

What does “Connected, no internet” mean?

Q: Why does my device say “Connected, no internet”?

A:

This message means your device is successfully connected to the **Wi-Fi router**, but the router itself is **not connected to the internet**. Possible causes include:

- Issues with your **internet service provider (ISP)**
- Problems with the **modem or router**
- Temporary **network configuration errors**

Recommended Actions:

- Restart your modem and router
- Check if other devices have internet access
- Contact your ISP if the issue persists

Revision #1

Created Fri, May 23, 2025 10:27 AM by FAZILAH BT. BASARUDDIN

Updated Thu, Sep 10, 2026 3:27 PM by FAZILAH BT. BASARUDDIN