

DEVICES

Printer shows offline or won't print

The 4 checks that fix most printer problems — then we remote in.

1. **Power and display** — is the printer on with a ready screen (no error/blinking)? Paper and toner OK?
2. **Connection** — for network printers, is the network cable clicked in / Wi-Fi indicator on?
3. **One power-cycle** — turn the printer off, wait 15 seconds, on again. This clears most "offline" states.
4. **Is it just you?** If a colleague can print, the printer is fine — the issue is on your computer, and that's ours to fix.

Open a ticket if it persists

Tell us the printer's name or location ("the Canon by reception") and whether it's everyone or just you. **Don't reinstall drivers or delete printers yourself** — we'll remote in and sort the queue, driver, or network path properly, usually in minutes.