

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

How to connect a device to Wi-Fi

Joining a device to Wi-Fi takes a Wi-Fi name and a password. Both are usually printed on a label on your router, so have it to hand.

Before you start

- Find the router label. Look for **Wi-Fi name** (also called SSID) and **Password** or **Wireless key**.
- Passwords are case sensitive, and similar-looking letters and numbers, such as 0 and O, are easily mixed up.
- Many routers offer two networks, one ending in "5G". Either works, but 5G is faster at short range and weaker through walls.

Step by step

1. **iPhone or iPad:** open **Settings**, then **Wi-Fi**, make sure it is on, tap your network, type the password and tap **Join**.
2. **Android:** open **Settings** and look for **Wi-Fi**. It may be under **Network & internet** or **Connections**, depending on the make. Tap your network and enter the password.
3. **Windows:** click the network icon at the bottom right, pick your network, choose **Connect**, then enter the password.
4. **Mac:** click the Wi-Fi icon in the menu bar at the top, choose your network and enter the password.
5. **Smart TVs and consoles:** open their settings menu, look for **Network** or **Wi-Fi**, and follow the same steps.

If it will not connect

- Check you typed the password exactly. Many devices have a small eye icon to show what you typed.
- Move closer to the router.
- Restart the router and your device.
- If a device refuses a known network, choose **Forget** for that network and try again.

Do not join networks you do not know, and avoid doing banking on public Wi-Fi.

When to get more help

Stop and ask for help if you have lost the password and cannot find the label, the router has been replaced, or a device will not find any network at all. Please do not press the router reset button. Tell us the device, the network name, and what message you see.

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.