

Instructions For Setting Up a Typical Netgear Router on ResNet

These instructions explain how to set up a Netgear router for use on ResNet from factory defaults. If your router is not new, please follow the instructions in the “Factory Reset” section before following the setup Instructions.

Note: These instructions are based on the Netgear R3400. While these instructions should work across models, exact button placement or wording may differ.

Home Set Up

If possible before arriving in residence, please follow these instructions at home. You may have to temporarily plug your new router in to your home internet to make sure it works.

Initial Setup

Connect to your router

Wireless

By default, your router will create a wireless network called NETGEAR##, where ## are 2 random digits. The exact name and the corresponding password for your router are printed on the bottom.



Connect to this network as you would any other wireless network. Ensure that you are connecting to the correct network! You don't want to accidentally setup your neighbour's router!

On macOS, a window may pop up when you connect to the network, please dismiss that window using the **Cancel** button.



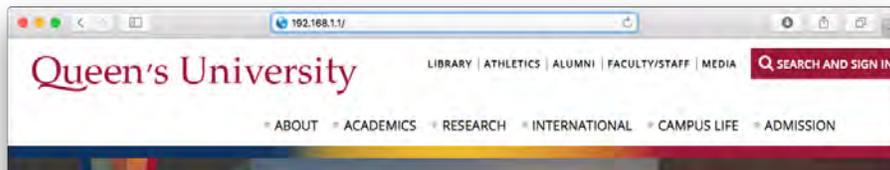
Wired

A wired connection requires a computer with an Ethernet port or a USB or Thunderbolt adapter. You will also require an additional Ethernet cable. To connect to your router, plug one end of the Ethernet cable into one of the numbered ports on your router, and the other into your computer.



Configure Your Router

1. Open a web browser on your computer and enter 192.168.1.1 in the address bar.

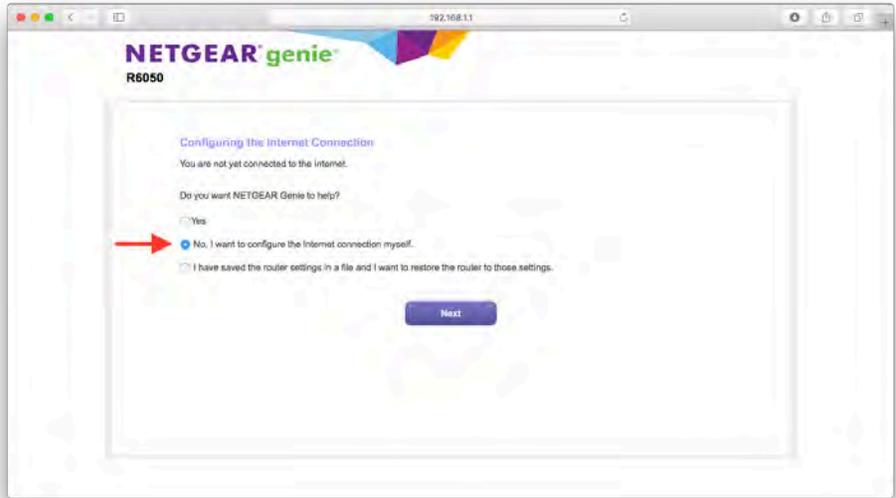


2. You should see this page come up:

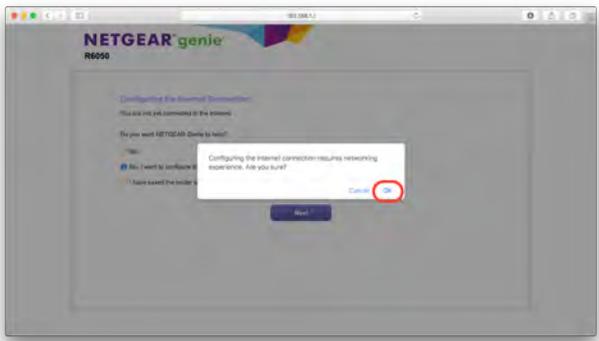


3. After a moment, you will be presented with this screen, select **No, I want to configure the Internet**

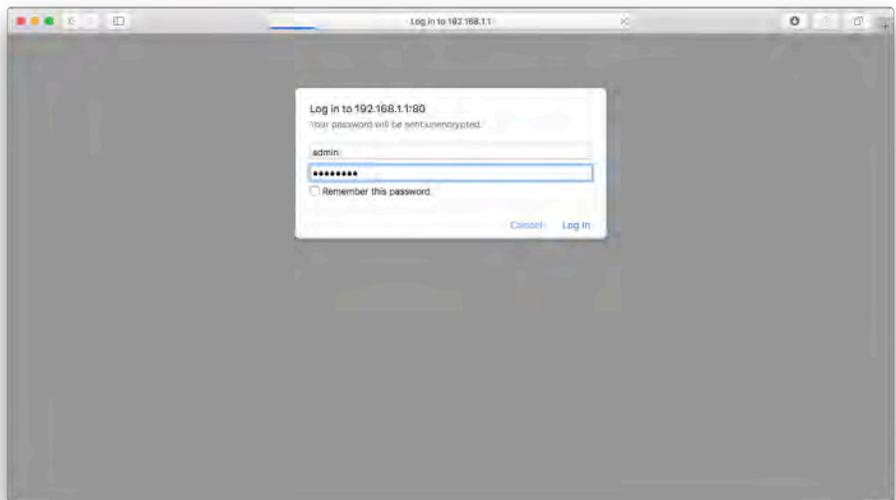
connection myself.



4. A warning will be presented, click OK to continue.



5. Log in to your router using **Username:** admin **Password:** password



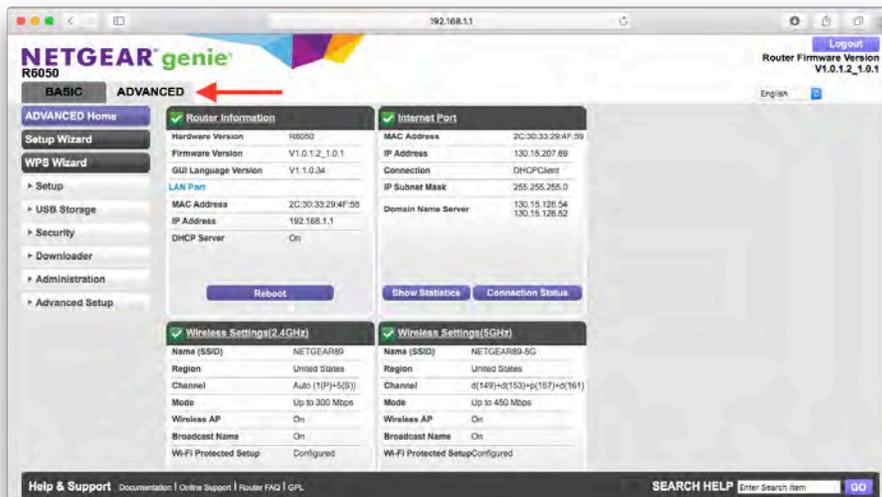
6. You should now see the initial router setup page:



From the router setup page you can make changes to your router's configuration.

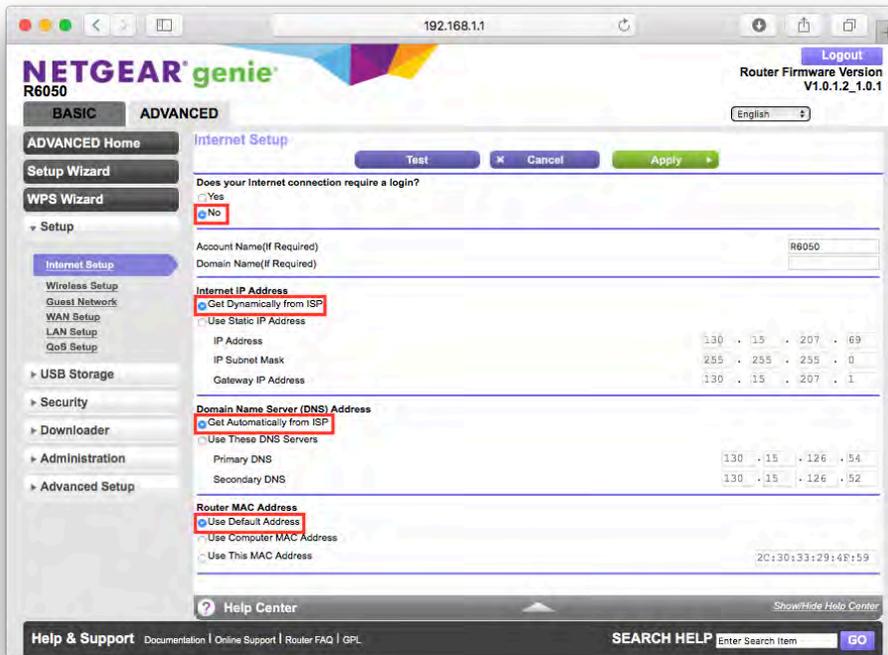
Set up your network

1. From the setup home screen, select the **Advanced** tab.



2. On the left hand side, select **Setup**, then *Internet Setup*

3. Ensure the settings on your router match those highlighted below:



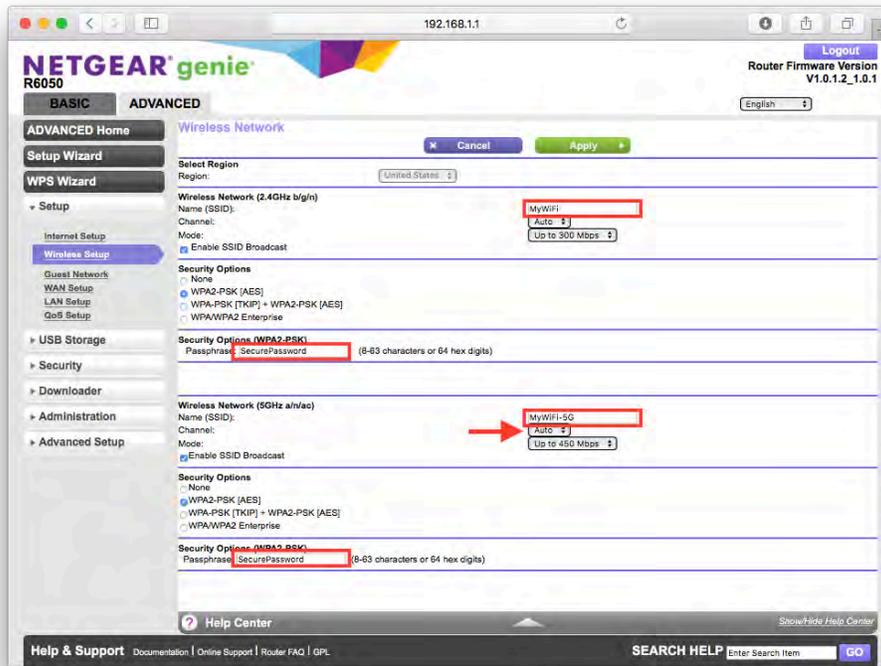
4. Click the **Apply** button and wait for it to complete. This may take up to 2 minutes.



5. On the left side, click *Wireless Setup*.

6. Set the **Name (SSID)** fields (there are 2) to whatever you would like your network to be called. You will need to keep the “-5G” at the end of the second one.

7. Set a secure password for both networks. We recommend using the same password in both places.



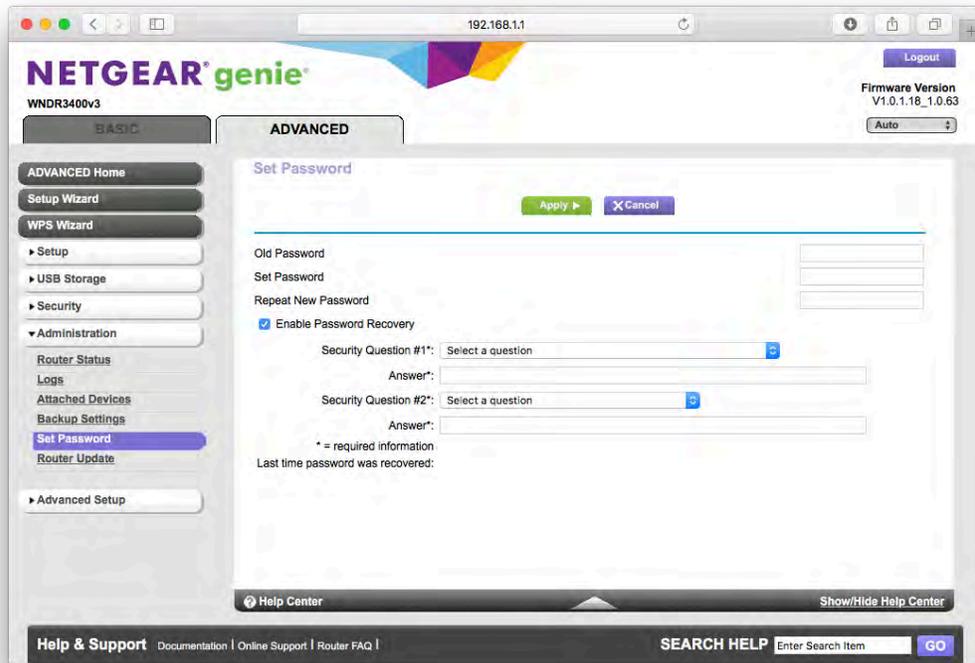
8. Again, click **Apply** and wait for the 2 minutes.

9. If you were connected wirelessly, you will need to connect to the network name you created in step 6, using the password from step 7. On macOS, a window may pop up when you connect. Click the **cancel** button to close the window.

Secure your router

Set an administrative password

1. Sign in to your router and go to the **Advanced** tab.
2. Click on **Administration** and then *Set Password*.
3. Enter "password" in the **Old Password** field, and pick a new secure password. Save this password, as you will need it to make any future changes to your router.
4. Tick the box for password recovery, and answer the questions. Take note of your answers, as they will be needed to recover your password.

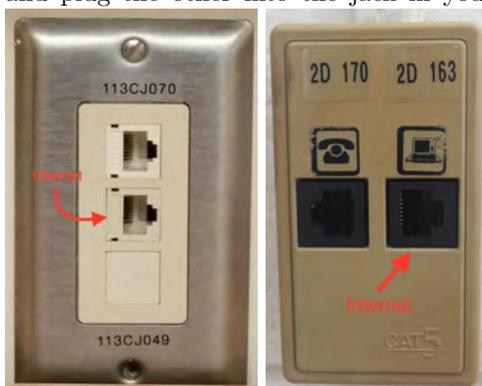


5. Click **Apply**.
6. You will be prompted to log in again. The username is still *admin*, and the password is what you set in step 3 above.

When You Get to Campus

Plug in to your router

1. Plug one end of an ethernet cable (typically supplied with your router) to the internet port on your router, and plug the other into the jack in your room. Your wall jack will look similar to one of the following:



2. Plug in power to your router. You may have to wait a few moments for your router to fully power on and connect to ResNet.

Register your Router with NetReg

Once your router is properly configured, you will need to register it in order to access websites outside of the Queen's network. If you have been making configuration changes, make sure to sign out of the configuration utility before

proceeding with the NetReg process.

1. Ensure your computer is connected - wired or wirelessly - to your router.
2. Open a web browser and go to netreg.queensu.ca
3. Enter your Queen's NetID and password and click **Accept**
4. When prompted, restart your router. You may need to wait up to 15 minutes for the registration to take effect. If after following these instructions you are still unable to browse the internet, please try some of the NetReg troubleshooting steps listed below.

Troubleshooting Steps

Netgear Factory Reset

If your router is not new, or you have made a mistake in its configuration, it is helpful to reset it to factory defaults and configure it again.

1. Disconnect all cables except power.
2. Locate the **Reset** button. It is often on the bottom of the router near where the default information is printed.
3. Use a pen or paperclip to press and hold the **Reset** button. You will know you have pressed the button correctly when the power light turns amber. Release the button when the power light turns green and blinks amber.



Router Connection troubleshooting

If you are having difficulty connecting to netreg.queensu.ca or any other website, these instructions may help resolve problems with your router.

- Check your room for other network jacks, there are typically 2 jacks per bed in a room, though only one of these will provide an internet connection.
- Ensure the connection coming from the wall jack is plugged into the Internet or WAN port on your router.
- Check if there is a flashing light on your router where you have plugged in the cable from your wall jack. If there is no light, call ITS at (613) 533-6666 and let them know. You will be contacted to schedule an appointment with a technician to repair your jack.
- Check the jack for damage. If you think your jack is damaged please call ITS at (613) 533-6666 or submit a problem report using their website. You will be contacted to schedule an appointment with a technician.
- Try using an alternate Ethernet cable.
- If you are connecting via WiFi, be sure that the WiFi lights are lit on the router, some models have a button you can press to turn WiFi on or off.
- If your router was previously configured, for example for use at home, follow the **Factory Reset** instructions and setup your router again.

NetReg Troubleshooting

These instructions may help clear any issues with NetReg, they assume you are able to access netreg.queensu.ca or other Queen's websites.

- Try using a different web browser to access NetReg.
- Ensure you have waited 15 minutes and restarted your router.
- Restart your computer; this helps clear any cached information.

If none of these steps help, please call the IT Support Centre at (613) 533-6666 or submit a problem report using their website. If they are unable to assist you over the phone, you will be directed to a router support depot or contacted to schedule an appointment with a technician.

Locating the MAC address

When contacting the ITSC it is helpful to know your router's MAC address, on most Netgear routers, it is printed on the bottom, along with the default configuration information.

