

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

Smart devices will not join Wi-Fi

Smart plugs, bulbs, doorbells, cameras and many other gadgets can be fussy about joining Wi-Fi. The most common cause is that they only work on one band, and your phone is connected to another.

Why it happens

Many smart devices only support 2.4GHz Wi-Fi. If your router combines 2.4GHz and 5GHz under one name, your phone may join the 5GHz side while you are trying to set up the gadget, and the setup fails. Our 2.4GHz and 5GHz guide explains the difference.

Things to check first

- Is the device close to the router while you set it up?
- Is the Wi-Fi password typed correctly? It is case sensitive.
- Does the password contain unusual symbols? Some gadgets cope badly with them.
- Is the router near its limit of connected devices? Try disconnecting a few unused ones.

How to get it connected

1. Move your phone close to the router and the device.
2. Put the device into set-up mode, as the instructions describe. This is often a flashing light.
3. Check the router's Wi-Fi settings. If there is a **Smart Connect** or **band steering** option, you may have to switch it off temporarily, if your router allows. Menus differ, so check your provider's help.
4. Alternatively, choose a separate 2.4GHz name if the router offers one.
5. Connect your phone to the 2.4GHz name, open the device's app and follow the steps.
6. Once it works, you can usually switch things back.

Security reminders

- Do not lower your Wi-Fi security to Open or an old standard just to help a gadget join.
- Change any default passwords in the device's app.
- Keep the apps and devices updated.

If it will not stay connected

Some gadgets drop off if the router changes channel or restarts. Moving them closer, or adding a mesh unit nearby, can help. Putting smart gadgets on a guest network can also keep them away from your computers.

When to get more help

If a device still refuses to join, tell us the make and model and what happens on screen, and we can look into it.

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.