

What should I do if the Wi-Fi disconnects and reconnects frequently?

I. Applicable Scenario

If the wireless users always disconnect and reconnect to the Wi-Fi, the using experience will also be affected. If you have such a problem, please perform the following steps to trouble-shoot.

Internet

II. Network Topology



III. Troubleshooting Ideas



- Check whether the terminal wireless signal strength is low.
- 3 Check whether the terminal roams frequently between APs.



Check whether the wireless signal is interfered seriously.



- Check whether all the terminal devices will disconnect and reconnect to the Wi-Fi.
 - (1) Doing the test with the mobile phone of different brands. If the mobile phone of different brands is connected to the Wi-Fi normally, it may be caused by the wireless card of the terminal itself.
 - (2) You can try to update the laptop's wireless interface network card drive or the mobile phone's operating system for test.
- Check whether the terminal wireless signal strength is low.
 (1) Check the Wi-Fi signal strength displayed on the device.
 (2) Log in to the AP and click Clients Management > Online Clients to check whether the terminal wireless signal strength displayed on the AP is lower than -75dBm.

Ruijie Rcycc	Network		N	avigation Q	English ~	☐Remote O&M	A Network Setup	@Network Check	濟 Alert	[→Log Out
Q Navigation	All (5) Wired (4) Wireless (1)									
① Overview 윦 Network ~	Online Clients The client going offline will not dis	sappear immediately. Instead, the client w	ill stay in the list for three more m	inutes.						0
Devices	Online Clients						Search by IP	/MAC/Username Q	Q R	efresh
🖽 Gateway	Username/Type	Access Location	IP/MAC	Cur	rent Rate	W	/i-Fi	Access	Action	







3 Check whether the terminal roams frequently between APs. (1) Frequently roaming between multiple APs will lead to Wi-Fi disconnection and reconnection issue. You log in Ruijie Cloud and click **Monitoring > Client > Wi-Fi Client** to check the online/offline record, which is the client connected info.

1	and a second	Delay(ms)		•						PKL	LOSS Speed(70)		
	Monitoring Co	4									- 80	+ Add Demo Project	0 0 0 8
8		3-2-	\sim	12	Na		\sim	٨		Δ	- 60		i
	factory_pa	1-		V V	J		V	ha	$\sim \sim $	~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~	-20	Manage Project Take Over Network	Unbind Device
T Overview		22:59:59 00:41:51	01:11:51 01:46:52 02:21:	52 02:51:52 03:3	1:53 04:34:06	05:14:0	6 06:00):42 06:44:25	07:14:25 07:54:25 08:39	:25 09:09:25 14:19:51	15:19:51		
Dashboard	Client	RSSI								S	peed(Mbps)	1	9 년 태* 8
Topology		100 -	8 A A A		$\sim \sim$	-0-		r	80 008	S Proven	400	Online Clients	Ivanced Search 🗸
Aiarm			AMM		MA	<i>Г</i> ~		n		V	- 300		
🖾 Report		20-	forto	V		1	-	1	-on-o	1000	- 100	facturer Online Time	Offline Time
Network	172.2	0 22:59:59 00:41:51	01:11:51 01:46:52 02:21:	52 02:51:52 03:3	1:53 04:34:06	05:14:0	9 06 06:00	:42 06:44:25	07:14:25 07:54:25 08:39	:25 09:09:25 14:19:51	15:19:51	2022-12-24 12:40:06	19
Voucher	172.2		4							4		2022-12-24 13:13:04	1
E Device	172.21		т							T		2022-12-24 12:41:25	× 1
AP	172.2											2022-12-24 12:40:50	-
AC	1/2.2	Online/Offline Reco	rd								·⊖ ## •	2022-12-24 12:42:30	-
Switch	172.21											2022-12-24 13:48:33	
Gateway	172.21									2022-12-24		2022-12-24 12:34,12	
Home Router	172.21	AD SN	AD Alias	ID	SSID	RSSI	Band	Traffic(MR)	Online Time	Offline Time	Undated at	2022-12-24 12:51:12	10
Bridge	1000 (CON	AL 30	supplybumbunoodle	172 21 13 61	SSID-PAS	-72	5G	0.321	2022-12-24 13 13:04	-	-		The Property of
නු Terminal	_		supplybumbunoodle1	172.21.13.61	SSID-PAS		2.4G	0.292	2022-12-24 12:38:50	2022-12-24 13:21:00			10 - 9 in total
Cameras			scannernoodle2	172.21.13.61	SSID-PAS		2.4G	0.013	2022-12-24 05:00:40	2022-12-24 05:17:58	-		
NVR.			supplybumbunoodle1	172.21.13.61	SSID-PAS	-	5G	0.011	2022-12-24 03:00:17	2022-12-24 03:01:07			
IP Phone			supplybumbunoodle1	172.21.13.61	SSID-PAS	2	5G	0.041	2022-12-23 23:03:02	2022-12-23 23:17:10	17		E
况 Client	1		supplybumbunoodle	172.21.13.61	SSID-PAS	2	5G	0.204	2022-12-23 20:26:26	2022-12-23 23:00:52	2		6
WI-Fi Client			supplybumbunoodle1	172.21.13.60	SSID-PAS		5G	0.040	2022-12-22 13:15:50	2022-12-22 13:16:36	-		
Auth Client	-•		supplybumbunoodle	172.21.13.60	SSID-PAS		5G	0.020	2022-12-22 13:07:13	2022-12-22 13:09:13			
			supplybumbunoodle	172.21.13.60	SSID-PAS	~	5G	0	2022-12-22 13:06:03	2022-12-22 13:06:10			
			supplybumbunoodle	172.21.13.60	SSID-PAS	2	5G	0	2022-12-22 13:04:47	2022-12-22 13:05:55	-		
			Firs	t Previous	Page 1	of 2	N	ext Last		10 -	17 in total		

(2) If the client changes the connected AP frequently, which means that the terminal is roaming. You can log in to the AP and click Network > Radio Frequency and adjust the Kick off Threshold setting to avoid the terminal devices being kicked off repeatedly.

Rujje	Network 📎	Navigation Q English ~ @Remote	O&M 🔮 Network Setup @ Network Check	ে ন্ন্Alert 🕞 Log Out
 Navigation Overview 	<i>i</i> Tip: Changing configuration requires a reboot and clients will be reconnected			
备 Network 个	Radio Frequency Device Group: Default			
Network Planning	Country/Region United States (US)			
Wi-Fi	2.4G Channel Width Auto ~	5G Channel Width Aut	to	
RLDP	Client Count Limit 128	Client Count Limit 128	3	
DHCP Snooping	Kick-off Threshold	Kick-off Threshold 💿 🔘		
WIO	Disable -75dBm -50dBm	Disable	-75dBm -50dBm	
Radio Frequency	Save			
Reyee Mesh				
LAN Ports				
LED				6
Alerts				2
«Collapse				
		tico		

It is recommended that the kick-off threshold is set no more than -75dBm, you can also directly disable it if you don't want the AP kick off the low signal connected clients.

4

Check whether the AP is restarted.

(1) After logging in to the AP, check the AP running time in device overview page to check whether the AP restarted. If yes, the



AP power supply may be abnormal or the AP itself is faulty.

$\widehat{\boldsymbol{\varsigma}}$	Hostname: RAP2200(E) Model:RAP2260(E) SN:Gradiantecodo f		Software Ver:ReyeeOS 1.86.2026 MGMT IP: 192.168.2.200 2 MAC: EC:B9:70:23:A4:97				
Radio Frequency	Overview Online Clients N	etwork ~ WLAN ~ Advan	ced ~ Diagnostics ~ System ~				
	Overview						
	Memory Usage 54%	Online Clients 0	Status: Online Uptime: 5 days 1 hour 19 minutes 2 seconds Systime: 2022-12-10 23:13:02				
Device DetailsModel:RAP2260(E)SN:			Hostname: RAP2200(E) & MAC: EC:B9:70:23:A4:97 Role: Slave AP (Master AC: 192.168.2.1) Software Ver: ReyeeOS 1.86.2026				
	Ethernet status						

(2) Click **More > System > Upgrade** to upgrade the AP to the latest version for test.

Reycc	Network	ŝ	Hostname: RAP2200(E) 2 Model:RAP2260(E)	Software Ver:ReyeeOS 1.86.2026 MGMT IP: 192.168.2.200 &	
Q Navigation	All (4) Gateway (1)		SN.S. COMPRESSION	MAC: EC:B9:70:23:A4:97	
Overview		Radio Frequency	Overview Online Clients Network ^v WL/	AN × Advanced × Diagnostics × System ^	
0 ^옲 Network	Device List	▶ More	Online Upgrade Local Upgrade	Login	
Devices	Device List C		Online upgrade will keep the current configura	tion.	
🖾 Gateway	5N \$		Current Version ReveeOS 1.86.2026	Reboot	
③ Clients Management			New Version ReveeOS 1.206.2228;AP 3.0(1)B11	P206,Release(09222812)	
System	Wirtest		Description 1、支持K/V无线漫游优化		
			2、支持mqlink		
			3、支持防火墙组网		
	10/page	E .	Tip 1. If your device cannot access the 2. Choose Local Upgrade to uploa	e Internet, please click Download File. ad the file for local upgrade.	
			Upgrade Now		
«Collapse					

- (3) If the AP is the latest firmware version, you can replace the AP, network cable, or switch port to locate the cause and resolve the problem.
- 5 Check whether the wireless interference is serious. (1) Use Wi-Fi Moho to check the wireless interference: click Channel to check the channel interference in the current

environment.







5



You can download Wi-Fi Moho app through this link: https://moho.ruijienetworks.com/static/homepager/en/index.htm





(2) If the current channel interference of the AP in the wireless environment is serious, it will also make the clients Wi-Fi connection unstable.

← Chanr	nel		
ruijie-802.1x	4	Riterionscheng	
.2.4G	5.2G	5.5G	5.8G
nce strength			
400			
	Witnes		

200								Best
Chiannel	36	40	44	48	52	56	60	64
Namiaer	6	ä	in.	:6	- 6	a	ž	3

(3) You can login to Ruijie Cloud and do the Wi-Fi optimization through Cloud in non-peak times.



Layout Radio Wi-Fi Optimization	Enable Wi-Fi Optimization
AP Mesh	
Bluetooth Load Balancing	
① Authentication	
Captive Portal	
User Management PPSK	
∰ More	
② More	

Official Website ≫ https://www.ruijienetworks.comCommunity ≫ https://community.ruijienetworks.comFacebook≫ Ruijie Tech SupportYouTube≫ Ruijie Technical Support





Community



Facebook



YouTube