Unable to connect to your Wi-Fi?

Introduction

There are many issues that might be the reason your internet isn't working. Many times, your fix is as easy as plugging a modem or router back in after an accidentally disconnection. Sometimes, restarting your Laptop can get it connected to Wi-Fi again. Use this guide to potential internet network problems to figure out why you can't connect to Wi-Fi at home and how you can fix it.

Step 1: Basic Checks

1. Make sure Wi-Fi is on. Turn it off and on again just to be sure and try to reconnect.

2.   Make sure Airplane mode is off.

3. Confirm your device is connecting to your Home Wi-Fi. Sometimes your device may be trying to connect to a different network. Manually make it connect to your home network and forget the other one.

4. Did your Wi-Fi password change recently? Reenter the new password in your device if it didn't automatically save the changed passkey.

5. Test the Internet connection with different Websites. Sometimes, certain websites or servers go down. Check other sites or use another web browser to verify whether it's your Wi-Fi or just a specific site.

6. Check if you can connect when you move your device closer to your router. If it can pick up signal closer to the router. Then the issue is long-range signal.

    Still can't connect?

Step 2: Find the problem type

Phone: Try connecting to the Wi-Fi network with another device, like a laptop or friend's phone. If other devices can use the network, the problem is most likely with your phone.

Laptop/Computer: Try connecting to the Wi-Fi network with another device, like a phone. If other devices can use the network, the problem is most likely with your Laptop.

Network: Check whether your phone can connect to another Wi-Fi network, like your neighbor's or a public network. If your phone can connect elsewhere, the problem is most likely with the network.
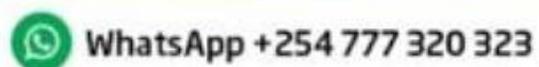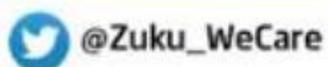
Internet: If your phone connects to the Wi-Fi network but you still have no internet, the problem is most likely with your internet connection. Contact Zuku Contact Center for further assistance.

Step 3: Troubleshoot by problem type

Phone

1. Try restarting your phone
2. Delete and Re-add the network
3. Having done the above 2 options and still no connection, Check for problem Apps, Uninstall any recently downloaded apps one by one. See whether the connection works.

Laptop/Computer

1. Delete and Re-add the network
2. Turn OFF the Wi-Fi and connect the laptop to the cable modem using a physical Ethernet cable. If it connects there is a problem with your Wi-Fi network.
3. Try restarting your Laptop. If this does not resolve the problem
4. Run the Windows Network Troubleshooter. To access the network troubleshooter, visit **Settings > Network & Internet > Status**. Select **Network troubleshooter** and follow the steps to see if Windows can rectify the problem. On Windows 7, you'll find this same tool at **Start > Control Panel > Troubleshooting > Network and internet > Network Connections**.
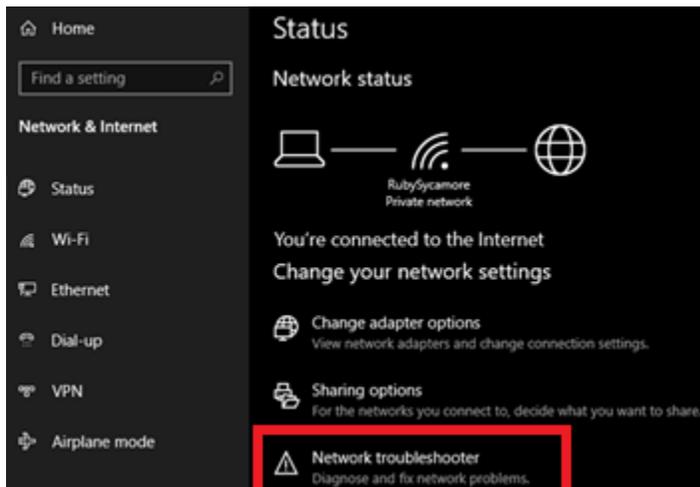
5. Check Your IP Address Settings. Making sure your computer has a valid IP address. The router issues an IP address to devices when they connect. If your computer's IP settings aren't correct, it can cause connection problem.

On Windows 10, right-click on the network icon in your System Tray and choose Open Network & Internet settings. Click the Change adapter options entry and then double-click the connection you're using.
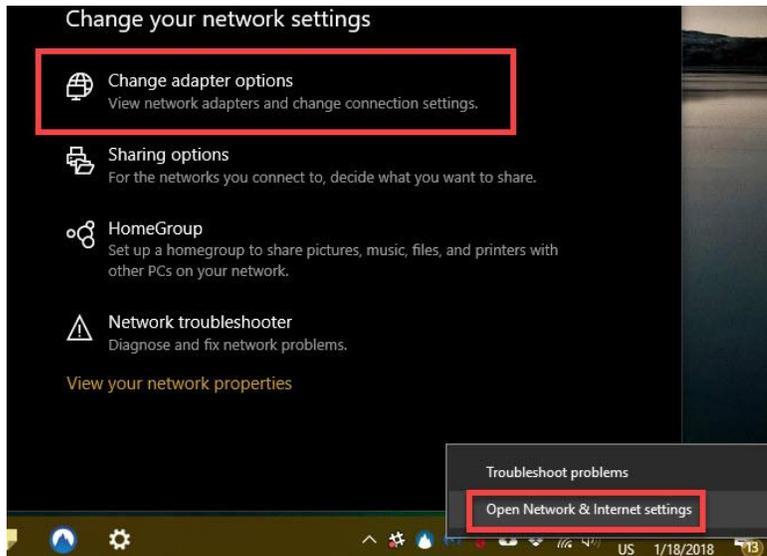
On Windows 7, right-click the network icon and choose **Open Network and Sharing Center**. Click the name of your network next to **Connections**.
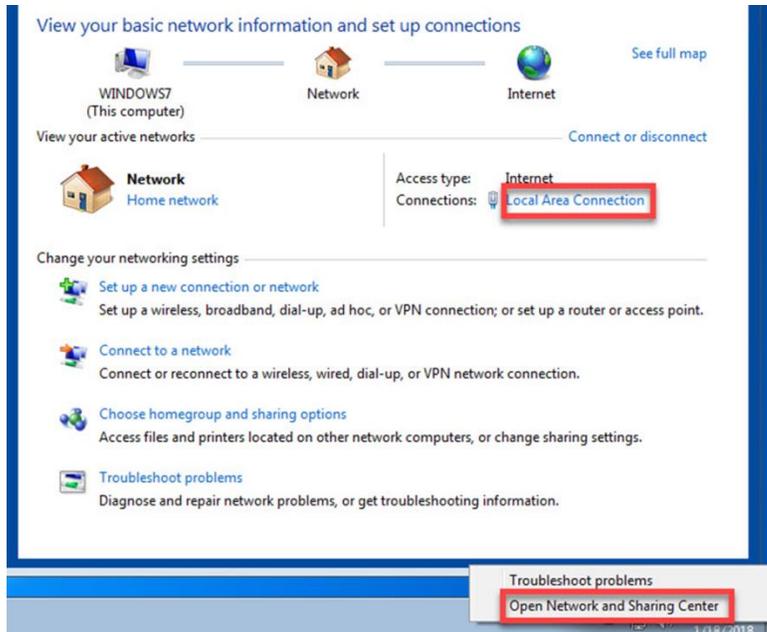
From here, click the **Properties** button. Find **Internet Protocol Version 4** in the list and double-click that. Here, make sure you have **Obtain an IP address automatically** and **Obtain DNS server address automatically** both selected.
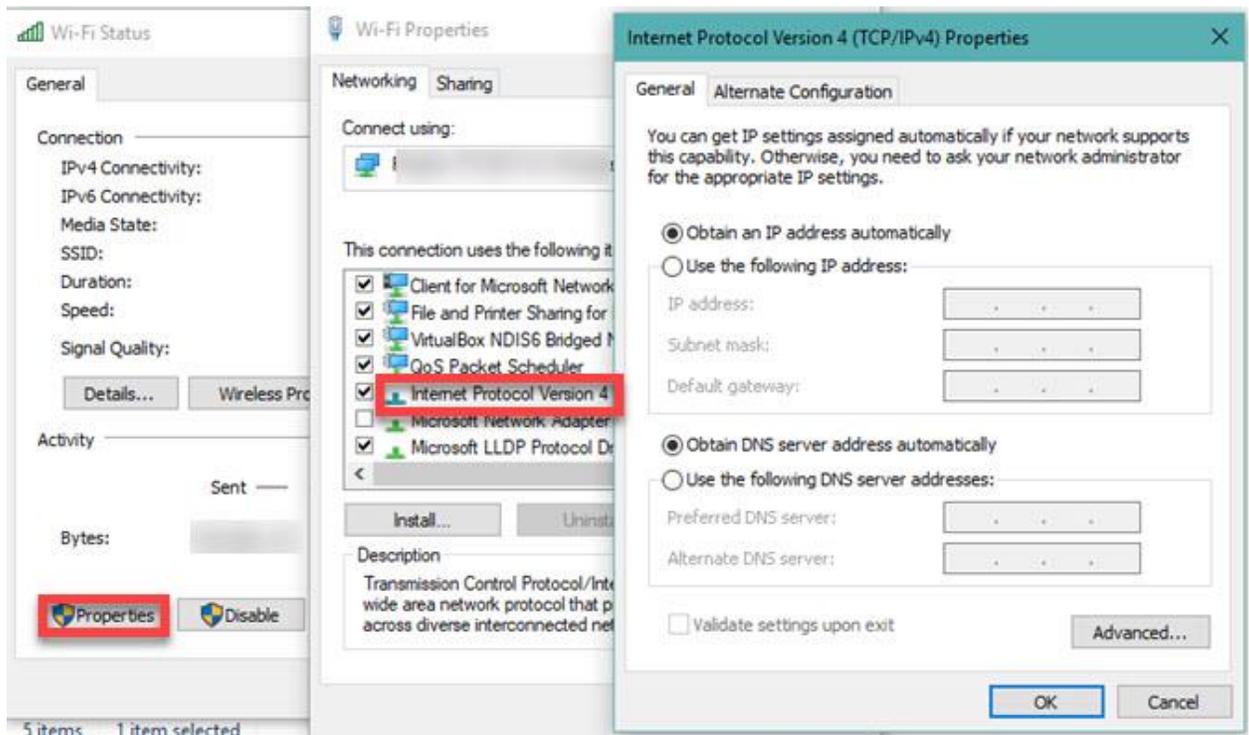
6. Reviewing Your IP Address Validity. This is to confirm the router is issuing your device a valid IP address. Open up a Command Prompt window by typing **cmd** into the Start Menu.
Enter **ipconfig** and look for the text under **Ethernet adapter** (for wired connections) or **Wireless LAN Adapter** (for wireless.
If IPv4 Address starts with 169.x.x.x, your computer is not receiving a valid IP address from your router. Typing the following two commands will release your computer's current IP address and request a new one, which may resolve this:
ipconfig /release
ipconfig /renew
Should you still have a 169.x.x.x address after typing the above commands and **ipconfig** again; your machine still isn't receiving an IP from the router.

Network

Basic checks on the Router &/or Cable Modem

1. Confirm the modem is powered and check the LED lights on the modem and router are working right. (Check the knowledge base for the device LEDs at the end of this document.)

2. If the lights aren't working right, check that all cords and cables on the router &/or cable modem are connected and secure. Fasten any lose cables.

3. If the lights aren't working right, power off the modem &/or router for 15 seconds and power them back on.

If the lights still aren't working right, there could be an issue with the modem, router, or internet connection.

Contact Zuku Contact Center.
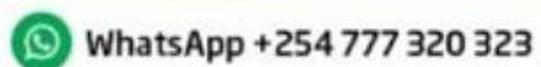
Knowledge Base

Icon	Alternative Icon	Indicator	Solution
		Not connected. Wi-Fi is ON	Follow the troubleshooting guide shared
		Connected via Wi-Fi, no internet Access	Follow the troubleshooting guide shared
		Not connected, Wifi is OFF	Check and confirm Wi-Fi is ON, still no connection, refer to troubleshooting guide
		Connected via Ethernet, no internet Access	Follow the troubleshooting guide shared
		Airplane Mode is ON	Turn OFF the Airplane mode
		Weak Signal – Means Wi-Fi is available but the signal strength is weak	Move closer to the Router/ Cable modem
		Strong signal strength	
		Connected via Ethernet with Internet Access	
		Connected via Wi-Fi with Internet Access	

Caring For a Cable Modem

Keep in a cool dry place: Operating at a higher temperature could lead to component failures and even weakening soldered joints. If you feel that your router is positioned somewhere ideal and still overheating report the issue Zuku Contact Center

Clean it: A little dirt won't hurt, but don't let the dust collect.

Protect it from power surges: Electronics including cables modems are killed by power surges. Caused either by voltage spikes, brownouts or other power spokes. This can be addressed by connecting them to surge Protectors

Place Your Cable Modem in an Optimal Location:

- Keep the cable modem in a high spot, away from obstructions and other electronics for optimal Wi-Fi Signals
- Keep in an area that is not prone to falling, spillage or human interference.

Cable Modem LEDs and their description

LED Status	Steady	Flashing	Off
Power	Power On	N/A	No power on Modem
DS	Downstream frequency Locked	Downstream frequencies scan.	N/A
US	Upstream frequency locked	Modem is Ranging	Downstream frequency scanning.
Online	Data network registration complete	Requesting Data provisioning File	Modem still ranging
LAN 1-4	Ethernet connected, but no data transmitted	Data is being transferred between CPE and modem	Not devices detected on Ethernet port.
Wireless	Access point enabled and operational	Data is being transferred between CPE and Modem	Wireless Access point disabled by end- user.
Tel 1	Telephone is enabled	Telephone in use	Telephone service not enabled
Tel 2	Telephone is enabled	Telephone in use	Telephone service not enabled