I'm not a bot

** ** So, you're all set to print out an important document, but your printer seems to be stuck in idle mode, not responding to your commands. Don't worry; you're not alone in facing this frustrating issue. When your printer is stuck in idle status, it can be caused by a variety of factors, including connectivity problems, print queue issues, outdated drivers, or even internal glitches. However, with a few troubleshooting steps, you can often resolve this issue and get your printer back to its active state. In this guide, we'll walk through the steps to troubleshoot and resolve the "idle status" problem with your printer. Let's dive into the troubleshooting process and get your printer back up and running in no time! ** Troubleshooting Printer issues like idle status involves checking connections, clearing print queues, updating drivers, and restarting the printer to get it back to active status. Patience and thoroughness are key in resolving printer issues. Regular maintenance and following troubleshooting steps can keep your printer running smoothly and efficiently. Read more: How To Get Printer Off Idle On Mac ** When your printer is stuck in idle status, the first step is to ensure that the printer is properly connected to your computer or network. Here are the steps to check the printer connection: Physical Connection: Verify that the printer is securely connected to your computer or the network. If it's a wired connection, check the USB or Ethernet cable to ensure it's plugged in properly. For wireless printers, ensure that the Wi-Fi or network connection is stable. Printer Status Lights: Check the status lights on the printer. Different printers have different indicator lights that can provide valuable information about the printer's status. Refer to your printer's manual to interpret the status lights and identify any connectivity issues. Network Connection: If you're using a network printer, ensure that the printer is connected to the same network as your computer. You can verify the network connection by printing a network configuration or status page from the printer. By verifying the printer's connection, you can rule out connectivity issues as the cause of the idle status and move on to the next troubleshooting steps if the connection is sound. When your printer is stuck in idle status, a congested print queue could be the culprit. The print queue is a list of pending print jobs that are waiting to be processed by the printer. If there are any corrupted print jobs or a large number of pending jobs in the queue, it can cause the printer to become unresponsive. Here's how you can clear the print queue: Cancel Print Jobs: Open the print queue on your computer and cancel all pending print jobs. This will clear the queue and potentially print jobs that may be causing the idle status. Restart Print Spooler: The print spooler is a service that manages the print jobs in the queue. Restarting the print spooler can often resolve issues related to the print queue. To do this, open the Services application, locate the Print Spooler service, and restart it. Clear Print Queue Manually: If canceling print jobs and restarting the print spooler doesn't resolve the issue, you can manually clear the print queue. Stop the Print Spooler service, navigate to the spool folder (typically located at C:\Windows\System32\spool\PRINTERS), and delete all files in this folder. Afterward, restart the Print Spooler service. By clearing the print queue, you can eliminate any potential print job-related issues that may be causing the printer to remain in idle status. Once the print queue is cleared, you can proceed to check if the printer is back to its active state. Outdated or incompatible printer drivers can often lead to printer issues, including being stuck in idle status. Updating the printer drivers can resolve compatibility issues and ensure that the printer communicates effectively with your computer. Here's how you can update your printer drivers: Automatic Update: Many operating systems, such as Windows and macOS, offer automatic driver updates. You can use the built-in update feature to check for and install the latest printer drivers. This can typically be found in the system settings or control panel under the "Update & Security" or "Software Update" section. Manufacturer's Website: Visit the official website of your printer's manufacturer and navigate to the support or downloads section. Here, you can search for the latest drivers specific to your printer model and operating system. Download the drivers and follow the installation instructions provided by the manufacturer. Device Manager (Windows): In Windows, you can update printer drivers through the Device Manager. Right-click on the printer in the Device Manager, select "Update driver," and choose to search automatically for updated driver software. Follow the on-screen instructions to complete the update process. By updating the printer drivers, you can ensure that your printer has the latest software to function optimally with your computer, potentially resolving the idle status issue. To get your printer out of idle status, try restarting the printer and checking for any error messages on the display. Make sure the printer is connected to the computer and there are no paper jams. If the issue persists, consult the printer manual or manufacturer's website for troubleshooting steps. When the print spooler service plays a crucial role in managing the print jobs and maintaining the communication between your computer and the printer. When the print spooler encounters errors or becomes unresponsive, it can lead to the printer being stuck in idle status. Restarting the print spooler service can often resolve such issues. Here's how you can restart the print spooler service: Windows: On Windows, you can restart the print spooler service by accessing the Services application. Press the Windows key + R, type "services.msc," and press Enter. In the Services window, locate the Print Spooler service, right-click on it, and select "Restart." Command Prompt: Alternatively, you can use the Command Prompt to restart the print spooler service. Open Command Prompt as an administrator, type the command "net stop spooler" to stop the service, then type "net start spooler" to start the service again. macOS: If you're using a Mac, you can restart the print spooler service by going to the "System Preferences," selecting "Printers & Scanners," right-clicking on the printer, and choosing "Reset printing system." Afterward, re-add the printer and check if it's out of idle status. By restarting the print spooler service, you can refresh the print management system and potentially resolve any issues that are causing the printer to remain in idle status. Read more: How Do I Get My IPhone To Recognize My Printer? When all else fails, a simple restart of the printer can often work wonders in resolving the idle status issue. Restarting the printer can help clear out temporary glitches, reset its internal components, and establish a fresh connection with your computer or network. Here's how you can restart your printer: Power Cycle: Turn off the printer, disconnect the power cord from the power outlet, and wait for about 30 seconds. Reconnect the power cord and turn the printer back on. This power cycle can effectively reset the printer's internal state and clear any temporary issues. Network Printers: If you're using a network printer, you can also restart it by accessing the printer's web interface or control panel. Look for the option to restart or power cycle the printer within its settings. Check for Updates: While the printer is restarting, it's a good opportunity to check for any firmware updates available for the printer. Firmware updates can address known issues and improve the overall performance of the printer. By restarting the printer, you give it a chance to start afresh and re-establish its connection with your computer or network, potentially resolving the idle status issue and getting it back to active status. Dealing with a printer stuck in idle status can be frustrating, but by following the troubleshooting steps outlined in this guide, you can often resolve the issue and get your printer back to its active state. From checking the printer connection to clearing the print queue, updating printer drivers, restarting the print spooler service, and finally, restarting the printer itself, these steps cover a comprehensive range of potential solutions to address the idle status problem. Remember, patience and thoroughness are key when troubleshooting printer issues. By systematically addressing each potential cause, you can identify and resolve the underlying issue that's keeping your printer in idle status. Additionally, staying proactive with regular printer maintenance, such as updating drivers and firmware, can help prevent similar issues in the future. While these troubleshooting steps can often resolve the idle status problem, it's important to consult your printer's manual or the manufacturer's support resources for specific guidance tailored to your printer model. In some cases, advanced issues may require professional assistance from the printer manufacturer or a certified technician. By following the steps outlined in this guide and staying proactive with printer maintenance, you can keep your printer operating smoothly and efficiently, ensuring that it's always ready to fulfill your printing needs. QWhat are smart home devices? A Smart home devices are electronic gadgets that can be controlled remotely or automatically. They can make your home more convenient, efficient, and secure by connecting to the internet and to each other. QHow do smart home devices work? A Smart home devices work by connecting to your home's Wi-Fi network and being controlled through a smartphone app or voice commands. They can also communicate with each other to create a seamless and automated home environment. QAre smart home devices secure? A Smart home devices can be secure if you take the necessary precautions. It's important to use strong, unique passwords for each device and keep their software updated to protect against potential security vulnerabilities. QWhat are some popular smart home devices? A Some popular smart home devices include smart speakers like Amazon Echo and Google Home, smart thermostats like Nest, smart light bulbs like Philips Hue, and smart security cameras like Ring. QHow can smart home devices make my life easier? A Smart home devices can make your life easier by automating routine tasks, such as adjusting the thermostat, turning off lights, or even ordering groceries. They can also provide added convenience and peace of mind by allowing you to monitor and control your home from anywhere. At Storables.com, we guarantee accurate and reliable information. Our content, validated by Expert Board Contributors, is crafted following stringent Editorial Policies. We're committed to providing you with well-researched, expert-backed insights for all your informational needs. Original Brother ink cartridges and toner cartridges are designed to work seamlessly with your Brother printer. Longer-life hardware Optimum cartridge and toner yields Crisp, sharp text and greater permanence Supplies 21 February 2025 5 minute read 0 Views So, why does a printer go offline? And is there a quick printer offline fix to get you back up-and-running quickly? We're "At your side" to answer all these questions and more, so you can keep on printing without interruption. Breaking down the causes of offline printers There are a few common reasons why your printer may be going offline, so it's likely your issue falls under one of these categories: Network connectivity issues One of the most common causes of an offline printer is simply down to connectivity. This could be an issue with your Wi-Fi or the device you're connected to – and could be part of a wider network outage. Similarly, your power supply could also be interrupted, so checking all cables, ports and connections is key. Software glitches and driver issues Your driver is responsible for communication between your computer and printer, so an out-of-date driver is a common cause of your printer going offline. Similarly, outdated software or software glitches can result in your printer functioning incorrectly, which can lead to it going offline in order to protect itself. Hardware malfunctions Paper jams and incorrect paper loading can cause your printer to temporarily go offline. It's important to load paper correctly and clear your print queue to ensure your print jobs don't back up. How to get your Brother printer back online: a step-by-step guide Now you know what could be causing the inconvenient offline printer, it's time to explore how to fix a printer offline. Here's our step-by-step guide to solving your printer problem, so you can keep on printing without delay. 1. Check cables and network connectivity Sometimes the simplest fix can be the right one. Before investigating anything further, make sure all cables are securely plugged in and you're connected to the Wi-Fi network. It makes sense to check whether any other devices have gone offline too, to see if you're dealing with a wider outage. 2. Make sure your printer isn't in offline mode Most printers have an offline mode, and this can often be selected by mistake. Head into the 'Devices and Printers' section of your device's settings and make sure the box that states 'Use printer offline' is unchecked. 3. Check your printer drivers are up to date As we mentioned above, an outdated driver can affect the communication between your printer and computer, so it's important that it's up to date. This process can differ based on your device, so here's what to do: Windows 10 - Open Settings - Select Windows Update - Click Check for updates - If updates are available, they will be listed under Optional updates or Driver updates - Select the updates you want to install and click Download and install macOS - Select the Apple menu - Click System Settings - Select Printers & Scanners in the sidebar - Click the printer in the list on the right - Check the Driver version 4. Try restarting your printer It's time for the good old turning it off and on again method. Whether you've made any changes or not, it's always a good idea to reboot your printer to see if this resets the offline status. 5. Clear the print jobs If you've got a backed-up print queue, it's now time to clear it. You can do this in your 'Devices and Printers' area of your computer – just right click on the correct printer to review the list and clear it. 6. Check for paper jams If your printer has a jam, you may see an error message on the printer, or ripped or crumpled paper trapped in the machine. Safely remove the blockage, reinsert the paper and try printing again to see if this solves your offline printer issue. 7. Remove and reinstall your printer If the issue still isn't solved, you can remove and reinstall your printer completely, as well as any software associated with it. This option is available in your device settings, just click 'remove device' and then begin the process of reinstalling your printer. 8. Update the printer firmware Just like outdated drivers, outdated firmware can cause many issues for your printer's functionality. To update your firmware, head to your manufacturer's website and download the latest updates – this could be the printer offline fix you're looking for. Getting help with the problem: when to call a specialist If you've followed all the steps above and are still left scratching your head, or if you are facing persistent issues with your Brother printer being offline, it could be time to bring in a specialist. At Brother, we're "At your side" to keep your Brother device working at its best. There are many helpful tools on our support page, including firmware updates and FAQs. Plus, we also offer several Managed Print Services that include proactive support for issues just like your printer being offline. Among the many benefits of MPS, you'll get over the phone support within four business hours, and we'll send an engineer the next business day if we can't resolve the issue remotely. To find out more about our MPS Essential, Professional and Enterprise plans to suit all printing requirements, visit our dedicated MPS page. We're here to Make Printing Simple. If the printer driver is paused, print jobs will not complete until the driver is unpaused. Complete the following step to resume printing: 1. Open the printer folder. 2. Locate the Brother printer driver in the list and hover your mouse over the icon to check the status. 3. If the status states: Paused, do one of the following based on your operating system: - Windows 7, 8, 8.1, and 10:   a. Right-click on the printer icon and select See What's Printing.   b. Select Printer.   c. If there is a check next to Pause Printing, click it again to unassociate the selection.   If Pause Printing is shaded (grayed out), click Open as Administrator and enter the admin password. Products Color Laser LED FAX/MFC   DCP9040CN   DCP9045CDN   HL3180CDW   HLL3290CDW   MFC9010CN   MFC9120CN   MFC9125CN   MFC9130CW   MFC9325CW   MFC9330CDW   MFC9340CDW   MFC9440CN   MFC9450CDN   MFC9460CDN   MFC9560CDW   MFC9840CDW   MFC9970CDW   MFCL3750CDN MFCL3770CDW   MFCL8600CDW   MFCL8610CDW   MFCL8850CDW   MFCL8900CDW   MFCL9550CDW   MFCL9570CDW Color Laser LED Printer   HL3040CN   HL3045CN   HL3070CW   HL3075CW   HL3140CW   HL3170CDW   HL4040CDN   HL4050CDN   HL4070CDW   HL4570CDWT   HL4570CDW   HLL3230CDW   HLL3270CDW   HLL8250CDN   HLL8260CDW   HLL8350CDW   HLL8350CDWT   HLL8360CDW   HLL8360CDWT   HL9200CDW   HL9200CDWT   HL9300CDWT   HL9310CDW Inkjet FAX/MFC   DCP165C   DCP375CW   DCP385C   DCP395CN   DCP585CW   DCPJ125   DCPJ140W   DCPJ152W   MFC250C   MFC255CW   MFC295CN   MFC490CW   MFC495CW   MFC5490CN   MFC5890CN   MFC5895CW   MFC6490CW   MFC6890CDW   MFC790CW   MFC795CW   MFC990CW   MFCJ200   MFCJ220   MFCJ245   MFCJ265W   MFCJ270W   MFCJ280W   MFCJ285DW   MFCJ410W   MFCJ415W   MFCJ425W   MFCJ430W   MFCJ4310DW   MFCJ4320DW   MFCJ435W MFCJ4410DW   MFCJ4420DW   MFCJ450DW   MFCJ4510DW   MFCJ460DW   MFCJ4610DW   MFCJ4620DW   MFCJ470DW   MFCJ4710DW   MFCJ475DW   MFCJ480DW   MFCJ485DW   MFCJ491DW   MFCJ497DW   MFCJ5330DW   MFCJ5520DW   MFCJ5620DW   MFCJ5720DW   MFCJ5830DW   MFCJ5830DWXL   MFCJ5845DW MFCJ5845DWXL   MFCJ5910DW   MFCJ5920DW   MFCJ5930DW   MFCJ5945DW   MFCJ625DW   MFCJ630W   MFCJ650DW   MFCJ6510DW   MFCJ6520DW   MFCJ6530DW   MFCJ6535DW   MFCJ6545DW   MFCJ710DW   MFCJ6720DW   MFCJ680DW   MFCJ690DW   MFCJ691DW MFCJ6920DW   MFCJ6925DW   MFCJ6930DW   MFCJ6935DW   MFCJ6945DW   MFCJ775DW   MFCJ7750WL   MFCJ775DWXL   MFCJ805DW   MFCJ815DWXL   MFCJ825DW   MFCJ835DW   MFCJ985DWXL   MFCJ875DW   MFCJ880DW   MFCJ885DW   MFCJ985DW   MFCJ995DW MFCJ995DWXL Mono Laser FAX/MFC   DCP7030   DCP7040   DCP7060D   DCP7065DN   DCP8080DN   DCP8085DN   DCP8110DN   DCP8150DN   DCP8155DN   DCPL2520DW   DCPL2540DW   DCPL2550DW   DCPL5500DN   DCPL5600DN   DCPL5650DN   FAX4100E   HL2280DW   HLL2380DW   HLL2390DW   HLL2395DW   MFC7240 MFC7340   MFC7345N   MFC7360N   MFC7365DN   MFC7440N   MFC7460DN   MFC7840W   MFC7860DW   MFC8220   MFC8480DN   MFC8510DN   MFC8680DN   MFC8690DW   MFC8710DW   MFC8810DW   MFC8890DW   MFC8910DW   MFC8950DWT   MFCL2680W   MFCL2685DW   MFCL2690DW MFCL2700DW   MFCL2705DW   MFCL2707DW   MFCL2710DW   MFCL2717DW   MFCL2730DW   MFCL2740DW   MFCL2750DW   MFCL2750DWXL   MFCL5700DW   MFCL5800DW   MFCL5850DW   MFCL5900DW   MFCL5700DW   MFCL6800DW   MFCL6900DW   PPF4750E   PPF5750E Mono Laser Printer   HL2270DW   HL2275DW   HL5140   HL5150D   HL5150DLT   HL5170DN   HL5170DNLT   HL5250DN   HL5250DNT   HL5280DW   HL5340D   HL5350DN   HL5370DW   HL5370DWT   HL5440D   HL5450DN   HL5470DW   HL5470DWT   HL6180DW   HL6180DWT   HLL2300D   HLL2305W   HLL2305W HLL2320D   HLL2340DW   HLL2350DW   HLL2360DW   HLL2370DW   HLL2370DWXL   HLL5000D   HLL5100DN   HLL5200DW   HLL5200DWT   HLL6200DW   HLL6200DWT   HLL6250DW   HLL6300DW   HLL6400DW   HLL6400DWT If the machine does not receive any jobs for certain length of time, it will automatically enter Sleep mode. The length of time is based on your specific model and settings. Sleep mode is designed to conserve energy when the machine is not in use, and cannot be disabled. BEFORE YOU BEGIN: If you can currently print, but you're experiencing repeated network connectivity loss, please refer to: Recommended Settings to Resolve Constant Network Connectivity Loss for additional steps to help resolve this issue. 1. How is your machine connected to your computer? - If Wireless, go to step 2. - If USB - Refer to: Unable to print from a computer 2. Print the Network Configuration report. 3. Did the report print? - If Yes, go to step 4. - If No, - Make sure that there is paper in the tray. - Check the machine's display or LEDs for any error message and clear it. 4. Find your Brother machine's IP address on the report. Does the IP address appear to be valid for your network? How to tell if the IP Address is not valid: An IP address that is NOT valid is all zeroes (000.000.000.000), an APIPA address in the format of 169.254.xxx.xxx on a network that uses a router or access point (Infrastructure), or an address within an incorrect range for your network (see below). Network Ranges: Most home network IP addresses are formatted similar to: 192.168.xxx.xxx or 10.100.xxx.xxx, but can vary based on your router manufacturer or custom network structure. Two devices on the network can't have the same IP address. Typically, the first three sets of numbers are the same and the last number is different. A valid IP address is one that is in the same range as other devices on your network (e.g. computer/other network device = 192.168.1.5 and Brother machine = 192.168.1.7). - If Yes, go to step 5. - If No, connect your machine to your wireless network. 5. Add a TCP/IP port to the printer driver: How to add a TCP/IP port a. Open the Printer Properties from within the Printers folder. If the Brother printer isn't listed, go to step 9. b. Click the Ports tab. c. Click Add Port. If the Add Port option is grayed out, log in with admin rights. d. Select Standard TCP/IP Port. e. Click New Port. f. On the Standard TCP/IP Printer Port Wizard, click Next. g. Type the Brother machine's IP address as the Printer Name or IP Address. h. Click Next. - If you receive: "A port with that name already exists.", click OK and do the following: - In the Port Name field, modify the auto-filled name by adding a letter to the end. Don't change the text in the "Printer Name or IP Address field". - If you receive: "Completing the Add Standard TCP/IP Printer Port Wizard", click Finish. Go to step 5-i. - If you receive: "Additional Port Information Required", your computer isn't communicating with your machine. Check for these common causes of failure and try again: - Your computer must be on the same network as the Brother machine. - A firewall or security application may be blocking your machine's communication. Try disabling the Windows firewall. For other firewalls, refer to the manufacturer's instructions. - Reboot the power on your router. - Refer to: Recommended Settings to Resolve Constant Network Connectivity Loss i. Click Close. j. Click Apply. Go to step 6. 6. Attempt to print a document 7. Did the document or test page print? - If Yes, then the printer and driver are working correctly. - If No, cancel the print job from the queue and go to step 8. 8. Uninstall the Brother software: How to uninstall the software a. Click Brother Utilities. If the software is not listed, go to step 9. b. Select your model from the dropdown list if it is not already selected. c. Click Tools. d. Click Uninstall. e. Click OK if you receive the uninstaller window. f. Click OK if you are prompted to confirm the uninstall process. g. Select Yes, I want to restart my computer now, and then click Finish. Go to step 9. 9. Install or reinstall the MFL-Pro Suite using the "Full Driver and Software" package, which can be downloaded from here. Click here for instructions. If a compatible CD is available for your operating system, you may install the MFL-Pro suite software using it instead of the download. 10. Once the installation completes, attempt to print a document or a test page. 11. Did the document or test page print? - If Yes, then the printer and driver are working correctly. - We recommend updating the firmware of your machine. - If you experience repeated network connectivity loss, refer to: Recommended Settings to Resolve Constant Network Connectivity Loss for additional steps to help resolve this issue. - If No, try the following possible resolutions: - A firewall or security application may be blocking your Brother machine's communication. Click here for instructions on how to disable the Windows Firewall. - Reboot your computer and the power to your router. - Attempt to print from another network-connected computer to see if this computer is the cause of the problem. If after troubleshooting you are still unable to print, contact your computer manufacturer or network admin for additional support. Refer to: Recommended Settings to Resolve Constant Network Connectivity Loss for additional steps to help resolve this issue. Recommended Settings to Resolve Constant Network Connectivity Loss If you need help checking or configuring any settings on your wireless network, please contact your router manufacturer or network admin. - Update the Firmware to the latest version. - Enable IPv6 on your Brother machine. This setting helps resolve some wireless connectivity issues with Apple devices. Access Printer Settings: Open your printer's control panel or software and navigate to the settings menu. Find Power-Saving Options: Look for options related to power management, sleep mode, or idle mode. Adjust Settings: Adjust the settings to reduce the time it takes for your printer to enter idle mode or disable idle mode altogether. If the simple solutions didn't work, you may need to troubleshoot more complex issues. Outdated or corrupted printer drivers can cause various issues, including idling. Updating your drivers can often resolve these problems. Check Network Strength: Ensure your Wi-Fi signal is strong and stable. Consider moving your printer closer to your router or using a network extender. Restart Network Devices: Restart your router and modem to refresh the network connection. If all else fails, resetting your Brother printer to its factory settings can resolve compatibility issues. Find Reset Button: Locate the reset button on your printer. It's often a small button on the back or bottom of the printer. Perform Reset: Press and hold the reset button for a few seconds until the printer restarts. This will erase all settings and return the printer to its default configuration. If you've tried all the troubleshooting steps above and your Brother printer is still stuck in idle mode, it's time to consider seeking professional help. Contact Brother Support: Visit the Brother website or contact their customer support team for assistance. Consider Repair: If the issue is hardware-related, you might need to take your printer to a qualified repair shop. Now that you've successfully gotten your Brother printer out of idle mode, let's explore some tips to prevent it from happening again in the future. Regular Maintenance: Keep your printer clean and free of dust and debris. Use High-Quality Ink: Using genuine Brother ink cartridges can help ensure optimal printer performance and reduce the likelihood of issues. Optimize Printer Settings: Adjust your printer settings to minimize power consumption and prevent unnecessary idling. Power Management: Consider using a power strip with a switch to easily turn off your printer when not in use. Q: My Brother printer is stuck in idle mode and won't print. What should I do? A: Start by checking the power button and connection, then try waking up the printer by pressing the power button or printing a test page. If these steps don't work, try adjusting power-saving settings, updating printer drivers, or checking network connectivity. Q: Why does my Brother printer keep entering idle mode? A: Your printer might be configured to enter idle mode after a certain period of inactivity, or it could be due to a weak network connection, outdated drivers, or a hardware issue. Q: How do I reset my Brother printer to factory settings? A: Locate the reset button on your printer, which is often a small button on the back or bottom. Press and hold the reset button for a few seconds until the printer restarts. Q: My Brother printer is still stuck in idle mode after trying all the troubleshooting steps. What should I do? A: If you've exhausted all troubleshooting options, it's time to contact Brother Support or take your printer to a qualified repair shop. Q: Can I disable idle mode on my Brother printer permanently? A: Yes, you can usually adjust your printer's power-saving settings to disable idle mode or extend the time it takes for the printer to enter idle mode. However, keep in mind that disabling idle mode might increase energy consumption. Original Brother ink cartridges and toner cartridges print perfectly every time. Tested to ISO standards, they are the have been designed to work seamlessly with your Brother printer. Longer-life hardware Optimum cartridge and toner yields Crisp, sharp text and greater permanence Genuine Supplies