

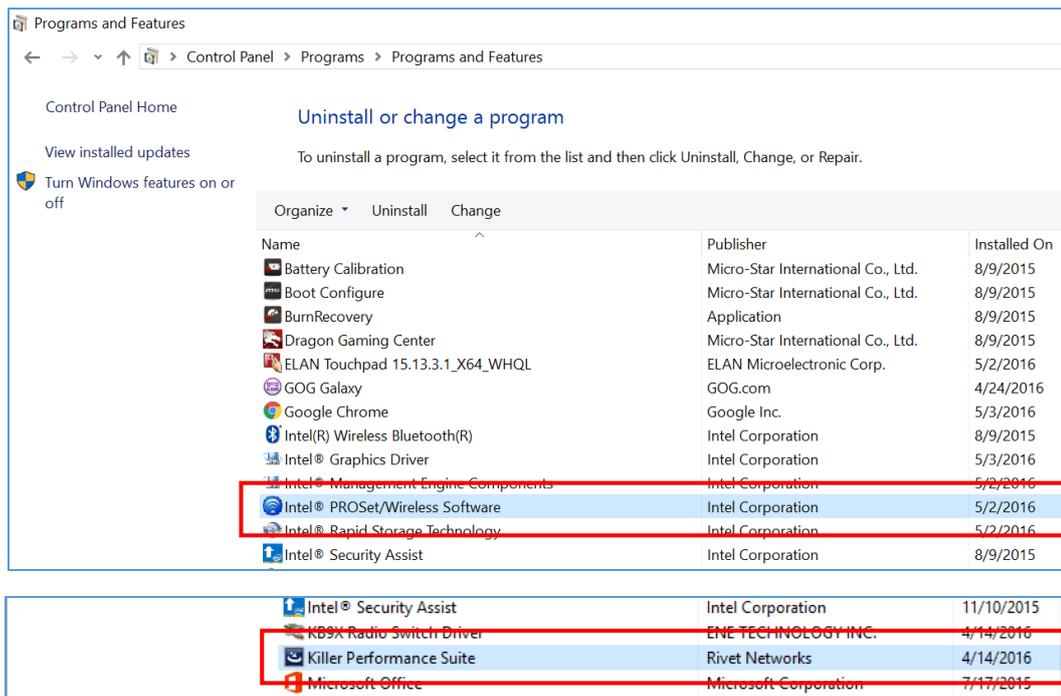
Wireless Networking Unstable and Not Function

Affected Model: All Models

This document provides you some information which help to troubleshoot the wireless connection problem (wireless signal can't be detected, connection lost, unstable or stop working).

Q: What should I do if there is wireless connection problem (wireless signal can't be detected, connection lost, unstable or stop working)?

- Check the general settings for your wireless connection in Windows system.
(Click on the Windows icon and select "Settings" > "Network & Internet")
 - In Airplane mode tab, make sure the airplane mode is turned "OFF".
 - In Wi-Fi tab, make sure the Wi-Fi is turned "ON".
- Reset the Network Adapter by right click on the wireless signal icon located at the notification area and select "Troubleshoot problems".
- Run Windows Update until everything is up to date and have [the latest version of Windows Update](#) in Windows 10.
(Check your current OS Version and OS build in Control Panel > System > About page)
 - ❗ Multiple system restarts may be needed before completing the Windows Update.
 - ❗ If you have encountered Windows Update failure, please try to restore the system back to the factory settings and then try to apply for the update once again.
- Update and re-install the WLAN adapter driver.
 - Starting with "Uninstall the Intel / Killer Wireless Driver" from Windows Control Panel.
(Right click on Windows "Start" logo and select "Control Panel" > Programs > Uninstall a program > double click on "Intel® PROSet/Wireless Software" or "Killer Performance Suite" to remove the driver)



- Restart system after the driver has been uninstalled, then download and install the latest WLAN driver released on [MSI website](#).
(Type your notebook model on the search column located at the upper right corner of MSI global website > Download > find the WLAN driver download link under Driver tab)

i If the problem still remains after re-installing the driver released on MSI website, you may try to update the latest version released on [Intel](#) or [Killer](#) website.

- If the wireless icon not showing up on the notification area, check the device manager and make sure that the WLAN adapter is recognized correctly. Right click on the “Network adapters” and select “Scan for hardware changes” and [re-install the WLAN driver](#) to see if the WLAN adapter can be recognized properly afterwards.
(Right click on the Windows icon and select device manager > Under Network adapters, find the WLAN adapter device)

i If the WLAN adapter still can't be recognized properly after performing actions above, contact with the [service center](#) for further help.

- Resetting the wireless connection for your network and all devices.
 1. Disconnect the power of your ISP provided modem for at least 3 minutes.
 2. Shut down you notebook and then disconnect all devices which connected to the network manually.
 3. Disconnect the power of the wireless router/access point.
 4. Connect the power back for your modem. Wait at least 3 minutes for the modem to re-initialize.
 5. Connect the power of the wireless router/access point back and wait at least 3 minutes for re-initialization.
 6. Power on the notebook and try to connect to the internet.

- Move your notebook closer to the router or access point. (1 to 3 meters)

- Adjust the WLAN adapter settings in the system to improve the connection quality by referring to the FAQ below to get further instructions on how to adjust the WLAN adapter settings in the system and to improve the wireless connection quality.
<https://www.msi.com/faq/notebook-1178>

If the wireless networking works before but suddenly not working anymore and the problem still remains after performing all methods above, please try to restore the system back to the factory settings, run Windows Update till you have all latest updates and then re-install the WLAN driver once again.

Contact with the local [service center](#) for further help if restoring the system still not solving your problem.