

1. Restart your equipment

To restart your modem and router or gateway, unplug the power cable and wait 60 seconds before plugging it back in. It will take a few minutes to reboot. Restart your device as well.

2. Try to connect with an Ethernet cable

If you have a cable try connecting via Ethernet this step tells you that you have issues with your Wi-Fi network.

3. Check for an internet outage

The internet may be down in your area. You can use a site like downdetector.com to see if anyone else is having connection issues in your area or contact your ISP to find out if there's an outage.

4. Try using a different device

See if you can get a connection on a different device. The device you're using might not be connected properly to your router.

5. Check your wires and cables

Your cables and wires could be loose or damaged. Coaxial cables should be screwed on snugly and phone and Ethernet cables should be fully inserted into the sockets. Check for signs of damage like kinks, hard twisting, excessive tension, or chew marks from pets.

6. Run your computer's internet troubleshooter

Both Mac and PC computers have troubleshooters built in that may solve the problem for you. (If your internet is not working your computer will suggest troubleshooting. Click "run diagnostic")

For Windows: Start > Settings > Update & Security > Troubleshoot, and then select the troubleshooter for Internet Connections.

For Macs: Press restart, and hold down the D key as the computer reboots. Pick a language, and then the diagnostic will launch automatically.

7. Update everything

This step usually requires internet access for computers. Try to update regularly.

8. Check your modem's signal level

Low signal to the modem could result in a slow or completely dead internet connection. Many routers and even some ISP apps will give you a signal reading. You can also call your ISP to run a diagnostic on your modem. If you have low signal strength to your modem, you probably need a technician to come out and repair the problem.

9. Reset your computer's network settings

In this step your computer's network settings will revert to their factory defaults, and you'll need to re-enter your network information again.

How to reset your Wi-Fi network on Mac

Step 1: Click Apple menu > System Preferences > Network.

Step 2: Click on Wi-Fi in the drop-down menu on the left of the screen

Step 3: Hit the minus (-) button to remove it. Then add it again by clicking the plus button (+) and selecting Wi-Fi in the Interface options.

Step 4: Hit Apply and close out of the Network settings.

How to reset your Wi-Fi network on Windows

Step 1: Click to Windows Settings > Network & Internet > Status.

Step 2: Hit the Network reset button.

Step 3: Hit Reset now to confirm.

Step 4: Hit Yes to confirm once again. (This is just for Windows 10. For previous Windows operating systems, see [Microsoft's Support page](#).)

Step 5: Restart your computer and follow the prompts for Windows to guide you through setting up your new home network.

10. Contact your ISP

Your ISP can help you diagnose connection problems by running a diagnostic on your equipment. Customer service can find and solve all kinds of problems over the phone or through chat support. If your issue can't be solved over the phone, you can set up an appointment with a technician.