

Amazon Alexa, Echo & Fire TV | Easy | 1 min read

Echo shows as offline in the Alexa app

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.

When the Alexa app says your Echo is offline, it means the app cannot reach the speaker through your Wi-Fi. The speaker might still be switched on, so a few checks usually sort it.

Simple fixes

1. Check the Echo has power and the light ring comes on.
2. Check your Wi-Fi is working on your phone.
3. Unplug the Echo, wait 30 seconds and plug it in.
4. Restart your router if other devices are slow too.
5. Close the Alexa app fully and open it again, then tap **Devices**.

Same network and sign-in

Make sure you are signed in to the Alexa app with the same Amazon account that the Echo is registered to. Many families have two accounts and it is easy to be signed in with the wrong one.

If you recently changed your router or Wi-Fi password, the Echo will be trying to join a network that no longer exists.

Change the Wi-Fi if needed

You can do this in the app: tap **Devices**, select the Echo, open **Device Settings**, and choose **Change or remove a Wi-Fi network**. For Echo screens other than the 2024 Spot, you change the Wi-Fi on the device itself.

Do not rush to reset

Removing the Echo from the app and setting it up again is a last resort. Try everything above first. A factory reset removes your settings on the speaker, and you would need to link all your smart devices and routines again.

When to get more help

If the Echo is offline every few days, ask for a check of your router, Wi-Fi signal and any security settings. Vision Tech can look at this remotely or in person.

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.