

Troubleshooting: Unable to access network resources or Internet

Symptoms:

- Getting an IP address of 169.254.x.x
- Limited or no connectivity notification

Solutions:

1. Make sure access point or the router is configured and powered on.
Related articles: [Router and adapter installation](#)
2. Make sure network adapter is enabled.
3. Release and renew IP address on the network adapter:
 1. Click **Start** > **Run** > type **cmd** and click **OK**
 2. On the command prompt, type **ipconfig/release** and press **Enter**
 3. On the next command prompt, type **ipconfig/renew** and press **Enter**
 4. Check if your computer obtains an proper IP address other than 169.254.x.x or 0.0.0.0
4. If the problem continues, Power cycle router and computer:
 1. Turn off the computer and turn off router
 2. Turn on router and turn on computer
5. Make sure you have entered the correct security key when connecting to a secured wireless network.
Tip: Disable the security on the AP/router and try connecting again.
6. Visit [Troubleshooting wireless networks](#)

I recently lost my internet connection, how do I get my connection back?

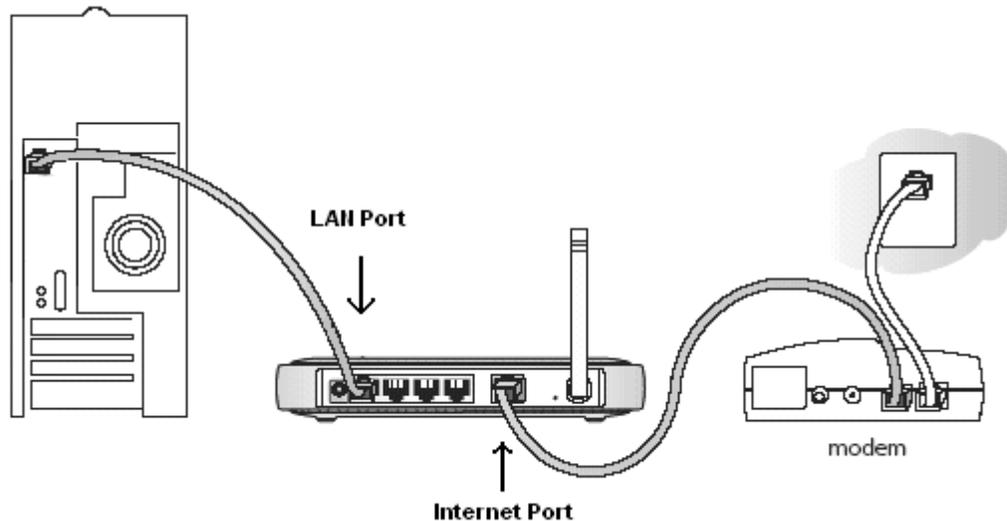
Symptoms

- Unable to access websites
- Internet LED symbol of the NETGEAR router is amber.
- No internet access on all devices.

To troubleshoot connection problems:

Note: Each of the steps is a separate attempt to fix the problem. If one steps works, you do not need to proceed with the other steps.

1. Check the connection of your devices. Ensure that each connection is securely and tightly plugged in.



2. Try to refresh your cable connection by power cycling your network. Please see [How to Powercycle Your Home Network](#)
3. If power cycling did not work, download the latest firmware of your router at <http://downloadcenter.netgear.com>. After you have downloaded the firmware, please see [Upgrading your Router's Firmware Manually](#)
4. If the above steps did not resolve your issue, you may need to reset your router. For instructions see [Restoring a NETGEAR Router to Factory Default Settings](#)

How do I activate Internet service on my NETGEAR cable modem or modem router?

Before you activate your Internet service, collect the following information:

- Your cable Internet provider account information
- Cable modem model number
- Cable modem serial number
- Cable modem MAC address

Your cable modem's serial number and MAC address are located on the product label.

For more information, see the following articles:

- [Where can I find information about my NETGEAR product?](#)
- [How do I find my NETGEAR home product's serial number?](#)

To activate Internet service on your cable modem or modem router:

1. Visit your cable Internet provider's website and follow the onscreen instructions to activate your Internet service.
Note: You can find your provider's contact information on your Internet billing statement.
2. If you are unable to activate your Internet service using the instructions on your cable Internet provider's website, call your cable Internet provider for support.