

# What should I do if my device can't find the Wi-Fi network?

## A:

If your device can't detect the Wi-Fi network, try the following steps:

1. ☐ Ensure the **Wi-Fi feature is turned on** in your device settings.
2. ☐ Check if the **router is powered on** and actively broadcasting the network.
3. ☐ Make sure you are **within range** of the Wi-Fi signal.
4. ☐ Restart both your **router** and your **device** to refresh the connection.

If the problem persists, please contact the **ITD Service Desk** for further assistance.

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