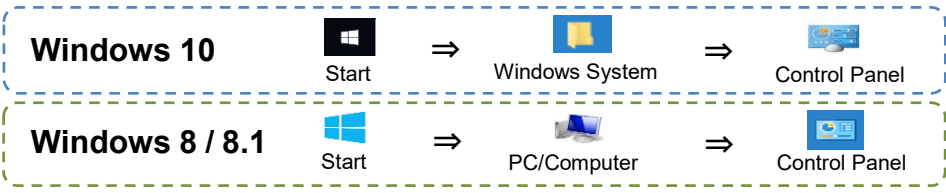**My Computer cannot connect to the Internet, what should I do?**

If your PC can not connect to the Internet **in a guest room**, please check the following steps.
※**You need administrator rights on your PC.**
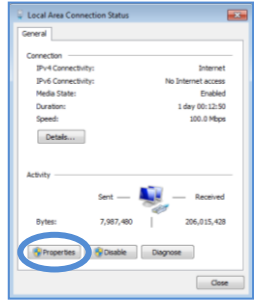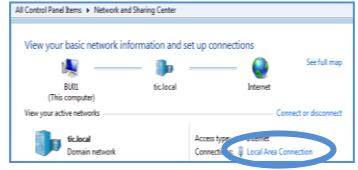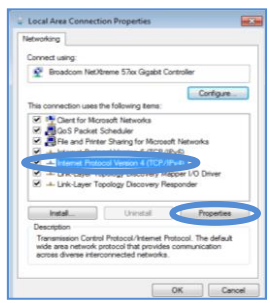
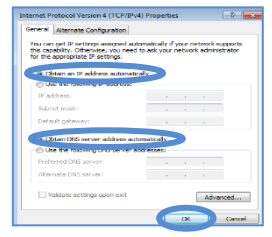## 1. How to change an IP address and DNS server address

Open Control Panel

| Windows 10 | [Start] ⇒ [Windows System] ⇒ [Control Panel] |

| Windows 8 / 8.1 | [Start] ⇒ [PC/Computer] ⇒ [Control Panel] |

※**Support for Windows 7 ended on Jan. 14th, 2020 because of its expiration.**

Open Internet Protocol Version 4 (TCP/IPv4) Properties

1) [Network and Internet] ⇒ [Network and Sharing Center].

2) Click [Connections] and then click [Properties].

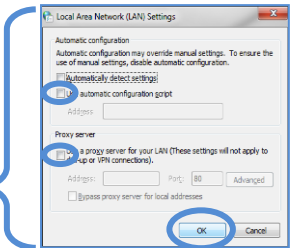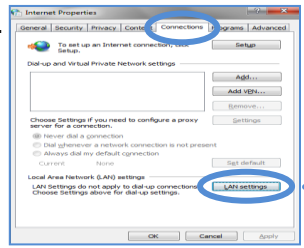3) Select [Internet Protocol Version 4 (TCP/IPv4)] and click [Properties].

4) Select [Obtain an IP address automatically], [Obtain DNS server address automatically] and click [OK].

※**Before changing the configuration, it is better to save the current settings.**

2. How to change proxy server settings

1) [Control panel] ⇒ [Network and Internet] ⇒ [Internet Options].

2) Select [Connections] tab and click [LAN settings].

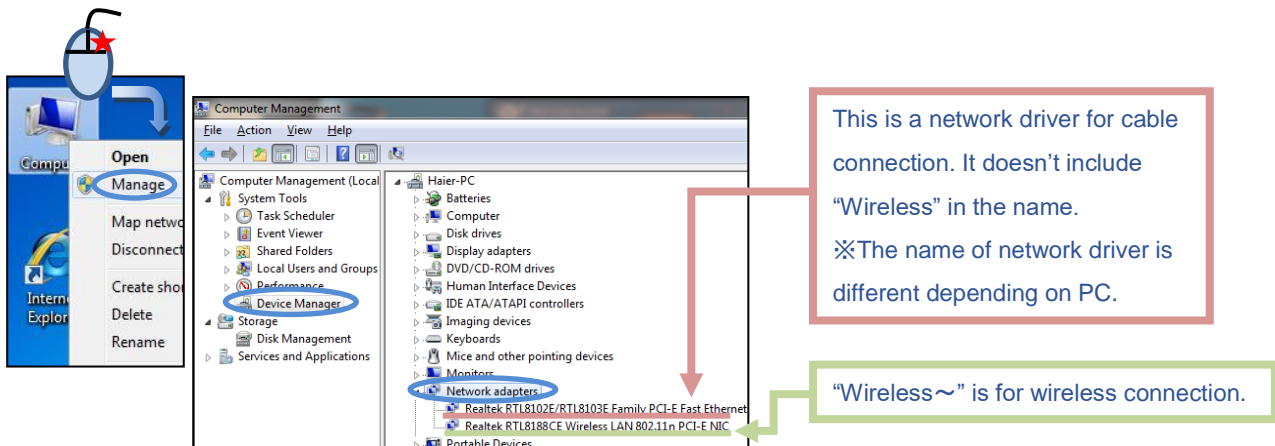3) **Uncheck** the checkmarks and click [OK].

If your PC is Mac, please check the following steps to configure IP address, DNS server address and proxy server settings.
※Choose [App menu] > [System Preferences] > [Network] > Select LAN adapter > Advanced
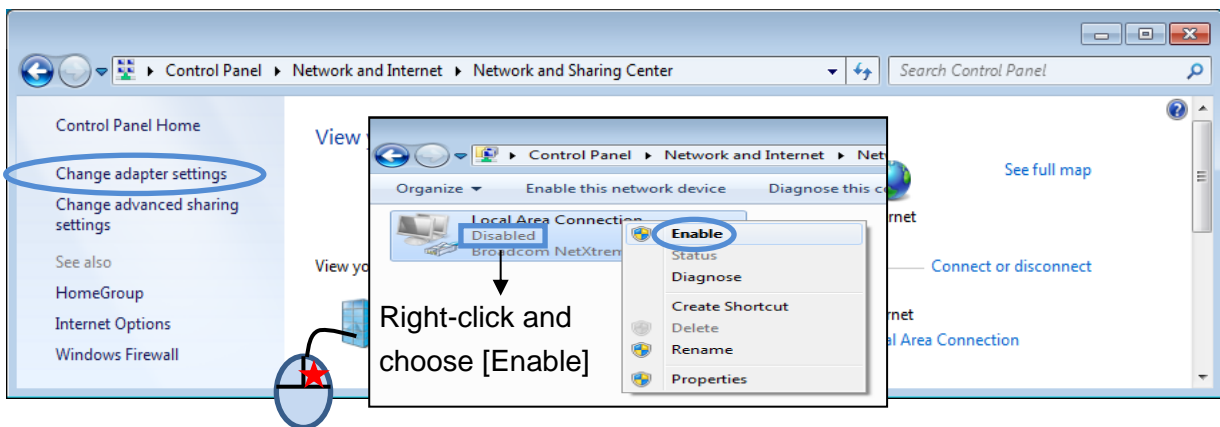
3. How to check a network driver

1) Right-click [PC/Computer/This PC] ⇒ [Manage]
2) Click [Device Manager] ⇒ [Network adapters]

This is a network driver for cable connection. It doesn't include "Wireless" in the name.
※The name of network driver is different depending on PC.

"Wireless～" is for wireless connection.

3a) The case that a network driver is installed

The network driver may be disabled. Please check the configuration as below.

[Control Panel] ⇒ [Network and Internet] ⇒ [Network and Sharing Center]

⇒ [Change adapter settings]

Right-click and choose [Enable]

3b) The case that no network driver is installed

Using an external Wi-Fi USB Router or USB-LAN Adapter is one of the options.

＜Sample Product＞

※PC Help Desk cannot support external devices such as a USB Wi-Fi Router.
Please ask an electronics shop staff, if a product works with your PC before you buy it.
It costs approximately 2,000~3,000 yen.