

## If you can't print from your Mac or iOS device

If you can't get your printer to work with your Mac, iPhone, iPad, or iPod touch, these steps might help.

You might experience issues such as these when you try to **print from your Mac** or **print from your iOS device**:

- You can't see your printer from your device, or you get a message that no printers were found.
- You get a message that software for your device isn't available.
- You have some other printing issue related to the software on your Mac or iOS device.

For help with an error light or other error condition on the printer itself, check the printer's documentation or contact its manufacturer.

## If your printer is AirPrint-enabled

If your printer is **AirPrint-enabled** for printing from your Mac or iOS device, just make sure that it's **connected to the same Wi-Fi network** used by the Mac or iOS device.<sup>1</sup>

If you still can't print, try any of these solutions:

- Restart your Wi-Fi router. Then restart your printer.
- Move your printer closer to your Wi-Fi router.
- Update your printer and Wi-Fi router with the latest firmware from the manufacturer.<sup>2</sup>
- **Update the software for your Mac or iOS device.**

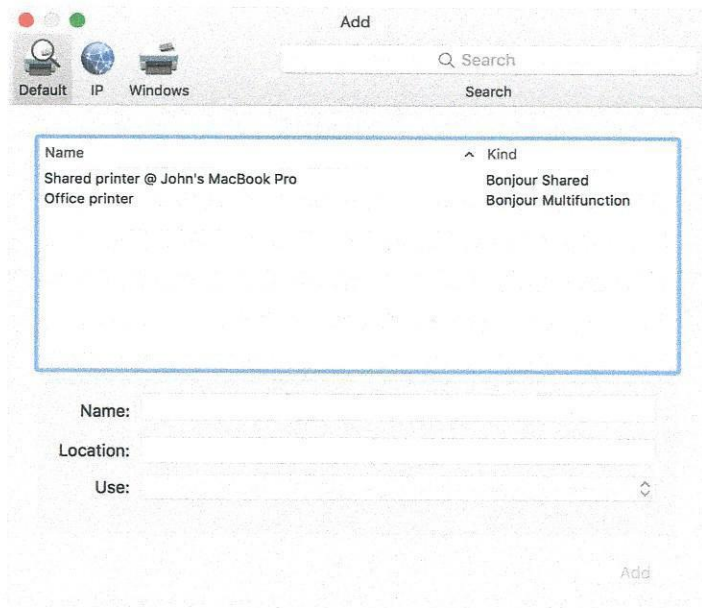
If you're using a Mac and you still can't print, it might help to **reset the printing system**. Otherwise, contact the printer manufacturer for support.

## If your printer isn't AirPrint-enabled

If you're printing from your Mac to a **printer that isn't AirPrint-enabled**:

1. If your printer is connected to your Mac with a cable, disconnect the cable from your Mac.
2. Turn off your printer.
3. **Get software updates for your Mac.** Your Mac automatically downloads the latest software for most printers as part of these updates, so it's best not to install software from the printer manufacturer.
4. Reconnect your printer to your Mac, if applicable.
5. Turn on your printer and wait for it to finish starting up.
6. Choose Apple () menu > System Preferences, then click Printers & Scanners.
7. Select your printer in the list of devices.

If your printer doesn't appear in the list of devices in Printers & Scanners preferences, click **+** at the bottom of the list, then choose the command to add a printer or scanner. The window that opens offers **more ways to find and add a printer**, such as by IP address:



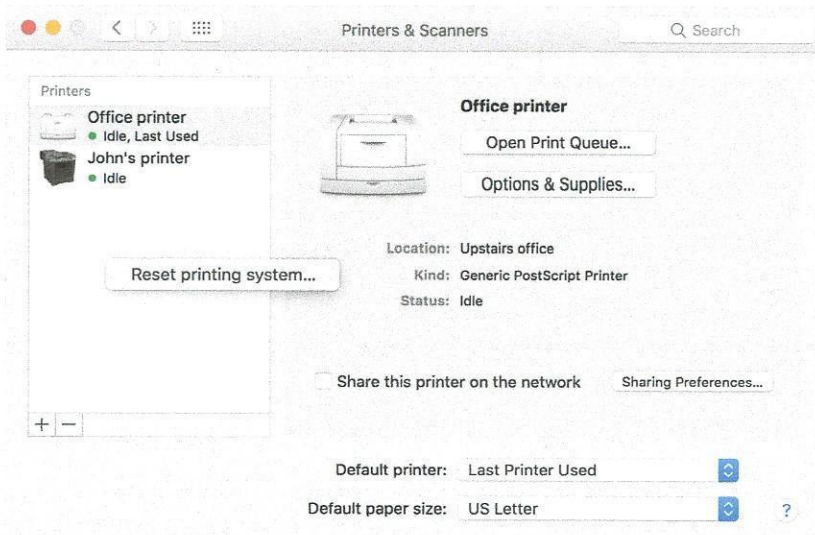
If you still can't print, and your printer is connected via Wi-Fi:

- Restart your Wi-Fi router. Then restart your printer.
- Move your printer closer to your Wi-Fi router.
- Update your printer and Wi-Fi router with the latest firmware from the manufacturer.<sup>2</sup>

## Reset the printing system

If the issue continues, reset the printing system on your Mac. *This removes all printers and scanners—including their print jobs and settings—from Printers & Scanners preferences.*

1. Choose Apple menu > System Preferences, then click Printers & Scanners.
2. While holding down the Control key on your keyboard, click anywhere in the list of devices.
3. Choose "Reset printing system" from the menu that appears:



## Remove printer drivers

If the issue continues on your Mac after **resetting the printing system**, take these final steps to remove any currently installed printer drivers. *These steps don't apply to AirPrint printers.*

1. From the menu bar in the Finder, choose Go > Go to Folder. Type `/Library/Printers/` and click Go.
2. The Printers folder opens. Choose Edit > Select All, which selects all items in the Printers folder.
3. Choose File > New Folder with Selection, which puts all of the selected items into a new folder named New Folder With Items. To save storage space, you can delete this folder.

If the issue continues, contact the printer manufacturer for support.

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1. In corporate environments, DNS records can be configured to allow AirPrint-enabled printers to appear across other networks instead of just the network used by the device you're printing from. You can also use **configuration profiles** in iOS to set up AirPrint printers.

2. Firmware updates—such as for **AirPort base stations**—update the software on the printer or router, not the software on your Mac or iOS device. If the latest firmware from the manufacturer is several years old, the manufacturer might have stopped supporting or updating your device. If so, you might need a more up-to-date printer or router.

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