

Amazon Alexa, Echo & Fire TV | Easy | 2 min read

Alexa says "I'm having trouble connecting"

Please note: independent guidance. Vision Tech is not affiliated with the maker. Menus differ between models and software versions, so check the manual or on-screen help.

This message means the Echo cannot reach Amazon over the internet at that moment. It is usually a Wi-Fi or router problem, and rarely means the Echo is broken.

Check your internet first

Look at another device, such as your phone on Wi-Fi, and see if it can load a website. If it cannot, the problem is your broadband or router rather than Alexa.

Try restarting your router. Switch it off at the wall, wait 30 seconds, switch it on and give it a few minutes to settle.

Restart the Echo

1. Unplug the Echo from the power.
2. Wait 30 seconds.
3. Plug it back in and wait for the light ring to finish its start-up.

A slowly spinning teal and blue ring means the device is starting up. An orange ring means it is in setup mode or trying to connect to the internet.

Check the Echo in the app

Open the Alexa app, tap **Devices** and look at your Echo. If it says offline, see our guide on an Echo showing offline in the app. If it needs a new Wi-Fi network, you can change it from the device settings.

Other things that cause it

- Your router is too far away or behind thick walls.
- Lots of devices on the Wi-Fi at once.
- A recent router change, or a changed Wi-Fi password.
- A problem at Amazon's end. If other Echoes in the house or other people are affected too, wait an hour and try again.

It may help to restart the Echo whenever you restart the router.

When to get more help

If the message returns every day, the Wi-Fi signal may be weak where the Echo sits, or the router may need attention. Vision Tech can check your Wi-Fi coverage and settings.

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.