BILL'S HOME TECH

Home & Small Business Tech Solutions

AN EXTENDED GUIDE · NO. 2100

Updated November 2026

It Says "No Internet" but the Wi-Fi Light Is Green

Connected to Wi-Fi yet nothing loads? Here's the difference, and the calm fix

Plain-English tech help from:
Bill's Home Tech
Portage County, Ohio

Tech Made Simple. Service Made Personal.

Bill Davis — Bill's Home Tech
(330) 200-8042 · bill@billshometech.com · Atwater, Ohio

Book a visit · billshometech.com/book

What's Inside

Everything in this guide, with page numbers. Skip to whichever chapter answers your question right now.

The 60-Second Version 3

The Short Version 3

Wi-Fi vs. Internet: The Key Idea 4

First Check: One Device or All of Them? 4

If ALL Devices Are Offline: Restart the Internet Box 5

Read the Lights on Your Internet Box 6

If Only ONE Device Is Offline 7

Check the Date and Time 7

The Cable and Connection Check 8

Is It an Outage? How to Check 8

Prevent the Next One 9

Try a Different Website or App First 10

When It's Your Password or Account, Not the Internet 10

A Word on Extenders and Mesh Systems 11

When to Call Bill 11

Everyday Cheat Sheet 13

A Note From Bill 14

Your Visit — and My Promise 15

SUMMARY

The 60-Second Version

"Connected but no internet" means your device reaches your router fine, but the router isn't reaching the wider internet — being on Wi-Fi and being online are two different things. First check a second device: if everything is offline, restart the internet box by unplugging the modem and router for 30 seconds, bringing the modem back first.

Read the lights — the one marked Internet or Online is the one that matters, and red or off means the break is at the router or your provider. If only one device is affected, forget and rejoin the Wi-Fi on that device. A wrong clock can also cause it.

If the Internet light stays red after a restart, it is likely an outage or line problem for your provider.

1 The Short Version

"Connected, but no internet" means your device is talking to your router just fine, but your router isn't reaching the wider internet — or your device has lost its way between the two. Your home network is like your driveway; the internet is the road it connects to. The driveway can be perfectly fine while the road is closed.

Because the break can be in a few different places, the fix is to check them in order, from your device outward to your internet company. Most cases clear with a simple restart of the right box.

- Being on Wi-Fi and reaching the internet are two separate things — this message means the second one failed.
- The green light shows your router has power, not that the internet is flowing.
- Restarting your internet box, in the right order, fixes the majority of these.
- If one device is affected but others are fine, the trouble is that device, not the internet.

TIP

Before anything else, check a second device — your phone and a tablet, say. If both can't load anything, the problem is your internet or router. If only one can't, the problem is just that one device, which is a much smaller fix.

2 Wi-Fi vs. Internet: The Key Idea

This one idea solves most of the confusion. Your Wi-Fi is the invisible link inside your home between your devices and your router. The internet is what your router reaches out to beyond your walls, through the cable or line from your provider.

So your device can be firmly connected to your Wi-Fi — green lights, strong signal — while the connection from your router out to the world is down. The device honestly reports "I'm on the network, but the network can't reach the internet." Nothing is lying to you; the two really are separate.

GOOD TO KNOW

This is why restarting just your phone often doesn't help a "no internet" message: the break is usually out at the router or beyond, not in your phone. Knowing where the break is saves you from fixing the wrong thing.

3 First Check: One Device or All of Them?

This single check tells you where to aim, and it takes thirty seconds. It is the fork in the road for everything that follows.

1. Pick up a second device — a phone, tablet, or another computer.
2. Try to open a web page or an app that needs the internet on it.
3. If that second device also fails, the problem is your internet or router — go to the restart chapter.

4. If the second device works fine, the problem is only the first device — go to the single-device chapter.

> **TIP**
> If you have a phone with cellular data, turn its Wi-Fi off for a moment and see if it works on cellular. If it does, that confirms the internet from your provider — reaching it through your home Wi-Fi is the part that's broken.

4 If ALL Devices Are Offline: Restart the Internet Box

When nothing in the house can reach the internet, restarting your modem and router fixes it far more often than anything else. The order matters because the modem must find the internet before the router can share it.

1. Unplug the power from your modem and your router (many homes have one combined box — unplug that).
2. Wait a full 30 seconds — this lets the connection to your provider fully release.
3. Plug the modem back in first and wait two to three minutes until its lights settle into their normal steady pattern.
4. Plug the router back in and wait another two minutes.
5. Try a web page; the internet is usually back once the lights are steady.

> **WATCH OUT**
> Do not press the small recessed "reset" button on the box — that erases your Wi-Fi name and password. To restart, only unplug the power. The reset button is a last resort that creates its own problems if pressed by accident.

Rather not do this yourself? I'll come to your home and set it up for you — a flat $99 first visit across Portage County, Ohio and nearby communities. Outside the area? I also help remotely by phone or screen-share. Book at billshometech.com/book or call (330) 200-8042.

5 Read the Lights on Your Internet Box

The row of little lights on your modem or router is trying to tell you exactly where the break is, once you know how to read it. The names vary, but the pattern is consistent across brands.

This light…	Means…
Power (steady)	The box has power — good
Internet / Online / WAN (steady)	The box is reaching your provider — the internet is flowing
Internet / Online (off, red, or blinking)	The box is NOT reaching your provider — the break is here or beyond
Wi-Fi (steady or blinking)	Your home Wi-Fi is broadcasting — devices can join it

The key light is the one labeled Internet, Online, or WAN. If your Wi-Fi light is green but that Internet light is off, red, or blinking, your router is healthy but the connection to your provider is down — which is exactly the "connected, no internet" situation.

GOOD TO KNOW

A red or off "Internet" light that stays that way after a restart usually points to a problem on your provider's end or with the cable coming into your home — not something you did, and often not something you can fix from inside.

6 If Only ONE Device Is Offline

When everything else works but one device insists it has no internet, the trouble lives on that device. Happily, the fixes here are quick and safe.

1. Turn that device's Wi-Fi off and back on (on a phone, the control panel; on a computer, the Wi-Fi icon).
2. Restart the device itself — the old reliable off-and-on.
3. "Forget" your Wi-Fi network in the device's settings, then join it again by typing the password.
4. Make sure it is on your main Wi-Fi, not a "guest" network or a neighbor's that it latched onto.

> **TIP**
> Forgetting and rejoining the network sounds drastic but is completely safe — you simply retype your Wi-Fi password once. It clears out a stale, confused connection, which is a common cause of one device saying "no internet" while the rest are fine.

7 Check the Date and Time

Here is a surprising culprit: if a device's clock is badly wrong, it often can't reach secure websites and may report connection errors. The internet uses the clock to verify it is talking to the real site.

1. Open the device's date and time settings.
2. Turn on "Set automatically" so it syncs the correct time from the network.
3. If the year or date is clearly wrong, correct it, and confirm the time zone is right.
4. Try the internet again once the clock is correct.

> **GOOD TO KNOW**
> A clock set to the wrong year is a classic cause of "this site can't be reached" errors, especially on a device that has been off or out of battery for a long time. It is easy to fix and easy to overlook.

8 The Cable and Connection Check

A loose or damaged cable coming into your home or between your boxes can take the internet down while the router's own lights stay green. A quick physical check rules this in or out.

1. Make sure the coax or phone cable from the wall is screwed in snugly at the modem.
2. Check the cable between the modem and router (if separate) is firmly seated at both ends.
3. Look for any cable that is kinked, chewed, or pulled tight across a doorway.
4. If a cable was recently moved — during cleaning or furniture shifting — reseat it firmly.

> **WATCH OUT**
> If the cable coming into your home looks damaged, or the "Internet" light stays red no matter what, that is a line problem for your provider to repair — not something to force at home. Reseating is fine; pulling hard on a wall cable is not.

9 Is It an Outage? How to Check

Sometimes the honest answer is that the internet is down at your provider's end, and nothing you do at home will bring it back until they fix it. Knowing this spares you an hour of needless fiddling.

1. Check for an outage on your phone using its cellular data (not your home Wi-Fi), so you can actually get online.
2. Many providers have a text line or app that reports outages in your area.
3. Ask a neighbor on the same provider whether theirs is down too — a shared outage is a clear sign.
4. If it is an area outage, there is nothing to fix at home; note the time and wait, or call your provider to report it.

GOOD TO KNOW

Portage County gets its share of weather-related outages. If a storm just rolled through and the whole street is dark on the same provider, that is almost certainly the cause — and it will come back on its own once the provider restores service.

Rather not do this yourself? I'll come to your home and set it up for you — a flat $99 first visit across Portage County, Ohio and nearby communities. Outside the area? I also help remotely by phone or screen-share. Book at billshometech.com/book or call (330) 200-8042.

10 Prevent the Next One

A few small habits make these moments rarer and easier to handle when they do come. None of them require any technical skill.

- Keep your Wi-Fi name and password written on a card near the router, so rejoining is painless.
- Know where your modem and router are and which cable is the power, so a restart is quick.
- Have a way to get online without home Wi-Fi — your phone's cellular data — to check for outages.
- If outages are frequent, it may be worth asking your provider about the line or your equipment's age.

TIP

Frequent "no internet" drops, especially at the same time of day or in the same weather, are a pattern worth noting. Patterns point to a cause — an aging modem, a marginal line, a device that overheats — and a cause can be fixed.

11 Try a Different Website or App First

Once in a while the internet is perfectly fine and it is a single website or app that is down — which can look like a "no internet" problem until you test a second place. This thirty-second check saves a lot of needless restarting.

1. Try opening a different, reliable website or app — a news site, the weather, a search page.
2. If that one loads, your internet is fine and the first site or app is the one having trouble.
3. Close and reopen the app that failed; if a website failed, try it again in a minute.
4. If nothing at all loads, the problem is your connection — go back to the restart steps.

> **GOOD TO KNOW**
>
> A single app that won't load while everything else works is almost never your internet — it is that app or its company having a moment. Waiting a little, or reopening it, is usually all it needs.

12 When It's Your Password or Account, Not the Internet

Sometimes what looks like "no internet" is really a login that has quietly expired or a Wi-Fi password that changed. The device reaches the network but can't get the access it needs, and the message can be misleading.

- If joining the Wi-Fi asks for a password you thought you knew, the Wi-Fi password may have changed — check the card by the router.
- A public or guest network that needs you to agree to terms on a sign-in page can show "no internet" until you complete that page.
- An app that says you're offline may actually have signed you out — look for a login prompt.
- If your internet bill lapsed, the provider may limit service; a quick call confirms it.

WATCH OUT

If a sign-in page you didn't expect appears when joining Wi-Fi, be cautious on networks you don't recognize — type passwords only into your own known network. On your home Wi-Fi, a password prompt simply means the password changed.

13 A Word on Extenders and Mesh Systems

If you use a Wi-Fi extender or a mesh system to spread signal through the house, it adds a link to the chain — and that link can be where "no internet" creeps in, especially in far rooms.

- If only far-away rooms lose internet, the extender or a mesh unit in that area may need a restart.
- Restart mesh units the same way: unplug, wait 30 seconds, plug back in — do the main one first.
- A device may cling to a weak extender signal; turning its Wi-Fi off and on helps it rejoin the strongest point.
- An extender that drops often may be placed too far from the router to hold a steady link.

GOOD TO KNOW

Extenders and mesh systems are wonderful when placed well and troublesome when placed poorly. If certain rooms are always the ones that lose internet, the layout of your network is usually the reason — and it is very fixable.

14 When to Call Bill

You can safely try everything in this guide, and most "connected but no internet" moments clear up with a restart of the right box. But if the Internet light stays red after a restart, if the drops keep happening, or if you simply can't tell whether the problem is your equipment or your provider, you don't have to sort it out alone.

I come to you, read the lights and cables the way a pro does, tell you plainly whether it is your gear or a line problem for the provider, and set your network up to be more reliable. If an older modem or a poorly placed router is the real cause, I will show you the fix.

- The "Internet" light stays red or off even after a proper restart.
- The internet drops again and again, or only in certain rooms.
- You can't tell whether it's your equipment or your provider at fault.
- You'd like your network set up to be faster and more reliable overall.

CHEAT SHEET

Everyday Cheat Sheet

"Connected, no internet" means you're on Wi-Fi but the router can't reach the world. Work down the list.

I want to...	Do this...
Find where the break is	Try a second device — all offline = internet/router; one offline = that device
Fix all devices offline	Unplug modem + router, wait 30 sec, modem back first, then router, wait 3 min
Read the box's lights	The "Internet / Online" light is the key one — red or off means the break is there
Fix one device offline	Forget the Wi-Fi network and rejoin it; restart that device
Rule out a clock problem	Turn on "Set date & time automatically"
Check for an outage	Use your phone's cellular data to look it up, or ask a neighbor
Get help	Call Bill: (330) 200-8042

BEFORE YOU GO

A Note From Bill

A quick note from Bill. I write these guides to make home tech a little less frustrating, and I do my best to keep every step accurate and up to date. Still, every home, device, and setup is a bit different, so I can't promise a guide will match yours exactly or fix your particular problem. These guides are for general information only — they're not professional, legal, or financial advice, and they don't replace your device's own manual or the manufacturer's instructions. Please go slow, use your own good judgment, and use everything here at your own risk. If a step involves electrical wiring, a gas appliance, a water heater, plumbing, or climbing a ladder — or if anything just doesn't feel safe — please stop and call a licensed professional (or give me a call at 330-200-8042). Bill's Home Tech and Bill Davis can't be responsible for any damage, data loss, or injury that results.

HOW I CAN HELP

Your Visit — and My Promise

You don't have to remember all of it — just that a friendly, patient person is one call away, whenever you'd rather have a hand.

KEY SPECS

In your home — $99 flat for the first visit, no contracts and no surprises, with a 30-day come-back-free follow-up. In-home visits cover Portage County, Ohio and nearby communities.
Outside the area? Remotely — $49 for a screen-share session (free for Support Plan members, $39/mo), refundable if I can't fix it — and credited toward a visit if you'd rather have me in person. Book either at billshometech.com/book.

GOOD TO KNOW

My promise — If you're not 100% satisfied with your visit, I'll come back at no charge, or refund the full $99. No questions, no awkwardness. That's how I'd want to be treated.

Whenever you're ready, I'll come to your home anywhere in Portage County, Ohio and nearby communities, at your pace. Too far for a house call? I also help remotely. Book at billshometech.com/book or call (330) 200-8042. — Bill

Call or text (330) 200-8042 · bill@billshometech.com

This free guide is for general information only — not professional advice, and no substitute for your device's own manual. Any prices or outside products mentioned can change; please confirm current details before you buy. Please use your own good judgment and follow it at your own risk — for anything involving electricity, gas, water, or heights, stop and call a licensed professional. Bill's Home Tech and Bill Davis can't be responsible for any damage, data loss, or injury that results. © 2026 Bill's Home Tech, LLC.