

## Troubleshooting: Some devices won't connect to WiFi

If you're having issues connecting a device or multiple devices to your WiFi network, we recommend the following troubleshooting steps.

1. Ensure WiFi on your device is enabled/on.
2. Restart your device.
3. Forget and then reconnect the current WiFi connection on the device.
4. Move your device closer to the modem/gateway.
5. Move or turn off personal devices that interfere with your WiFi away from your modem/gateway (e.g. baby monitors, wireless speakers, microwave ovens, etc).
6. Restart your modem/gateway. Disconnect the power cord on the back of the modem/gateway. Wait 30 seconds then reconnect the power cord back into your modem/gateway.
7. Once the modem/gateway has powered up and is online try connecting your devices to your WiFi network.

If these troubleshooting steps did not resolve the issue, please contact our Technical Support Team at **1-866-832-6020**