

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

Echo Dot will not connect to Wi-Fi, or you need to change the Wi-Fi network

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.

If your Echo cannot join your Wi-Fi, or you have a new router and need to move it to the new network, the fixes below usually work. Start with the simple ones.

Quick checks first

- Is the Wi-Fi working for your phone and other gadgets? If not, restart your router first.
- Unplug the Echo, wait 30 seconds and plug it back in.
- Move the Echo nearer to the router for now.
- Check the Wi-Fi password. It is case sensitive.

Echo devices work with standard Wi-Fi on 2.4 GHz or 5 GHz, but cannot connect to ad-hoc or peer-to-peer networks. A guest network or a hotel-style sign-in page can also cause trouble.

Changing the Wi-Fi network from the app

For most Echo speakers the steps are:

1. Open the Alexa app and tap **Devices**.
2. Select your Echo.
3. Open **Device Settings**.
4. Choose **Change or remove a Wi-Fi network**.
5. Pick a network you have used before, or choose **Join another Wi-Fi Network** and follow the prompts.

The Echo needs to be switched on and nearby while you do this.

Echo Show and other screen devices

For Echo devices with a screen, you change Wi-Fi on the device itself. Swipe down from the top of the screen, tap the settings cog, and look for the Wi-Fi option. The exact wording depends on the model.

Still not connecting

If the light ring turns orange while trying to connect, that means it is in setup mode or trying to get online. A purple light during setup can point to a Wi-Fi problem. Try moving the router or Echo, or restart both.

When to get more help

If the Echo still will not connect after a router restart, there may be a router setting at fault, such as a security or access control feature. Please do not turn off security settings to get round it. Ask Vision Tech to check your router safely.

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.