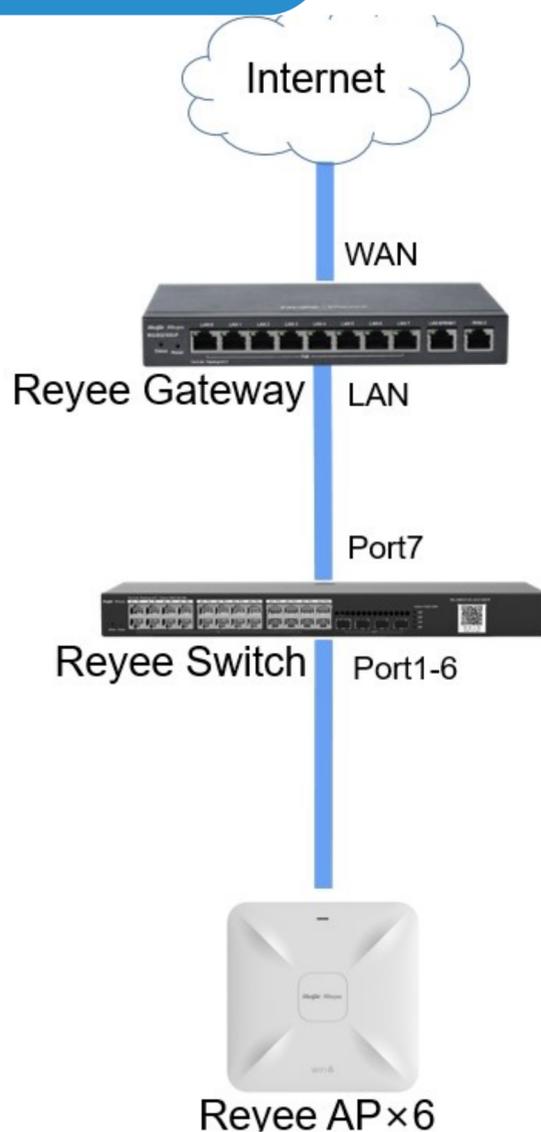


# What should I do if the Wi-Fi disconnects and reconnects frequently?

## 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.

## II. Network Topology

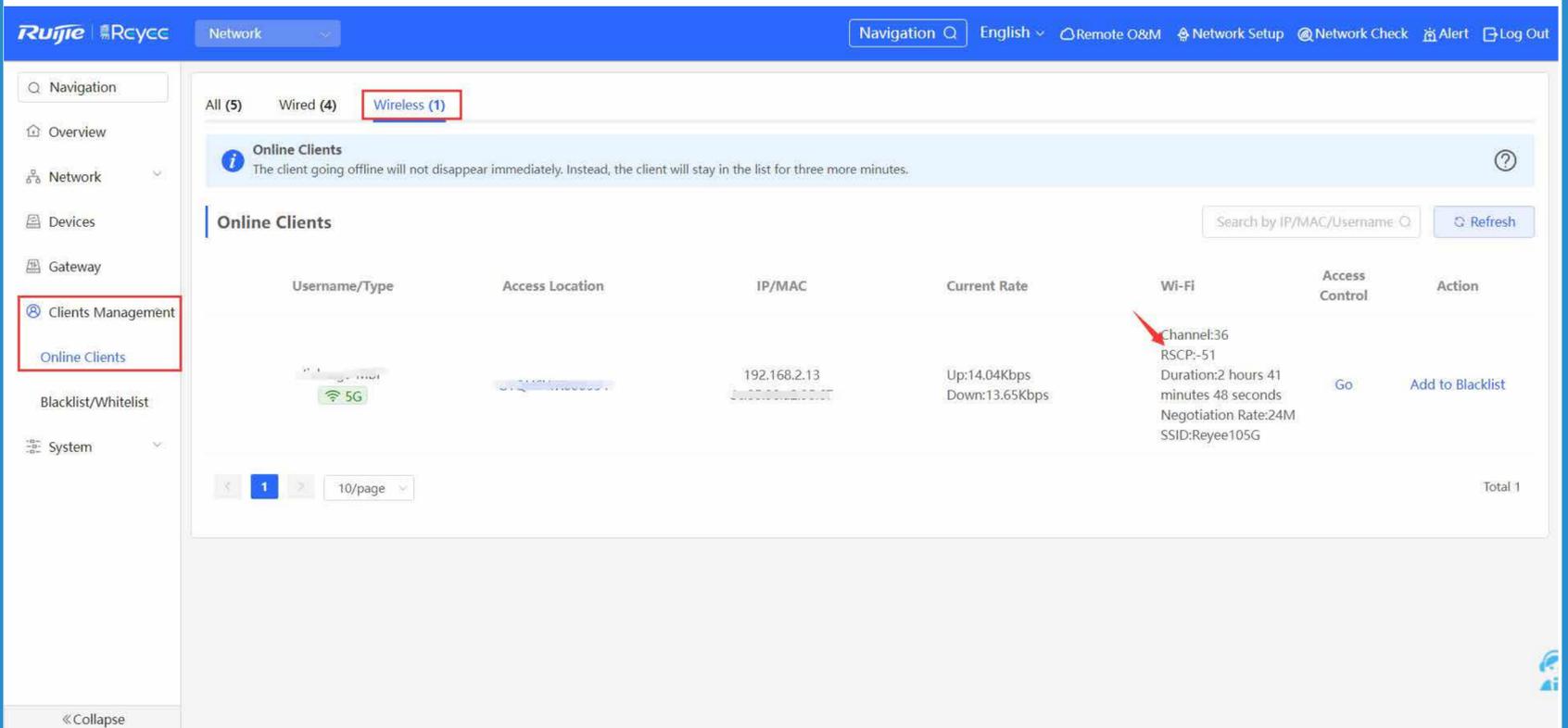


## III. Troubleshooting Ideas

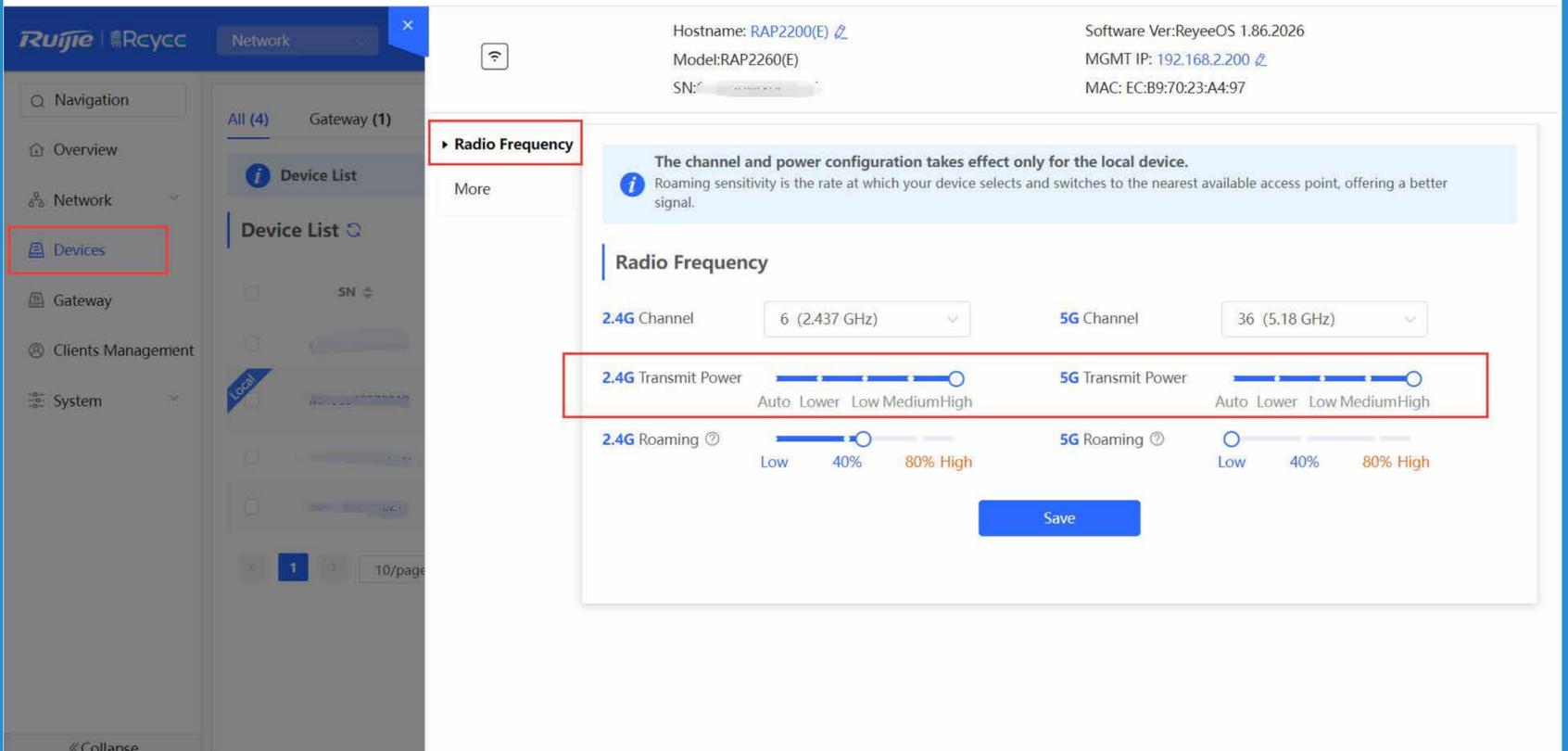
- 1 Check whether all the terminal devices will disconnect and reconnect to the Wi-Fi repeatedly.
- 2 Check whether the terminal wireless signal strength is low.
- 3 Check whether the terminal roams frequently between APs.
- 4 Check whether the AP is restarted.
- 5 Check whether the wireless signal is interfered seriously.

## IV. Troubleshooting Steps

- 1 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.
- 2 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  $-75\text{dBm}$ .

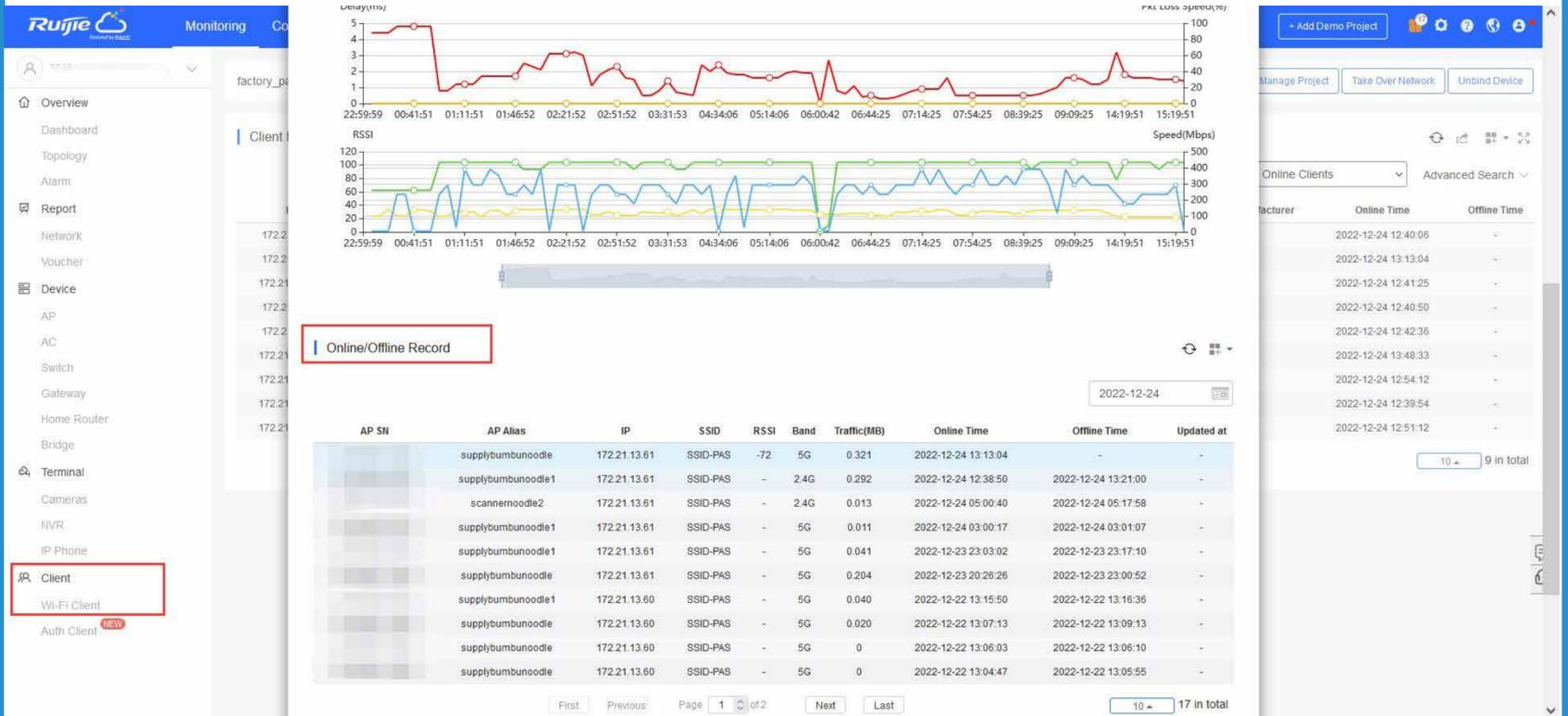


- (3) Low signal strength will lead to Wi-Fi disconnection and reconnection repeatedly. You can log in to the AP and click **Devices > AP List > Radio Frequency** to adjust the AP transmit power to "High" (AP transmit power is 100% maximum by default). You also can also adjust the AP location or add more APs to solve low wireless signal strength issue.

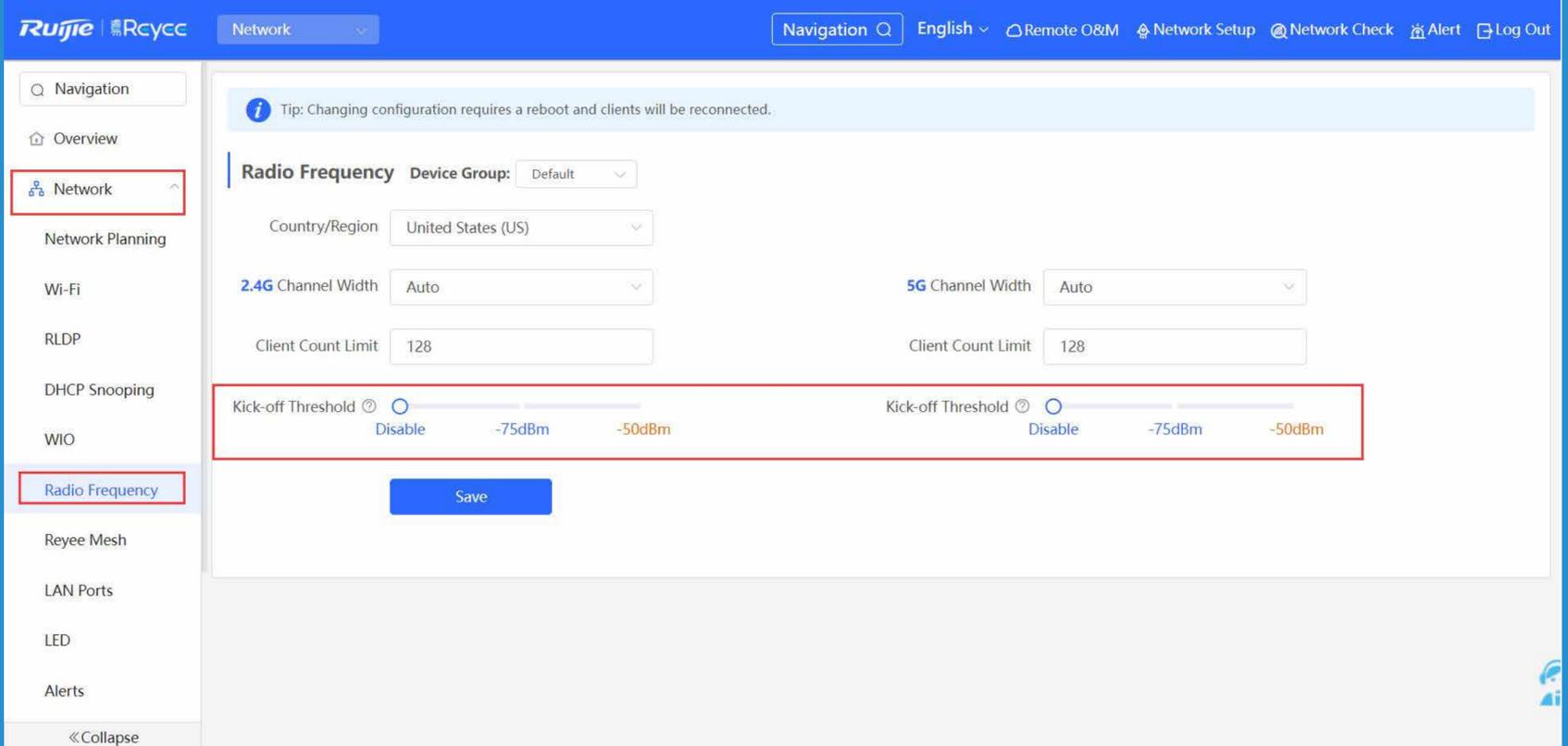


## IV. Troubleshooting Steps

- 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.



- (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.



### Notice

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

## IV. Troubleshooting Steps

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

Hostname: [RAP2200\(E\)](#)   
 Model:RAP2260(E)   
 SN:G7Q10W91000501

Software Ver:ReyeeOS 1.86.2026   
 MGMT IP: [192.168.2.200](#)   
 MAC: EC:B9:70:23:A4:97

Radio Frequency   
 ▶ **More**

Overview Online Clients Network WLAN Advanced Diagnostics System

**Overview**

Memory Usage **54%**   
 Online Clients **0**   
 Status: **Online**   
 Uptime: 5 days 1 hour 19 minutes 2 seconds   
 System: 2022-12-10 23:13:02

**Device Details**

Model: RAP2260(E)   
 SN:   
 Work Mode: [AP](#)   
 Hardware Ver: 1.00

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

**Wi-Fi**

Primary Wi-Fi: Reyee105G   
 Security: Yes   
 Guest Wi-Fi:    
 Security: No

**Ethernet status**

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

Navigation: Overview, Network, **Devices**, Gateway, Clients Management, System

Device List

Radio Frequency   
 ▶ **More**

Overview Online Clients Network WLAN Advanced Diagnostics **System**

Online Upgrade Local Upgrade

Online upgrade will keep the current configuration.

Current Version ReyeeOS 1.86.2026   
 New Version **ReyeeOS 1.206.2228;AP\_3.0(1)B11P206,Release(09222812)**

Description 1、支持K/V无线漫游优化   
 2、支持mqlink   
 3、支持防火墙组网

Tip 1. If your device cannot access the Internet, please click [Download File](#).   
 2. Choose **Local Upgrade** to upload the file for local upgrade.

**Upgrade Now**

System Management Upgrade Reboot

(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.

## IV. Troubleshooting Steps

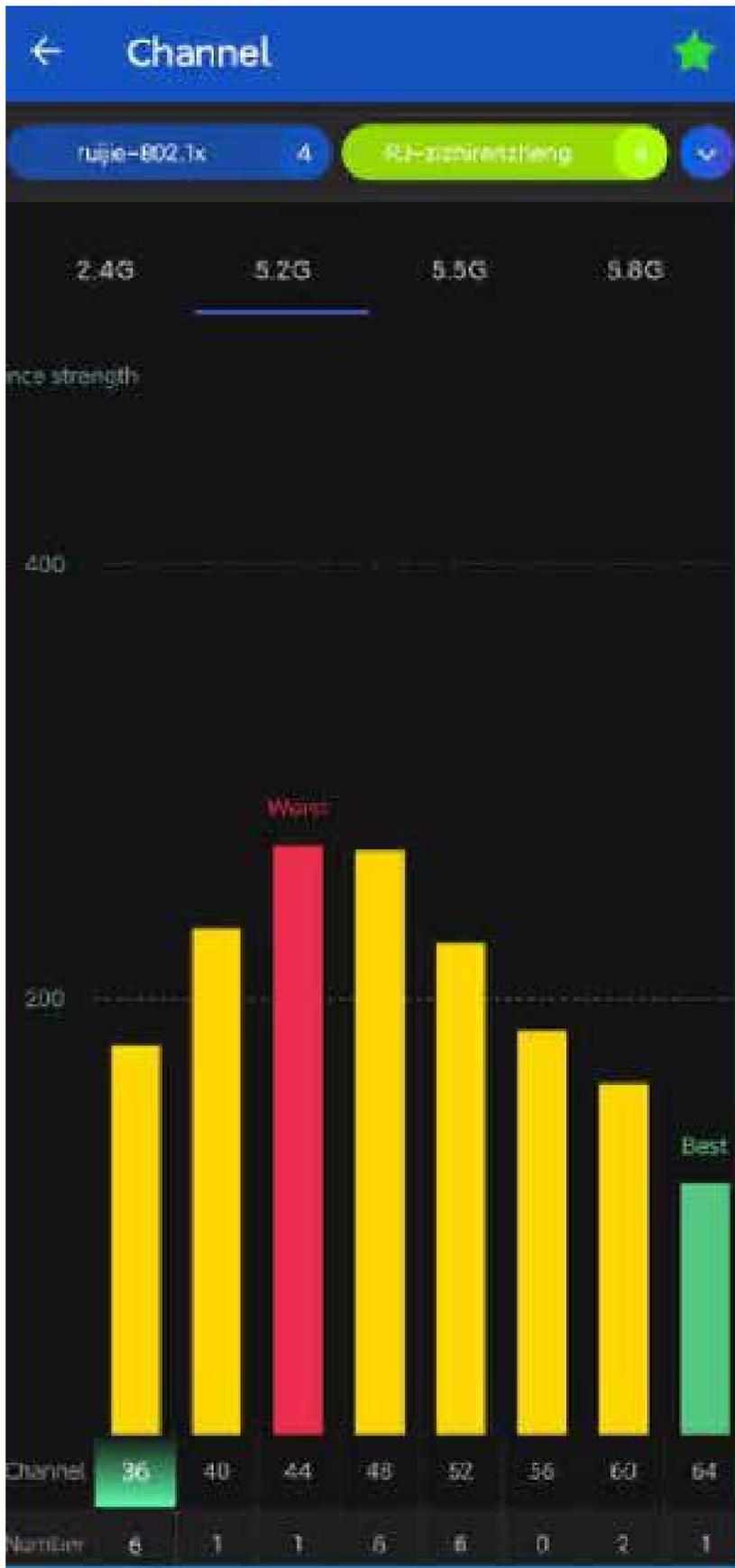


### Notice

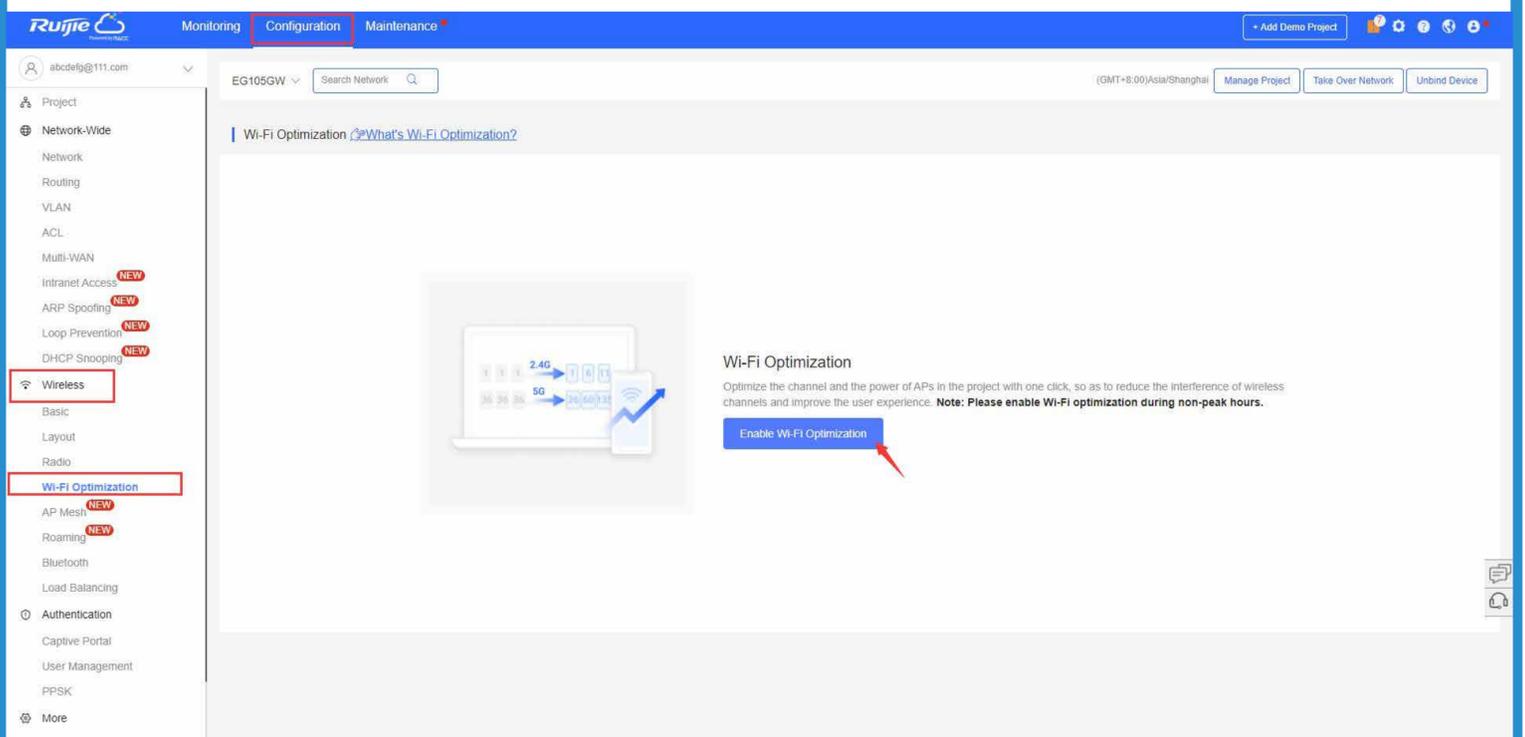
You can download Wi-Fi Moho app through this link:  
<https://moho.ruijienetworks.com/static/homepager/en/index.htm>

## IV. Troubleshooting Steps

(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.



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



**Official Website** >>> <https://www.ruijienetworks.com>

**Community** >>> <https://community.ruijienetworks.com>

**Facebook** >>> Ruijie Tech Support

**YouTube** >>> Ruijie Technical Support



Official Website



Community



Facebook



YouTube