

# Office is taking a long time to install

*OneNote 2016, Office 2016, Excel 2016, Word 2016, Outlook 2016, More...*

If you get this error message, **Sorry it looks like you're on a slow connection...**, or Office is taking a really long time to install or it appears to hang during the install, you may want to cancel the installation and then try using some of the following procedures.

**Note: Do you have an HP 4500 or HP 8500 OfficeJet printer and are installing Office or Office 365? If so, stop the spooler service before you start installing Office again.**

For possible solutions, select from below what type of computer you're trying to install Office on.

## Are you trying to install Office on a Mac?

If you're trying to install Office on a Mac, follow the steps in [Uninstall Office 2011 from a Mac](#) or [Uninstall Office 2016 for Mac](#), and then restart the Office installation.

## Are you trying to install Office on a PC (desktop, laptop, or 2-in-1)?

Try these possible solutions in the order listed.

Restart your computer and check if Office installed	▼
Use a wired connection	▼
If you're on a slow internet connection, install Office using the offline installer	▼
Temporarily turn off antivirus software	▼
Run online repair from Control Panel	▼
Remove and reinstall Office	▼

## Office hangs or freezes at 90%

If your Office installation hangs or freezes at the 90% mark as shown in the screen capture below, this could be because the Windows Installer is busy. For a possible solution, see [Installation of Office 2016 or Office 2013 hangs at 90%](#).

