

Wi-Fi, routers & broadband | Advanced | 2 min read

# IP address conflicts and limited connectivity

Sometimes a device says it is connected to Wi-Fi but shows a message such as Limited connectivity or No internet. One possible cause is a problem with the device's address on your network.

## What is an IP address?

Every device on your home network gets an address from the router, a bit like a house number. Two devices should never share one. If they do, one or both can lose connection. That is called an IP conflict.

## Common causes

- A device set manually to use an address that the router also gives out.
- A router that has been restarted and handed out addresses in a different order.
- A temporary glitch with the router's address system.
- A second router or extender added without being set up properly.

## Simple fixes

1. Turn Wi-Fi off and on again on the affected device.
2. Restart the device.
3. Restart the router properly: off for 30 seconds, then on, and wait ten minutes.
4. Tell the device to forget the Wi-Fi network, then reconnect with the password.

## Check the device is set to automatic

Look in the network settings of the device for **IP settings**. It should say **Automatic** or **DHCP**. If someone set it to **Manual** or **Static**, change it back unless you know why it was set that way, and write down the old details first.

## If it keeps happening

- Check whether a second device or extender is plugged in and acting as a router.
- Unplug extras one at a time and see which one is causing it.
- Check for a router update, as these can fix bugs.

## Windows tip

If you are comfortable, you can ask Windows to refresh its address. Search for **Command Prompt**, open it and type the commands your provider or support person gives you. Do not paste commands you have found on unknown websites.

## A word on safety

Do not change settings on the router that you do not recognise.

## When to get more help

If the message appears on several devices, or returns every day, the router may need a closer look, so tell us the make and what you have tried.

**Still stuck?** Email [admin@visiontech336.com](mailto:admin@visiontech336.com) and tell us what you can see on the screen. Menus and button names can differ slightly between versions and makes. If something does not match, stop and ask rather than guess. Please never send passwords or card details.