Wi-Fi Troubleshooting

First steps you can take

Before anything else, it's recommended that you reboot the equipment that is associated with your internet service. Start with router, and if you have DSL service you may reboot the modem, and if you are on wireless service then reboot the wireless power injector. To do this, follow these steps:

1. Locate the power cable for each piece of equipment and unplug it from either the outlet or the equipment.
2. Wait for about 10 to 20 seconds, then plug the power back into each device.
3. Check your connection after each device appears to be fully powered on.

If this does not solve your problem, we can move on to more specific troubleshooting steps depending on the issue you are experiencing. You may also contact our support team if you continue to experience problems after attempting to troubleshoot.

Phone (24/7 support): 877-882-6386   **Email: support@teamvtg.net**

My Wi-Fi signal is not connected or not visible

If you notice that your Wi-Fi signal is not showing up on any of your devices, this is most likely a problem with the router. Here are a few things you can look at:

1. **Check for power** – If the router does not have power, it will not broadcast your wireless signal. Make sure that its power supply is plugged in, its power switch is turned on, and the router's indicator light(s) are on. If it's still not powering on, it may need to be replaced.
2. **Check for a Wi-Fi button or switch** – Some routers have a specific button or switch which is used to enable or disable the Wi-Fi signal entirely. If your router has this function, make sure that the Wi-Fi is turned on and see if your devices can see the signal again. The Valley TeleCom Router does not have this feature.
3. **Check for other signals** – There is a chance that the Wi-Fi is working, but the device you are using is unable to see any signals due to a bug or Wi-Fi being turned off. Use another Wi-Fi enabled device to see if Wi-Fi names are visible, and if so, you can troubleshoot the specific device not working. Sometimes the name of the Wi-Fi signal was reset back to default. This can happen after a sudden power surge, prolonged downtime, or after accidentally holding the reset button for too long. You may notice that there are new signals that are present (CXNK########, Valley########), or a signal that matches the default Wi-Fi name on the label located on your router. In this case, the router will need to be set back up in order to function properly again.

My Wi-Fi signal is visible, but the password does not work

Issues with the Wi-Fi password is typically straightforward. Here are a couple of things to check:

1. **Double-check your password** – The password you're trying to use could simply be misspelled or have a typo**.** Try to view the whole password if possible before trying to submit it.
2. **Check your Wi-Fi app or router settings** – You may have access to an app or another method to check the router Wi-Fi settings. Ensure the password you are using matches the password your router has for your Wi-Fi signal.

My Wi-Fi signal is connected, but not providing internet service

When this issue occurs, the problem could be associated with equipment that brings in the internet service. Here are some things to investigate:

1. **Check for power** – Ensure that your DSL modem, or wireless power injector have power by checking for power light(s), the power cable is plugged in, and that the power buttons/switches are set to on.
2. **Check the connections** – First, ensure the main ethernet cable that supplies internet service to your router coming from the DSL modem, the wall, or the power injector is connected to the router's *WAN* or *Internet* port. If it is plugged into any other port, the router will not be able to receive a proper internet connection. Next, check if the cable that feeds the connection to your modem/router/power injector is plugged in properly. This cable typically comes from a jack on the wall or through a hole in the wall.
3. **Check for damage** – Any of the cables and connections mentioned above could have damage. Inspect the cables inside the building or home looking for any potential cuts, breaks, or other visible damage. Also inspect the cable that goes to the outside of the building or home looking for potential cuts, breaks, or other visible damage.

My Wi-Fi signal is connected, but it cuts out very frequently

There are situations where the service works fine, but only for short periods of time. Here are a few things to check:

1. **Check your signal strength or distance** – If your device is too far from the router's signal, it could be struggling to stay connected. Most devices provide an icon that shows the Wi-Fi signal strength. If the signal strength is weak, you can try using another signal. If you know which Wi-Fi signal is the 2.4GHz band, try switching to it to take advantage of its further reach because the distance may be too great for the 5Ghz signal.

2. **Check other devices** – The issue could be isolated to your device specifically if no other devices are experiencing the same issue. Check and see if other devices have the same problem staying connected and if not, perform troubleshooting on your device.
3. **Check the power cables** – Sometimes the power cables between the router and modem get swapped as they sometimes look alike. Both devices take different levels of power, so in the case of a swap, the router will not have sufficient power to function properly. A sign of this issue is if you notice the router frequently changing its light(s) between different colors. You can try switching those power cables around and test after giving some time to allow a full bootup. If that doesn't work, switch them back.

My Wi-Fi signal is working, but it has a poor signal strength

Wi-Fi is convenient, but it suffers from three main factors that can cause issues with signal strength: **Distance, Physical Interference,** and **Wireless Interference**. If you notice your device is having a poor signal, here are a few things to try:

1. **Try using another signal** – Differences between 2.4GHz and 5GHz signals can affect their strength depending on certain conditions. If you're in a crowded area with multiple neighboring signals, 2.4GHz will struggle to stay strong and consistent since it is prone to high interference. Switching to the 5Ghz signal may be a noticeable benefit in this case. On the other hand, if you're in a large house with many walls, and the router happens to be far away, 2.4GHz may reach your device with a better signal strength.
2. **Try moving closer or extending the signal** – This is especially relevant for when you are using the 5Ghz signal. It is possible to extend the range of your signal using *Wi-Fi range extenders*, *mesh units*, or other similar devices. However, if simply moving closer to the router does not make a noticeable improvement, there may be something else going on.
3. **Check the router's location and surroundings** – Some physical obstructions around or between the router and your device may cause the signal to become weak. Metal furniture, thick walls (like brick), appliances such as microwaves and cordless phones are such examples. It's also important to ensure that the router is positioned at waist level rather than on the ground or hidden behind a piece of furniture. If possible, try repositioning the router in a more ideal location.

My Wi-Fi signal is strong, but I'm getting slow speeds

There are situations where everything appears to be fine with your service, but the Wi-Fi speeds are slow and perform well below expectations. Keep in mind that, while Wi-Fi is convenient, it is not always consistent or reliable compared to a hardwired ethernet connection. Wireless can be affected by many external or environmental factors. Here are a few things you can try for fixing slow Wi-Fi speeds:

1. **Try using 5Ghz** – The most common reason for slow or otherwise limited speeds over Wi-Fi is that devices are on the 2.4GHz signal rather than 5Ghz. Typically, 2.4GHz will be limited to around 40-60Mb under ideal conditions, which 5Ghz can reach upwards of 300Mb or more depending on other factors. If speed is a major concern, 5Ghz is the best option to use.

2. **<u>Check another device</u>** – Some devices, especially lower-end or older models, may not have the hardware designed to handle faster speeds. It's possible the devices are not able to see a 5Ghz signal due to not having the correct Wi-Fi components. Try comparing the speeds between your device and one or two other devices to see if the issue is isolated to that specific device.
3. **<u>Check for background usage</u>** – It's not always apparent if other devices within your network are using the bandwidth in the background. Maybe the TV is turned off, but the streaming stick or box attached to it was not set to stop the video stream before doing so. Maybe your phone, tablet, computer, game console or another device, are not turned off and are set to automatically download updates while unattended or in a sleep mode. Check to see if any of these devices are unknowingly running before testing your speeds to provide more accurate results.

<u>My problem isn't listed, or troubleshooting doesn't help</u>

This guide can assist with some of the more common issues with Wi-Fi. The technology is convenient but can sometimes be difficult to understand and troubleshoot. If you still have problems with your Wi-Fi, feel free to contact our support team so we may further assist you.

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