

WiFi not working? Try these simple steps!

While several issues are possible, a few simple steps can help identify the root of your problem. Trying these will also help our technicians diagnose the issue should you need to reach out for assistance.

1. Take a look at your router lights:



This is a picture of a functioning router.

All the necessary lights are green which means you may have other issues.

A few possible reasons you are having connectivity issues may be:

- a. Your device may not be 5G compatible
- b. You may have a WiFi Dead Zone
- c. Your device may be the issue



This router's service light is out which indicates your IPv4 settings are incorrect. Get in touch with us.



This router's Broadband and Service lights are out which means you are not receiving a signal to your router.

A few possible reasons are:

- a. Your fiber cable connector may have been pulled out of its coupler in the router
- b. Your fiber cable inside of your home may be damaged
- c. The exterior underground fiber may have been damaged

Identifying the light display before calling can help your technician identify and resolve your issue much quicker. Remember, call JULIE before you dig in your yard! CALL 811 OR 1-800-892-0123

2. If the lights on your router appear normal and *you do not have a Strada router*, further steps may be needed:
 - a. Your router may not be distributing signal to desired location
 - b. If the location was previously internet accessible, resetting your router for 60 seconds may solve the issue
 - c. Your router may be failing due to its age; routers typically last for 4-7 years
 - d. Your router may require a firmware upgrade