Instructions For Setting Up a Typical TP-Link Router on ResNet

These instructions explain how to set up a TP-Link 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. Your router may come with a set up disk. Please *do not* use this to set up your router.

Note: These instructions are based on the TP-Link AC1750. While these instructions should work across models, exact wording or button placement 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 TP-LINK_####, where #### are the last 4 digits of your router's MAC address. This network name can be found on the bottom of your router.

Connect to this network as you would any other wireless network. By default, there is no password. Ensure that you are connecting to the correct network! You don't want to accidentally setup your neighbour's router!

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.
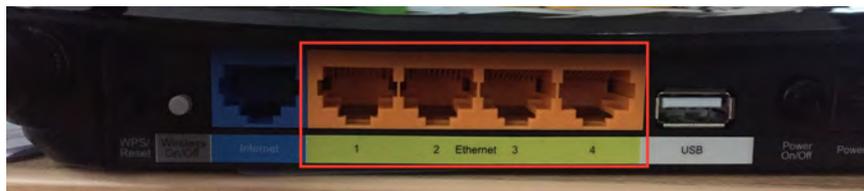
Configure Your Router

1. Open a web browser on your computer and enter 192.168.1.1 in the address bar.
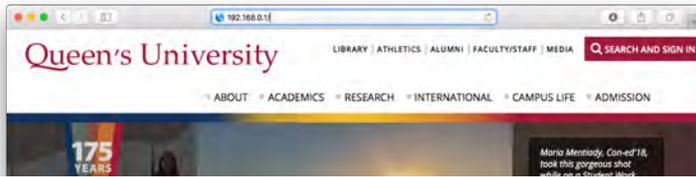
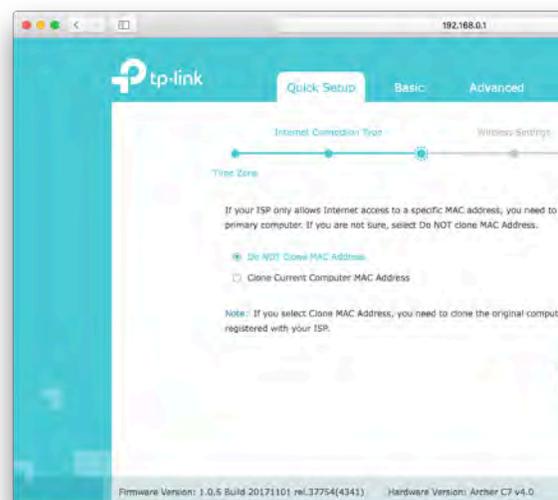2. You should see this page come up:

3. Enter *admin* in both password fields and click **Let's Get Started**. We will set a secure password at the end of these instructions.
4. You will be presented with the Quick Setup Wizard. The Time Zone should be automatically filled in. If not, select Eastern Time and click **Next**.
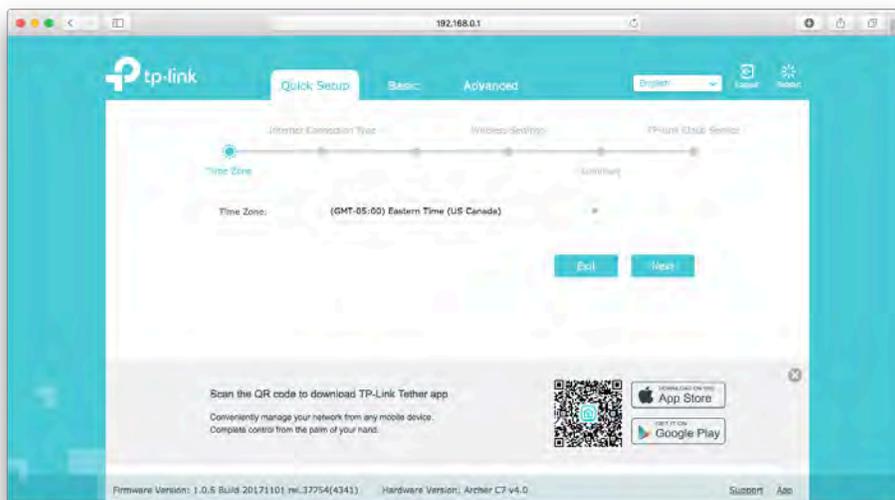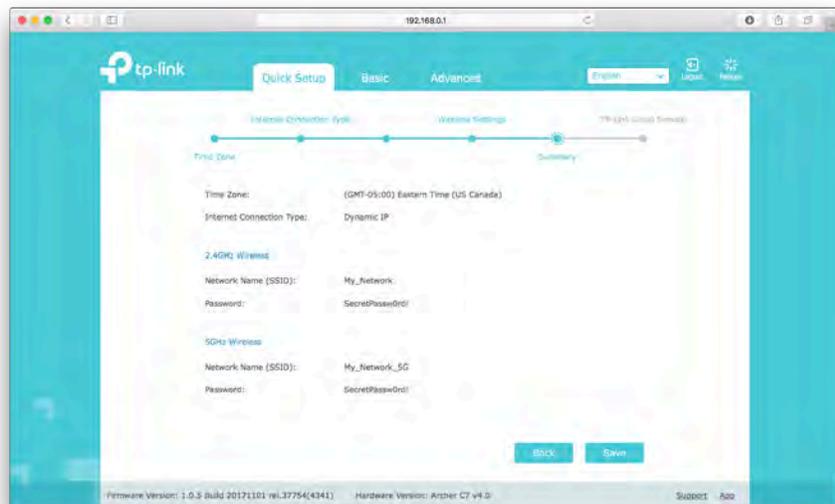
5. Choose **Dynamic IP** and click **Next**.

6. Select **No, I do NOT need to clone MAC address.** and click **Next**.

7. Choose a network name and enter it into the Network Name fields. We suggest keeping both the same, but keeping __5G at the end of the second entry.
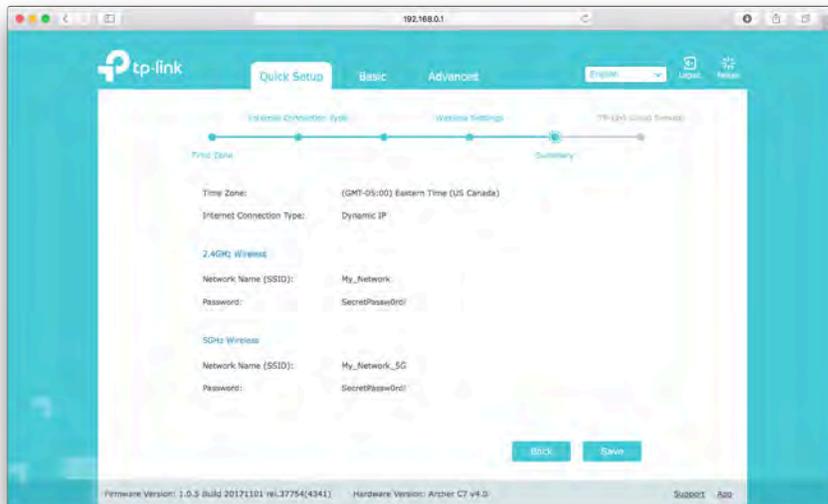
8. Set a secure password for both networks. We recommend keeping these the same.

9. Click **Next** to see a summary of your settings.

10. If you are happy with the settings, click **Save** to apply your settings. This may take a moment to complete.

11. When saving is complete, you will see a page indicating success and instructing you to connect to your new wireless network using the name and password you set up. Once you have connected to the new network, click **Next**.

12. You will be presented with the option of connecting a TP-Link Account with your router. We recommend click-
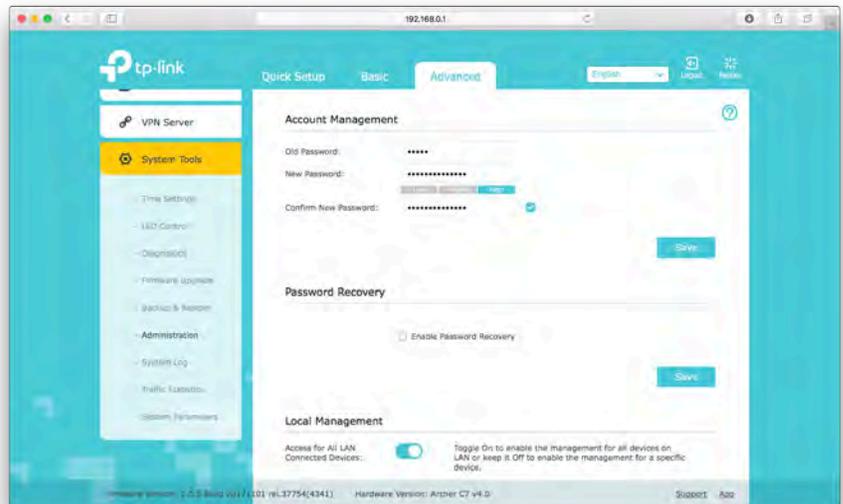

ing **Log In Later** to not use an account.

Secure your router

Set an administrative password

1. On the top, click **Advanced**, then **System Tools**, then **Administration**, and then **Password**

2. Set a new password and click **Save**.

3. You may be prompted to log in again. Use the username *admin* and password you set in the previous step.

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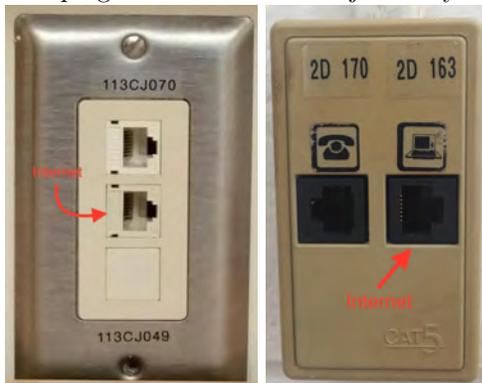
2. Plug in power to your router. You may have to wait a few moments for your router to fully power on and connect to ResNet.

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.

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

TP-Link 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 **WPS/Reset** button. It is typically on the back of your router.
3. Press and hold the **Reset** button for 10 seconds. You may need to unplug and replug the power cable.

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 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 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.

Locating your router's MAC address

If you are having difficulty with NetReg, it can be helpful to know your routers MAC address before calling the ITSC. TP-Link routers typically have their MAC address printed on the bottom of the router, near where the default name is printed.

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.