

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

Wi-Fi keeps dropping

Wi-Fi that keeps dropping is frustrating, but the cause is usually the router, the distance from it, or something interfering with the signal. Start with the simplest checks.

Quick fixes to try first

- Move closer to the router. Walls, floors and large furniture weaken the signal.
- Check whether the problem affects every device or just one. If it is only one, the fault is probably with that device.
- Keep the router off the floor and away from microwaves, cordless phones and baby monitors.
- Turn the device's Wi-Fi off and on again, or switch Airplane mode on for ten seconds and back off.

Step by step

1. Restart the router. Switch it off at the power, wait 30 seconds, switch it on and give it five minutes to start properly. Do not press the small reset button.
2. Restart the affected device too.
3. Install waiting updates on the device, as they can fix connection problems.
4. If one device keeps dropping, "forget" the network and join again. Make sure you have the Wi-Fi password first, as you will need to type it in. On iPhone, open **Settings**, then **Wi-Fi**, tap the information icon beside the network, then **Forget This Network**. On Windows, open **Settings**, then **Network & internet**, then **Wi-Fi**, then **Manage known networks**.
5. Check your broadband provider's website or app from mobile data to see whether there is a fault in your area.

If that did not work

A Wi-Fi extender or mesh system can help if you have a large home, but this is best chosen with advice.

When to get more help

Stop and ask for help if the drops happen every few minutes, only at certain times, or affect all devices even close to the router. Contact your broadband provider if the router lights show a fault. Tell us what lights the router shows, which devices are affected and when it happens.

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.