

## **My network adapter has limited or no connectivity.**

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1. In the Network Connections window, right-click your network adapter, and then click "Repair". For detailed instructions, see [Repairing network connections](#).
2. Unplug your modem or radio if you are a fixed wireless subscriber. If you are unsure which device might be your modem, it is the device that is connected directly to your phone line (if you have DSL). If you are a fixed wireless subscriber [see the following instructions](#). Wait one minute, and then plug your modem back in again.
3. If you have a router connected to your modem, unplug it. If you are unsure which device might be your router, look for the device that has at least two network cables: one that connects to your modem; and another that connects to your computer. You may also have a wireless router, which would be connected to your modem and would have one or more antennas. Wait one minute, and then plug your router back in again.
4. Restart your computer
6. If you are using a router, unplug the network cable that connects your modem to your router, and connect your computer directly to your modem. Then restart your computer. If your computer connects properly after restarting, the problem is with your router. Contact your router manufacturer for support.
7. If your network adapter still indicates "Limited or no connectivity" when your computer is connected directly to your modem, contact NTInet Internet support. To speed up the troubleshooting process, describe the steps you have already taken, including restarting your modem, router, and computer, and connecting your computer directly to your modem.

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