

Wi-Fi, routers & broadband | Medium | 2 min read

Connected to Wi-Fi but no internet

If your device says it is connected to Wi-Fi but websites will not load, the problem is usually between your router and the internet, not with your device. A few checks will show where.

Quick fixes to try first

- Test another device on the same Wi-Fi. If it works there, the problem is with the first device. If nothing works, the router or broadband is at fault.
- Check the router lights. A red or orange light, or a missing internet light, usually means the broadband connection is down.
- Switch Airplane mode on for ten seconds, then off again.
- If you are on public Wi-Fi, open a browser. Many cafes and hotels ask you to accept terms or sign in on a page first.

Step by step

1. Restart the router. Switch it off at the power, wait 30 seconds, switch it on and wait five minutes for the lights to settle.
2. Restart your device.
3. Use your phone's mobile data to check your broadband provider's website or app for a reported fault in your area.
4. "Forget" the Wi-Fi network and join again, using the password from the router label. On iPhone, open **Settings**, then **Wi-Fi**, tap the information icon beside the network and choose **Forget This Network**. On Windows, open **Settings**, then **Network & internet**, then **Wi-Fi**, then **Manage known networks**.
5. Windows: right-click the network icon at the bottom right and look for **Troubleshoot problems**. The exact wording may differ between Windows 10 and 11.

If that did not work

Turn off any VPN or proxy that you set up yourself, in case it is blocking the connection. Do not turn off your security software.

When to get more help

Stop and ask for help if all devices are offline after a router restart, the router shows a red light for more than an hour, or the router is damaged or very hot. If your provider confirms a fault, they will need to fix it. Tell us what lights show, which devices are affected, and what you have tried.

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.