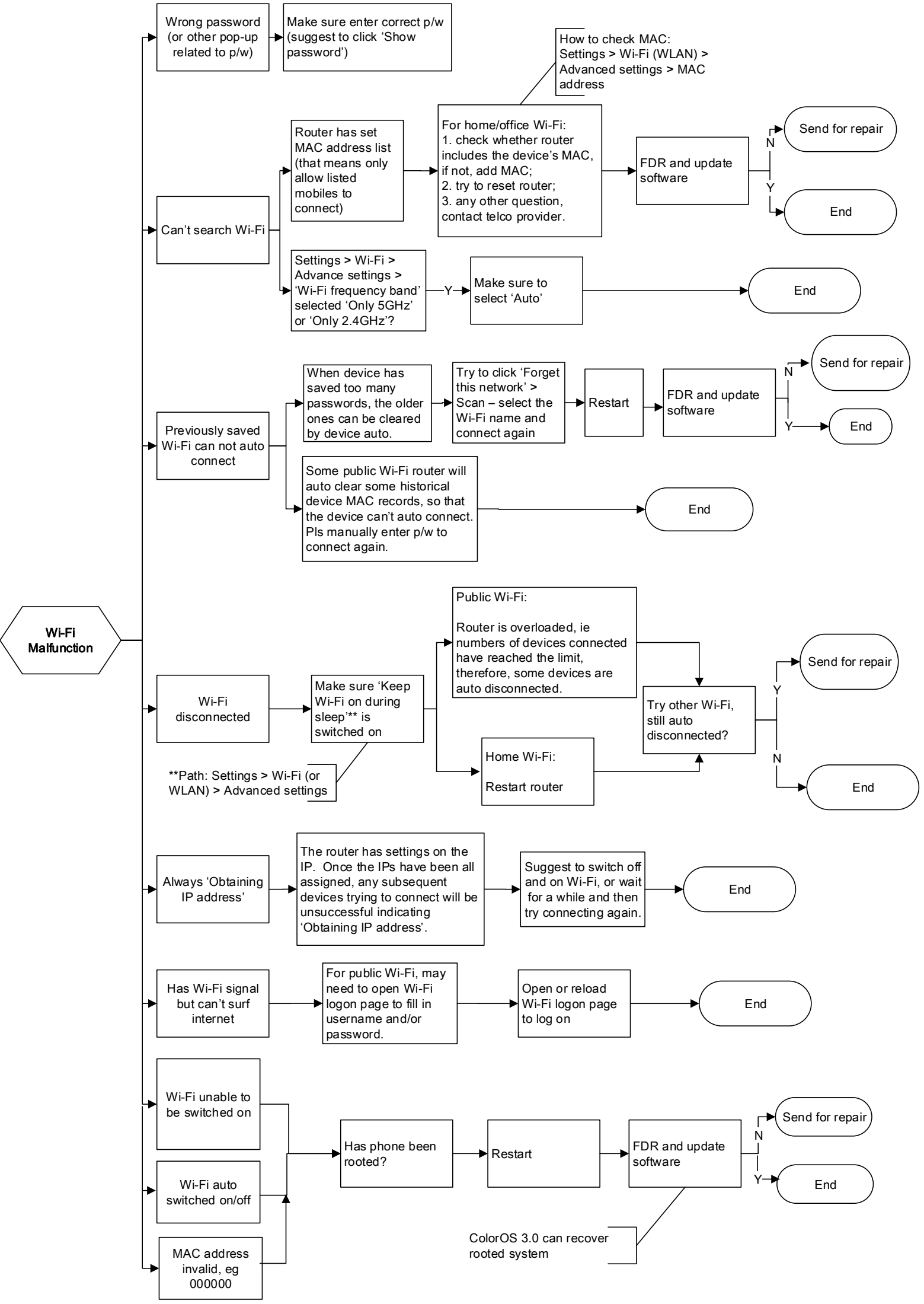
Wi-Fi Malfunction
Wrong password (or other pop-up related to p/w)
Make sure enter correct p/w (suggest to click 'Show password')
How to check MAC: Settings > Wi-Fi (WLAN) > Advanced settings > MAC address
Can't search Wi-Fi
Router has set MAC address list (that means only allow listed mobiles to connect)
For home/office Wi-Fi: 1. check whether router includes the device's MAC, if not, add MAC; 2. try to reset router; 3. any other question, contact telco provider.
FDR and update software
N
Send for repair
Y
End
Settings > Wi-Fi > Advance settings > 'Wi-Fi frequency band' selected 'Only 5GHz' or 'Only 2.4GHz'?
Y
Make sure to select 'Auto'
End
Previously saved Wi-Fi can not auto connect
When device has saved too many passwords, the older ones can be cleared by device auto.
Try to click 'Forget this network' > Scan – select the Wi-Fi name and connect again
Restart
FDR and update software
N
Send for repair
Y
End
Some public Wi-Fi router will auto clear some historical device MAC records, so that the device can't auto connect. Pls manually enter p/w to connect again.
End
Wi-Fi disconnected
Make sure 'Keep Wi-Fi on during sleep'** is switched on
**Path: Settings > Wi-Fi (or WLAN) > Advanced settings
Public Wi-Fi:
Router is overloaded, ie numbers of devices connected have reached the limit, therefore, some devices are auto disconnected.
Home Wi-Fi:
Restart router
Try other Wi-Fi, still auto disconnected?
Y
Send for repair
N
End
Always 'Obtaining IP address'
The router has settings on the IP. Once the IPs have been all assigned, any subsequent devices trying to connect will be unsuccessful indicating 'Obtaining IP address'.
Suggest to switch off and on Wi-Fi, or wait for a while and then try connecting again.
End
Has Wi-Fi signal but can't surf internet
For public Wi-Fi, may need to open Wi-Fi logon page to fill in username and/or password.
Open or reload Wi-Fi logon page to log on
End
Wi-Fi unable to be switched on
Wi-Fi auto switched on/off
MAC address invalid, eg 000000
Has phone been rooted?
Restart
FDR and update software
N
Send for repair
Y
End
ColorOS 3.0 can recover rooted system