

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

Why a website works on mobile data but not on Wi-Fi

It can be puzzling when a website or app works on your phone's mobile data but not on your home Wi-Fi. That tells you the website itself is probably fine, and something on the path through your home connection is different.

Common causes

- **DNS trouble.** Your router's address lookup may not be finding the site. Our DNS guide explains this.
- **Provider filters.** Some broadband providers have a content filter on by default, which can block sites by mistake.
- **Router settings.** A parental control or firewall setting on your router may block it.
- **IP address blocks.** Some websites block certain internet addresses. That can happen if someone else sharing that address misused it.
- **Wrong date or time on a device,** which breaks secure connections.
- **Security software or browser add-ons** that block the site.

What to try

1. Try a different device on the same Wi-Fi. If it works, the first device is the problem.
2. Try a different browser, or a private window.
3. Restart the router properly and wait ten minutes.
4. Check your provider's account page for a filter or protection setting. If you turned it on, see whether the site is in a blocked category, and whether you can allow it.
5. Test DNS on one device, using the guide above.
6. Check the device date and time are set automatically.

Be careful

- Do not turn off all security just to make a site open.
- Be cautious if it is a site that has a warning page. It may be blocked for a good reason.
- Do not follow advice that tells you to open ports or switch off your firewall.

Contacting the site

If everything else works and just one site fails, the site's owner may have blocked your address. Look for a contact page, reached over mobile data, and explain what is happening. Your provider can also tell you whether you have a shared address.

A useful note

Take a screenshot of any error message, as it often names the cause.

When to get more help

If a site stays blocked after these steps, send us the address and the error message, and we will 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.