# Network FAQ

**Frequently asked questions about networking**

Question: I keep losing my wifi connection on my laptop. It says it's connected but the internet isn't working and pages won't load. How can I fix this?

Answer: There are a few reasons why the wifi may show it's connected but you can't access the internet. Let's try some basic troubleshooting first:

1. Power cycle your laptop and router - turn them off for 30 seconds and restart them. See if the connection stabilizes.
2. Forget the wireless network on your laptop and search for networks to reconnect from scratch. This often resolves temporary connection dropouts.
3. Check if other devices can connect to the same network successfully. If it's only your laptop having issues, we need to troubleshoot further.
4. Run diagnostics on your network adapter and update wifi drivers if needed. Outdated software can prevent stable connections.

Question: My wifi cannot connect. How do I troubleshoot?

Answer: Here are some steps to troubleshoot wifi connection issues:

1. Power cycle your wifi router and device. Turn them off for 30 seconds, then back on. See if you can connect after they completely reboot.
2. Check if other devices are having issues connecting to the same wifi network. If it's only your device with problems, we need to dig deeper.
3. Forget the wireless network on your device and search for available networks again from scratch. Then enter the correct wifi password to reconnect.
4. Check for any physical obstructions or interference between your device and router. Large objects or thick walls can impact signal strength. Move your router/device closer with fewer obstacles in between.
5. Inspect network settings on your device. Make sure wifi connectivity is turned on, airplane mode is off, and the correct network name and password were entered. Toggle wifi off/on again after verifying settings.
6. Check router admin interface. Log into your router control panel and verify all security, hardware, and firmware configurations are correct without errors or disabled functions.
7. Run a diagnostic and update wifi network drivers as needed. Outdated software causes instability and broken connections.
8. Assuming all software checks out, your router hardware may need servicing/replacing if wifi issues persist unchanged on all devices after the above steps. Contact your router manufacturer for additional support.