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HP+ Printer Went Offline Because the Internet Blipped

Why newer HP printers sulk after an internet hiccup — and how to get yours printing again

Plain-English printer help from:

Bill's Home Tech

Portage County, Ohio

Tech Made Simple. Service Made Personal.

Bill Davis — Bill's Home Tech

(330) 200-8042 · bill@billshometech.com · Atwater, Ohio

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SUMMARY

The 60-Second Version

HP+ printers are built to stay connected to the internet at all times, so even a brief outage can leave them showing offline until they reconnect. The fix is to confirm your internet is fully back, then restart the printer (off 15 seconds, on) so it reconnects cleanly; HP Smart shows its status and can help.

It is a design quirk, not a breakdown. If it keeps happening, give the printer a fixed network address and check its Wi-Fi signal. Remember HP+ requires genuine HP ink, and Instant Ink cartridges stop working if the subscription lapses.

1 The Short Version

HP+ printers expect a constant internet connection. When your internet drops — even for a few seconds — the printer can lose its footing and show offline, and it does not always recover on its own once the internet returns. The cure is almost always to make sure your internet is fully back, then restart the printer so it reconnects cleanly. If it keeps happening, giving the printer a steady, fixed spot on your network keeps it from stumbling every time the connection flickers.

- HP+ printers need the internet always on; a brief outage can knock them offline.
- Fix it by confirming your internet is fully back, then restarting the printer.
- It is a design quirk of HP+, not something you did wrong or a broken printer.
- If it keeps happening, a fixed network address makes the printer far steadier.

> **TIP**
>
> Before you do anything to the printer, make sure your internet itself is truly back — open a web page on your phone or computer. An HP+ printer will keep showing offline until the internet is solidly restored, so fixing the internet first saves you chasing the printer in circles.

2 What HP+ Actually Is

HP+ is an option HP offers when you set up many of its newer printers. In exchange for extra features — longer warranty, cloud printing, and a trial of HP's Instant Ink delivery service — the printer agrees to stay connected to the internet full-time and to use only genuine HP ink. That always-online requirement is what makes HP+ printers so sensitive to internet hiccups.

You likely chose HP+ during setup, perhaps without realizing what it committed the printer to. It is a legitimate program with real benefits, but the constant-internet rule is the trade-off, and it explains why your printer reacts to an outage that a plain printer would shrug off.

> **GOOD TO KNOW**
>
> A non-HP+ printer does not care whether your internet is up — it only needs the local Wi-Fi to reach your computer. HP+ is different precisely because it leans on HP's cloud, so a dropped internet connection matters in a way it would not for an ordinary printer.

3 Why an Internet Blip Knocks It Offline

Because an HP+ printer keeps a live link to HP's servers, a momentary internet outage breaks that link. When the connection comes back, the printer sometimes fails to notice and stays in its offline state, waiting rather than reconnecting. From your side it looks like the printer broke at the exact moment the internet flickered — and in a sense it did, though nothing is damaged.

This is why the reliable fix is a restart: powering the printer off and on forces it to look for the internet fresh and re-establish that cloud link, the same way restarting a frozen phone gets it moving again.

WATCH OUT

If your internet drops often — a flaky connection, an overloaded router, or a weak signal where the printer sits — an HP+ printer will go offline often as a result. In that case the real fix is steadying the internet or the printer's place on the network, not repeatedly restarting the printer.

4 The Restart That Usually Fixes It

Once your internet is confirmed back, a clean restart of the printer clears the offline state in the great majority of cases. Do it in this order so the printer comes up to a healthy network.

1. Confirm your internet works by loading a web page on your phone or computer.
2. If your internet was fully out, restart your router first and give it two to three minutes to settle.
3. Turn the HP printer fully off with its power button, wait 15 seconds, and turn it back on.
4. Give it a minute to reconnect; watch for the wireless or cloud indicator to go steady.
5. Send a test page from your computer or the HP Smart app.

TIP

Use the printer's own power button rather than only pulling the plug, and give it a full 15 seconds off. That brief pause lets it clear its network memory so it reconnects cleanly instead of trying to resume the broken link.

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5 Check Its Status in the HP Smart App

HP's free app, HP Smart, shows you exactly how the printer sees itself — online, offline, or needing attention — and can often nudge it back online without any button-pressing on the printer.

1. Open HP Smart on your phone or computer (install it from the app store if needed).
2. Look at the printer's status tile — it will say whether the printer is online or offline.
3. If it offers a “reconnect,” “resume,” or troubleshooting option, follow it.
4. Once it shows online, print a test page from the app.

> **GOOD TO KNOW**
>
> HP Smart is also where you manage HP+ and Instant Ink, see ink levels, and get the correct software. If you have an HP printer, it is the one app worth keeping on your phone — it saves hunting through the printer's own small menus.

6 Make Sure the Printer Is on Your Wi-Fi

An internet outage sometimes also drops the printer from your local Wi-Fi, especially if the router restarted. Confirm the printer is back on your network, not just that the internet is up.

1. On the printer or in HP Smart, check that it shows connected to your home Wi-Fi name.
2. If it is not, open the printer's wireless setup and rejoin your network.
3. Type your Wi-Fi password carefully — it is case-sensitive.
4. Wait for the steady wireless light, then try printing again.

7 The Genuine-Ink Requirement

HP+ comes with a condition that catches people off guard: the printer will only work with genuine HP ink cartridges. This is a term of the HP+ program, not a malfunction, so it is worth knowing before you buy ink.

- An HP+ printer that suddenly refuses a cartridge is usually rejecting a non-HP one.
- This is a policy of the HP+ program, agreed to at setup, not a breakdown.
- If you want the freedom to use third-party ink, HP+ is not the right choice.
- Genuine HP cartridges or the Instant Ink service both satisfy the requirement.

WATCH OUT

If your HP+ printer rejected a cheaper cartridge and you are frustrated, you are not imagining it — that is the program working as designed. Whether to stay with HP+ or set the printer up differently is a good conversation to have, and one I am glad to walk through with you.

8 The Instant Ink Pause Gotcha

Many HP+ printers come with a trial of Instant Ink, HP's service that mails you ink and charges a monthly fee based on pages printed. If that subscription lapses or is paused, the printer can refuse to print even with ink in it — another surprise that looks like a fault but is not.

- If you were on Instant Ink and it ended, the Instant Ink cartridges stop working.
- You then need to either resume the service or fit regular genuine HP cartridges.
- Check your Instant Ink status in the HP Smart app if printing stopped unexpectedly.
- Decide deliberately whether the monthly service suits how much you actually print.

WATCH OUT

Instant Ink cartridges are tied to the subscription — if you cancel, those specific cartridges stop working even if they still have ink. If you print only occasionally, weigh whether a monthly ink subscription is worth it versus buying standard cartridges as needed.

9 Keep It From Happening So Easily

If the offline-after-a-blip pattern keeps repeating, a few changes make the printer much steadier. The biggest is giving it a fixed address so it does not have to renegotiate its spot on the network every time something flickers.

- Give the printer a fixed address (a router reservation) so it holds a steady place on your network.
- Move the printer closer to the router, or improve Wi-Fi coverage where it sits, if the signal is weak.
- Keep the printer powered on so it maintains its connection rather than reconnecting cold each time.
- Keep its firmware up to date through HP Smart — HP does fix connection quirks over time.

GOOD TO KNOW

A weak Wi-Fi signal where the printer sits makes every internet blip worse, because the printer struggles to reconnect. Simply moving it closer to the router, or adding coverage in that room, often ends the offline cycle on its own.

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10 Decide Whether HP+ Is Right for You

HP+ is not wrong, but it is a particular bargain, and it suits some households far better than others. It is worth a moment's thought rather than leaving it on by default.

HP+ fits well if…	HP+ may not suit if…
You have steady, always-on internet	Your internet drops often or is spotty
You print enough to use Instant Ink	You print only a few pages a month
You are happy using genuine HP ink	You want cheaper third-party cartridges

Turning HP+ off is not simply a toggle — on most printers it is chosen at setup and changing it means resetting and setting the printer up again. That is a reasonable thing to do deliberately, but not something to rush into alone.

11 If Restarting Doesn't Bring It Back

Now and then a restart alone is not enough and the printer stays stubbornly offline even with the internet clearly up. When that happens, removing the printer from your computer and adding it back, or rejoining it to Wi-Fi fresh, usually clears the deeper tangle.

1. In HP Smart, look for a troubleshooting or “fix printer connection” option and run it.
2. On your computer, remove the printer (Printers & scanners on Windows, Printers & Scanners on a Mac) and add it back.
3. If needed, run the printer's own wireless setup to rejoin your Wi-Fi from scratch.
4. Print a test page from HP Smart once it shows online again.

GOOD TO KNOW

HP Smart's built-in troubleshooter is genuinely useful here — it can reconnect the printer, update its software, and fix the computer's link in one pass, which saves poking at the printer's tiny menus by hand.

12 What a Weak Wi-Fi Signal Does

An HP+ printer tucked in a back room with weak Wi-Fi will struggle far more than one sitting near the router. A weak signal means the printer drops its connection more easily and takes longer to recover after any blip, so it seems to go offline constantly.

- Check the Wi-Fi signal strength shown on the printer or in HP Smart.
- If it is weak, move the printer closer to the router, or the router closer to the printer.
- Consider a Wi-Fi extender or mesh point for the room where the printer lives.
- A printer on a strong signal recovers from internet blips far more gracefully.

TIP

If the printer sits far from the router, even a healthy internet connection will feel unreliable to it. Improving the Wi-Fi in that one room often does more to end the offline cycle than anything you do to the printer itself.

13 Print From Your Phone in the Meantime

While the printer is sorting itself out, you can often still print from your phone through HP Smart or your phone's built-in printing, as long as the printer is back on your local Wi-Fi.

1. Make sure your phone and the printer are on the same Wi-Fi.
2. Open HP Smart, or open a document and choose Print from the Share menu.
3. Pick your HP printer and print.

14 When to Call Bill

Getting an HP+ printer back online after an internet blip is usually just a matter of confirming the internet is back and restarting the printer — and this guide gets most people there. But if it happens again and again, if a cartridge is being refused and you are not sure why, or if you are weighing whether HP+ and Instant Ink suit you at all, those are worth talking through rather than guessing.

I will get the printer steady — usually with a fixed address and a look at your Wi-Fi coverage — explain the HP+ and Instant Ink trade-offs in plain terms, and set it up to match how you actually print, so you are not fighting it every time the internet hiccups.

- The printer keeps going offline every time the internet flickers.
- A cartridge is being refused and you are not sure whether HP+ is the reason.
- You are unsure whether HP+ or Instant Ink is right for you.
- You would like the printer made steady and set up to suit your printing.

CHEAT SHEET

Everyday Cheat Sheet

Keep this by the printer. Fix the internet first, then restart the printer.

I want to...	Do this...
Get it back online	Confirm internet is back, then turn the printer off 15 seconds and on
Check its status	Open HP Smart and look at the printer's online/offline tile
Rejoin Wi-Fi	Printer's wireless setup your network type the password
Stop the repeat	Give the printer a fixed address and check its Wi-Fi signal
Cartridge refused	HP+ needs genuine HP ink; check Instant Ink status in HP Smart
Print right now	From your phone via HP Smart or Share Print (same Wi-Fi)
Get help	Call Bill: (330) 200-8042

BEFORE YOU GO

A Note From Bill

A quick note from Bill. I write these guides to make home tech a little less frustrating, and I do my best to keep every step accurate and up to date. Still, every home, device, and setup is a bit different, so I can't promise a guide will match yours exactly or fix your particular problem. These guides are for general information only — they're not professional, legal, or financial advice, and they don't replace your device's own manual or the manufacturer's instructions. Please go slow, use your own good judgment, and use everything here at your own risk. If a step involves electrical wiring, a gas appliance, a water heater, plumbing, or climbing a ladder — or if anything just doesn't feel safe — please stop and call a licensed professional (or give me a call at 330-200-8042). Bill's Home Tech and Bill Davis can't be responsible for any damage, data loss, or injury that results.

HOW I CAN HELP

Your Visit — and My Promise

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GOOD TO KNOW

My promise — If you're not 100% satisfied with your visit, I'll come back at no charge, or refund the full $99. No questions, no awkwardness. That's how I'd want to be treated.

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