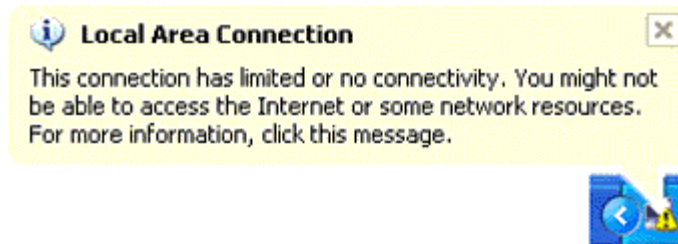**My connection has a "limited or no connectivity" error message and I can't access the Internet or my Modem router.**

This error message is due to a dynamic addressing problem with your computer's IP address.

If you receive a "limited or no connectivity" message when connecting via WiFi, please verify the following points:

Verify the IP address assigned to your computer by referring to the FAQ *"How can I find out my computer's IP address?"* corresponding to your operating system.

If your IP address starts with *"169.254.x.x"*, start by renewing your computer's IP address. For information on how to do so, please refer to the FAQ *"How can I renew my system's IP address?"*.
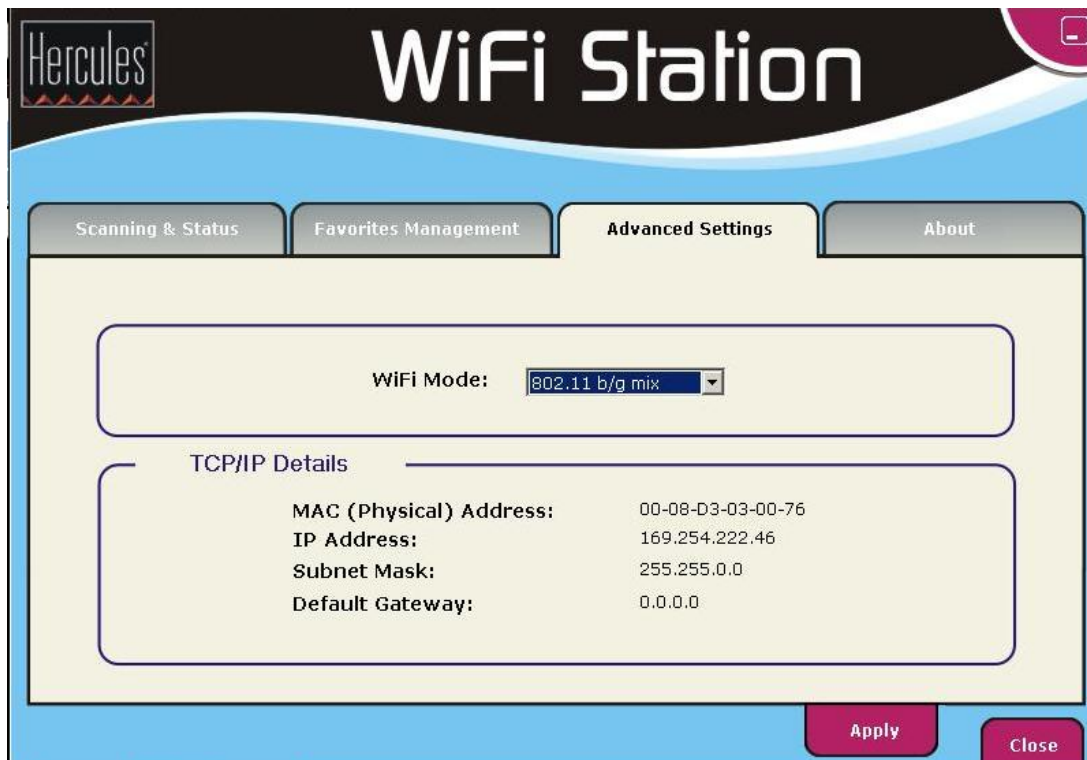
```
 D:\WINDOWS\system32\cmd.exe                              _ □ ✕

D:\>ipconfig

Windows IP Configuration

Ethernet adapter Wireless Network Connection 5:

        Connection-specific DNS Suffix   . :
        IP Address. . . . . . . . . . . . : 169.254.23.1
        Subnet Mask . . . . . . . . . . . : 255.255.0.0
        Default Gateway . . . . . . . . . :

Ethernet adapter Local Area Connection:

        Connection-specific DNS Suffix   . :
        IP Address. . . . . . . . . . . . :
        Subnet Mask . . . . . . . . . . . :
        Default Gateway . . . . . . . . . :

D:\>
```

Should the problem persist, you can restart your Modem router and your computer.

If your IP address is still *"**169.254.x.x**"*, you will have to assign it manually, by selecting:
  - IP address: 192.168.1.x, where "x" takes values of between 2 and 255 (a different value for each computer connected to your network).
  - Default gateway: 192.168.1.1 or your Modem router's IP address, if it is using a different one.
  - Subnet mask: 255.255.255.0

To find out how to manually assign an IP address, please refer to the FAQ *"How can I manually assign an IP address to my computer?"* corresponding to your operating system.

After having carried out these operations, proceed with a Ping test to the default gateway address (for the Modem router) from each computer. This will indicate whether or not the connection has been established.