

Wi-Fi Not Working?

Try these five things before spending an hour on hold listening to terrible elevator music.

BEFORE YOU START: Save anything you are working on. Find the router's power cord. Do not press the tiny RESET button.

- 1. Unplug the router.** Pull out the power cord, wait 30 seconds, then plug it back in. Give it a few minutes to reconnect. Your router needed a nap.
- 2. Restart your computer.** Yes, even if you have too many tabs open. A restart clears out the digital clutter your computer has been holding onto.
- 3. Move closer to the router.** If the signal improves, distance or obstacles are the problem. Keep the router out in the open—not buried in a cabinet, behind the TV, or under a pile of mail.
- 4. Check what else is using the Wi-Fi.** Streaming, gaming, video calls, large downloads, and 4K cat videos can slow everyone down. Pause what you can and try again. Make sure your Wi-Fi is password protected, too.
- 5. Call your internet provider.** If nothing above worked, it may be an outage or a problem with the service. Tell them you already restarted the router and computer—you did your homework.

STILL NOT CONNECTED? Write down the router lights you see and any error message on your screen before you call. That information can make the conversation much faster.