

LG, Sony, Sky, Virgin & other TVs | Medium | 1 min read

LG TV: Wi-Fi will not connect or keeps dropping

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.

Smart features on an LG TV need a working internet connection. If Wi-Fi fails, the problem is often the router rather than the TV. Menus differ by model and year, so look for similar wording if yours is not exact.

Check the basics

- Do your phone and other devices work on the same Wi-Fi?
- If not, restart the router: switch it off at the wall, wait 30 seconds, switch it on and wait five minutes.

Reconnect on the TV

1. Press the **Settings** (cog) button, then **All Settings**.
2. Choose **Connection**, then **Wi-Fi Connection**. On some models it is under **Network**.
3. Pick your home network and type the password carefully.

If it will not connect, choose your network again and select the option to forget it, then connect from scratch.

Check the date and time

Wrong date or time can stop apps loading. In **All Settings**, look under **General** for **Date and Time** and set it to automatic.

Improve the signal

- Move the router nearer, or the TV away from thick walls and metal shelves.
- Many routers have two bands, 2.4GHz and 5GHz. Try the other one if your router lists them as separate networks.
- A network cable from the router to the TV is the most reliable option.

Restart the TV

Switch off, unplug for one minute and plug back in.

When to get more help

Get help if the TV connects but apps still buffer, if only the TV drops out while other devices are fine, or if you are not sure how to change router settings. Avoid factory resetting the TV just for Wi-Fi, as you would lose your apps and logins.

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.