**Knowledge Base Article – Wi-Fi Troubleshooting**

**Document ID: KBA-001**

**Service Affected: Office Wi-Fi**

**Last Updated: 06-Sep-2025**

**Author**

**1. Problem**

**Users are unable to connect to office Wi-Fi or access the internet.**

**2. Troubleshooting Steps**

1. **Verify Wi-Fi is enabled on the device.**
2. **Restart the device and try reconnecting.**
3. **Check router status lights (power, internet, Wi-Fi).**
4. **Verify DNS settings on the router.**
5. **Restart the router if issue persists.**

**3. Escalation**

* **If the above steps fail, report to Service Desk.**
* **Escalation Path: Service Desk → Incident Manager → Network Team.**

**4. Resolution Example (from INC-001)**

**During the outage on 06-Sep-2025, the issue was caused by DNS misconfiguration. Correcting DNS and rebooting the router resolved the issue.**

**5. Preventive Advice for Users**

* **Always check if the problem is device-specific before raising a ticket.**
* **Report Wi-Fi issues immediately with error details (time, location, device).**
* **Keep system network drivers updated.**