

When Wi-Fi stops working

A few gentle checks before asking for help.

- 1.** Check whether Wi-Fi is turned on and airplane mode is off on your device.
- 2.** Look for your usual network name. Avoid unfamiliar public networks for private tasks.
- 3.** Move closer to your router and try a familiar website. Check whether another device can connect.
- 4.** If everyone is offline, check your provider's outage information using a phone connection. Do not unplug equipment that supports a medical alert, security, or essential phone service without checking first.
- 5.** Write down the error message and what you tried. Never press the router's factory reset button unless you understand the consequences.