

TVs, streaming & smart home | Medium | 2 min read

My TV keeps disconnecting from Wi-Fi

Smart TVs rely on Wi-Fi for apps like BBC iPlayer, ITVX and Netflix. If the connection keeps dropping, apps will stall and you may see errors. Menu names differ by brand, so look for the closest match.

Find out if it is the TV or the Wi-Fi

Check whether your phone still has a good connection in the same room. If the phone also struggles, the problem is the router or the signal, not the TV.

Move closer or reduce the distance

- Walls, fish tanks, mirrors and kitchen appliances weaken Wi-Fi.
- If your router is upstairs and the TV is downstairs, the signal may be weak.
- Even moving the router off the floor and out of a cupboard can help.

Restart in the right order

1. Switch off the TV at the wall.
2. Turn the router off at the plug, wait 30 seconds, then switch it on.
3. Wait for the lights on the router to settle, usually two to three minutes.
4. Switch the TV back on.

Reconnect the TV to Wi-Fi

1. Open the TV **Settings** menu.
2. Look for **Network**, **Wi-Fi** or **General**, then network settings.
3. Select your home network and choose to forget it or disconnect if offered.
4. Join the network again and enter the password carefully.

Try the 5GHz option

Many routers have two networks: a slower one with longer reach and a faster one with shorter reach. If your router offers both, your TV may connect better to the one that suits its distance. Names are often similar, with a "5G" ending on the faster one.

Use a cable if you can

A network cable from the router to the TV is the most reliable option, if your TV has a network socket. If a cable cannot reach, ask us about powerline adaptors or a Wi-Fi extender.

Check for updates

Install any waiting TV software updates from the settings menu.

When to get more help

Get in touch if the TV drops out even when close to the router, if every device in the house drops out, or if you are not sure how to change router settings. We can check your router and set up a stronger connection.

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.