to print from other PCs in the house. Once plugged in and set up as a wired printer, you can share a printer in Windows. Go to Settings > Devices > Printers & Scanners, click on your printer, and choose Manage > Printer Properties. Under the Sharing tab, you should have an option to share that printer. Mac users can do something similar from System Preferences > Sharing > Printer Sharing—just check the Printer Sharing box, check the box next to the printer you want to share, then add it from your other computers as if it were a normal network printer. This solution can sometimes be finicky in its own right, but it's worth a shot if your printer just refuses to stay connected to Wi-Fi on its own. Sign up for Tips & Tricks newsletter for expert advice to get the most out of your technology. 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