

TechFix Pro - WiFi Troubleshooting Guide

Print this guide and keep it near your router. Work through the steps in order - most WiFi problems are fixed by step 3.

Step 1 - Restart everything

Power off your modem and router for 60 seconds. Power on the modem first, wait 2 minutes for it to sync, then power on the router.

Step 2 - Check other devices

Does your phone have internet on the same WiFi? If NO device works, the problem is the network or ISP (call them). If some devices work, the problem is the device - continue.

Step 3 - Forget and rejoin the network

Settings > Network & internet > Wi-Fi > Manage known networks > Forget your network, then reconnect and re-enter the password.

Step 4 - Flush DNS and renew IP

Open Command Prompt as administrator and run: `ipconfig /release`, `ipconfig /renew`, `ipconfig /flushdns`, then restart the PC.

Step 5 - Change DNS servers

Set DNS manually to 1.1.1.1 and 8.8.8.8 (Settings > Network & internet > Wi-Fi > your network > Edit DNS).

Step 6 - Move to 5 GHz

Split your router bands or prefer the 5 GHz network. 2.4 GHz is slower and crowded.

Step 7 - Pick a better channel

Use a WiFi analyzer app to find the least-used channel and set it manually in the router.

Step 8 - Reposition the router

Central, elevated, away from walls, metal and microwaves. Try rotating antennas.

Step 9 - Update drivers

Device Manager > Network adapters > your WiFi card > Update driver. Download the exact driver from your laptop vendor's site.

Step 10 - Reset the network stack

As admin run: `netsh winsock reset` and `netsh int ip reset`, then reboot.

Still no luck? Our technicians fix WiFi remotely in under an hour. Book at techfixpro.com/services/network-wifi-setup.