

Troubleshooting: Disconnecting WiFi

How often are you getting disconnected from the Internet despite being located close to, or in the same room as your modem?

I'm frequently getting disconnected:

Some devices may cause interference with your WiFi signal when they are within close proximity of your modem. If possible, try removing or turning off potential sources of interference. You may want to relocate the following electronics away from your modem and WiFi connected devices.

- Baby monitors
- Wireless security cameras
- Cordless telephone base stations
- Microwaves
- Wireless speaker systems
- Certain monitors and LCD displays

If after moving the devices mentioned above, the interference persists, contact the device manufacturer for additional troubleshooting assistance.

Installing [Mascon Xtend WiFi](#) can help alleviate WiFi congestion in your home.

I rarely get disconnected:

Power off your device and wait 10 seconds before turning it back on. If your Internet connection stabilizes, there is a chance you are connected to a slower WiFi frequency.

If you have a larger home, you might want to add a [Mascon Xtend WiFi](#). This will help to extend faster WiFi frequencies, which typically have a smaller range, throughout all areas of your home.

If you are still experiencing disconnecting WiFi issues, please contact our Technical Support Team at **1-866-832-6020**