Some Devices Can't Connect - Troubleshooting - Article no. 5852

Introduction

This article is meant to troubleshoot **certain device(s) that can't connect to your internet connection.**

- If ***all of your devices cannot connect to the Internet,*** follow troubleshooting for Cable Modem Offline / Modem Out

Resolution Steps

1. **Power everything** in the following **order:**
    - **Unplug the cable modem**
    - **Unplug the router**
    - **Shut down specific device**
    - Wait about **30 seconds**
    - **Plug in the cable modem=**
    - **Plug in the router**
    - **Power on the** specific **device**
2. If the **problem is** on a **wireless device,** ask them to use device setting to **"forget"** the network, then **re-login**

(If the router is not visible after power cycling and it is ours, advise the customer to swap equipment, (except for eero) if the router equipment is not ours, refer the customer to the **hardware manufacturer**.)

3. If the customer is using their own router, ask them to directly connect

4. If the customer is using our router, have them swap the equipment at their **local office**

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