Internet Channel will not Load Up

IRONHEAD  2 posts since
Jul 30, 2011
Today, I installed a new router in house and everything with it is working flawlessly. However, when I loaded my Wii, I am running into a very strange issue. When I try to load the Internet Channel, it is giving me a black/blank screen as soon as I click the Start Button for the channel. All of my other channels, include Wii Shop, Weather, and News Channels, which connect to the internet, are working fine. About the only thing that I have not tried is reinstalling the Internet Channel. Has anyone seen this happen before and have any suggestions in fixing this problem?

Thanks in advanced.

Tags: wii, internet, problems, problem, channels

ONE-OF-THREE  7,714 posts since
Apr 1, 2010 1. Re: Internet Channel will not Load Up Jul 30, 2011 4:57 PM
That is a rather odd problem and unfortunately, but I don't believe you can actually reinstall the Internet Channel, as once it is set up, the Channel becomes part of the internal system files and can not be deleted.

But there are other things you can try, such as rebooting your wireless router, as even though it is new, it seems that power cycling a router does cure quite a few problems that the Wii console and/or its Channels.:)

And if still no luck, then it is possible that your Wii console may need a repair, perhaps one of the system file has become damaged or corrupted in some way and it was just a coincidence that this occurred with your new router, sorry

But there are other reasons why the console or one of the Channels may be freezing, such as a problem with any device you might have connected/inserted into your console.:)
So try removing any SD Card, GameCube controller(s) and Memory Card(s), or any electronic device in the USB ports such as a keyboard or mic, as one or more may be the problem and causing the console to freeze.:)

But if that doesn't help, or you do not have anything connected/inserted, give a call to Nintendo's 1-800-255-3700 (6 am ~ 7 pm Pacific, everyday) Customer Service number, or use their webform to contact them, and they might be able to figure out what the problem is and if it turns out to be your console, they can set up the repair process for you at the same time.

Delete and reinstall the Internet Channel. Probably something accidentally got corrupted.

So I noticed later that night that the Nintendo Channel is doing the same thing. I tried deleting the channel as well as its data saved to the Wii, did a reinstall for it, but it did not work. It is doing the exact same thing as the Internet Channel. Has anyone actually done a repair with Nintendo before? I am worried I am going to lose my game data. I have what I can backed up to a SD card, but half of the games I own, you don't have the ability to copy the data from the Wii to the SD card, which I have never understood. Any additional help would be greatly appreciated.

I am currently going through a Wii repair right now. Nintendo will try to save your data. You should call Nintendo @ 18002553700 to verify if your Wii needs to be repaired. If it doesn't, they'll help you fix the problem.