

TVs, streaming & smart home | Medium | 2 min read

Alexa, Google Home or HomePod says it is having trouble

Smart speakers such as Amazon Echo, Google Nest and Apple HomePod need Wi-Fi to work. If yours says "I'm having trouble" or "there was a problem", or will not connect during setup, try these steps. Names of buttons differ between apps and over time.

What the message usually means

The speaker has lost its connection to the internet, or cannot reach the company's servers. Most of the time your home Wi-Fi is the cause.

Check your Wi-Fi

1. See if your phone has working internet in the same room.
2. If not, restart your router. Turn it off at the plug, wait 30 seconds, then turn it on and wait a few minutes.
3. Move the speaker closer to the router if you can.

Restart the speaker

1. Unplug the speaker from the power.
2. Wait 30 seconds.
3. Plug it back in and wait for it to start. This can take a couple of minutes.

Check the app

Use the free app for your speaker: **Alexa**, **Google Home** or **Home** (Apple). Open it and check the speaker shows as online. If it shows offline, try the setup option again, or look for **Wi-Fi** or **Network** in the speaker's settings.

Did something change?

You may need to reconnect if you recently:

- Changed your Wi-Fi name or password.
- Changed router or broadband provider.
- Moved the speaker to a new room.

Use the app to select the new Wi-Fi and enter the password.

Resetting the speaker: last resort

Each brand has its own way of resetting, and the instructions are on the maker's support page or the box. Warning: a reset removes your Wi-Fi details, linked accounts, music services and routines. You will need to set the speaker up again.

When to get more help

Get in touch if the speaker does not appear in the app at all, if the light never changes, or if it works for a while then fails every day. We can check the Wi-Fi in that spot.

Still stuck? Email admin@visiontech336.com and tell us what you can see on the screen. Menus and button names can differ slightly between versions and makes. If something does not match, stop and ask rather than guess. Please never send passwords or card details.