Fix common issues with Wi-Fi in Windows 10 and 11

If you find yourself unable to connect to wireless internet (Wi-Fi) in Windows 10 and 11, you may experience connection issues when attempting to browse the web, steaming media, and access your email.

Please try running the Network Troubleshooter

In the Windows Settings app, you can start the automated Network troubleshooter application to detect possible problems as well as solutions to fix the issue. If you are using an older version of Windows or a mobile device, please skip to General Troubleshooting steps.

Windows 11

- Click here to launch and run the Network troubleshooter

Windows 10

- Right-click on the **Windows Start** icon on the taskbar, select **Settings** from the menu
- Click on the **Network & Internet** menu option on the left sidebar
- Scroll down and select the **Network troubleshooter** option
- A new window titled *Troubleshoot Problems* will then proceed to open. Follow the on-screen instructions to complete the process

Understanding Windows Wi-Fi Icons

Windows 10 and 11 both feature a range of icons which primarily display on the bottom right corner of the taskbar and in the Windows settings app. Not all icons featured for Windows 11 are supported in Windows 10.

Icon (Windows 11)	Icon (Windows 10)	Meaning
		**Wi-Fi Connected:** You're connected to Wi-Fi and the Internet should be working. If you see this icon but you're still having connectivity issues, the problem might be with a specific app or website or a firewall blocking your Internet connection.

		**VPN or Proxy Connected:** You have an active Virtual Private Network or proxy connected.
		**Not connected, Offline:** Your device doesn't have an Internet connection. For Wi-Fi, this can appear for one or more reasons.

General Troubleshooting

Please try the following general troubleshooting steps to help solve the Wi-Fi problem:

Check your network connection status

- Select the **Network**, **Sound**, or **Battery** iconswifi.png volume3.png mobbatterycharging9.pngon the right side of the taskbar
- Make sure that Wi-Fi is turned on
- Check if your network name shows ***Connected*** below it. If it displays a status other than ***Connected***, select a Wi-Fi network you recognize from the list of available networks. Then, click on the network and attempt to connect

Check airplane mode is turned off

- Go to **Settings**, then **Network & Internet**, then **Airplane mode**
- Ensure Airplane mode is **turned off**

Forget and reconnect to the Wi-Fi network

- Open thesettingsapp.pngSettings app on your Windows device
- Select **Network & internet**, then **Wi-Fi**, then select **Manage known networks**
- Select the Wi-Fi network you would like to connect to, and click **Forget**
- Reconnect to the network by selecting it and entering the password

Conclusion

If you have followed all the steps above, and you are still unable to get connected to wireless Wi-Fi, please consider contacting Microsoft Support, or your network administrator, or internet service provider (ISP) to resolve connection issues with your Windows device. If you are a network administrator, we advise you to follow the external documentation resources linked below.

Helpful resources

- Microsoft Support: Fix Wi-Fi connection issues in Windows | Microsoft Windows Support
- Contact Microsoft Support: Microsoft Support

About this article

- Written by Gary Phatt, a TheOpenRoad Support employee.
- Still need help? Please write to us in the comment section below or contact TheOpenRoad support.

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1 2 3 4 5 6 7 8 9

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