Table of Contents

Instructions for Setting Up a Typical AirPort Router on ResNet

These instructions explain how to set up an Apple AirPort (Express or Extreme) 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. If possible, please follow these instructions at home before arriving in residence. You may have to temporarily plug your new router into your home internet to make sure it works.

Initial Setup

1. Connect to your router

Wireless

By default, your router will create a wireless network called AirPort Express or AirPort Extreme. Connect to this network as you would any other wireless network. There is no password. Ensure 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, 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.
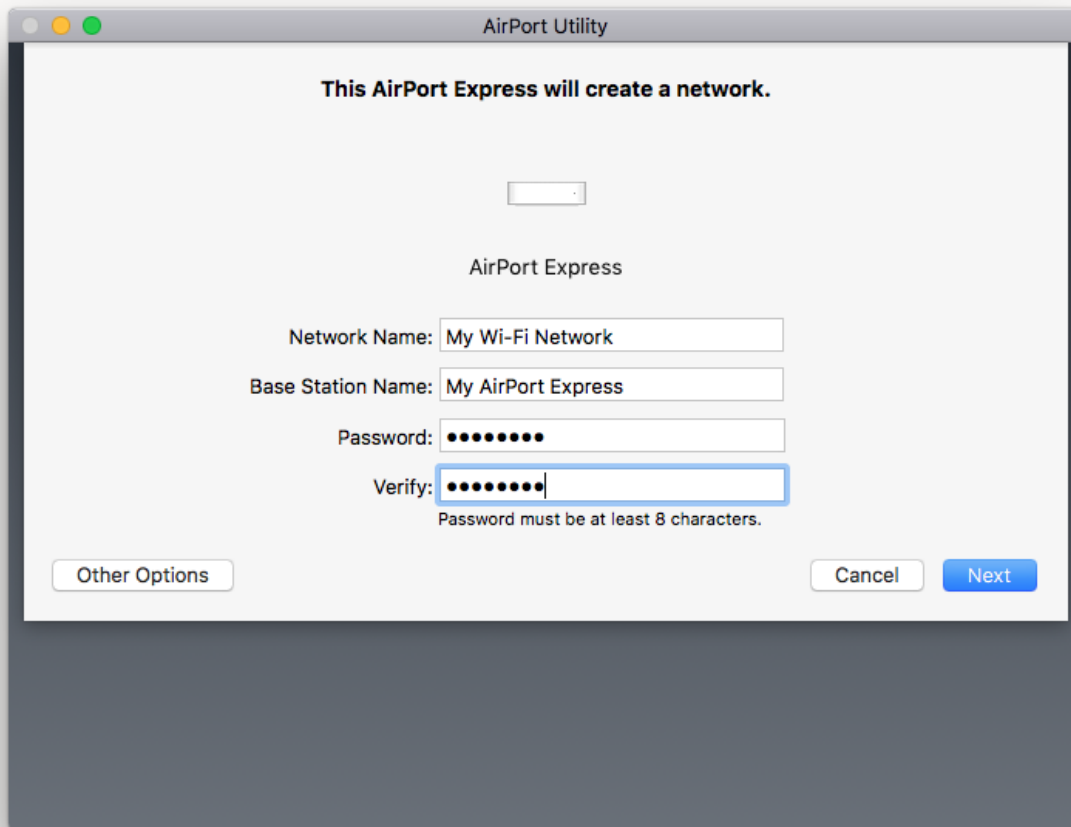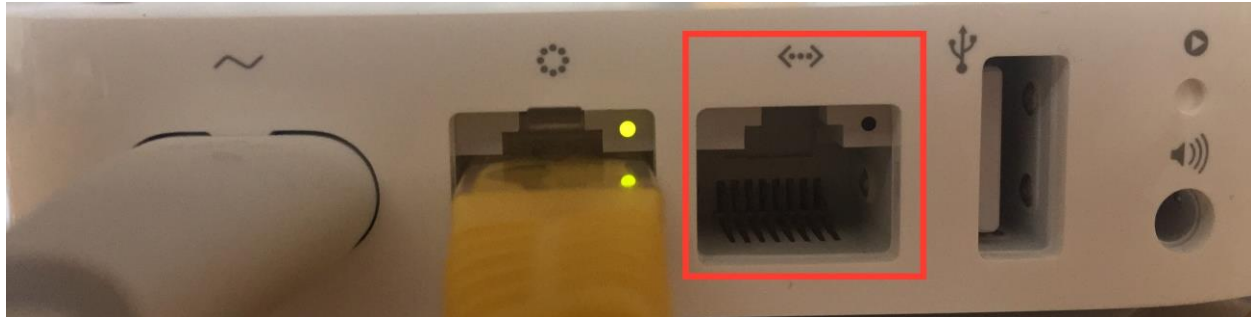
2. Configure Your Router

To configure your router, you will need the **AirPort** Utility application. On Macs, this can be found in the Utilities folder in your Applications folder. It is also available for Windows from support.apple.com and on the App Store for iOS devices. Screenshots in this guide are from macOS, but the process is the same for other systems.

1. Launch **AirPort Utility.** On macOS, simply click on the Airport Express/Extreme network in your Wi-Fi menu to launch it.
2. This screen will come up and **Airport** Utility will automatically configure most settings.
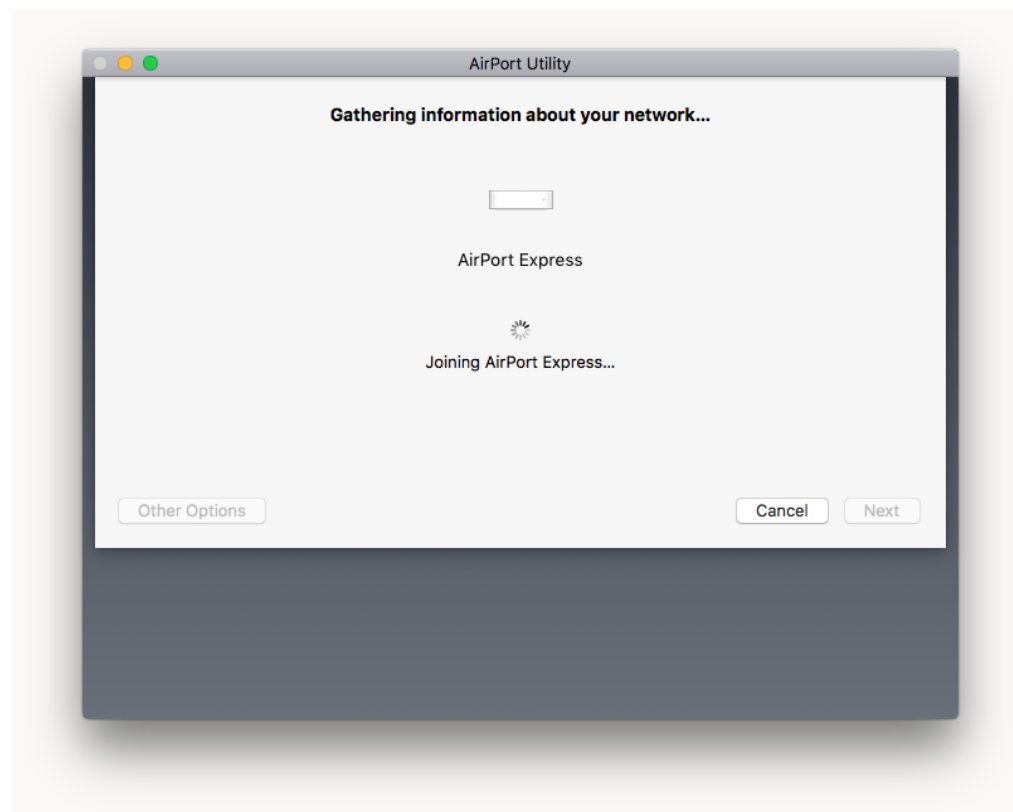
3. On the next screen, enter names for Network Name and Base Station Name and a secure password. Click Next

4. Airport Utility will setup your network.
5. Click Done

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. The front light will blink orange to indicate that the device is in Setup mode

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

AirPort 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 including power.
2. Locate the Reset pinhole button. It is typically on the back of your router.
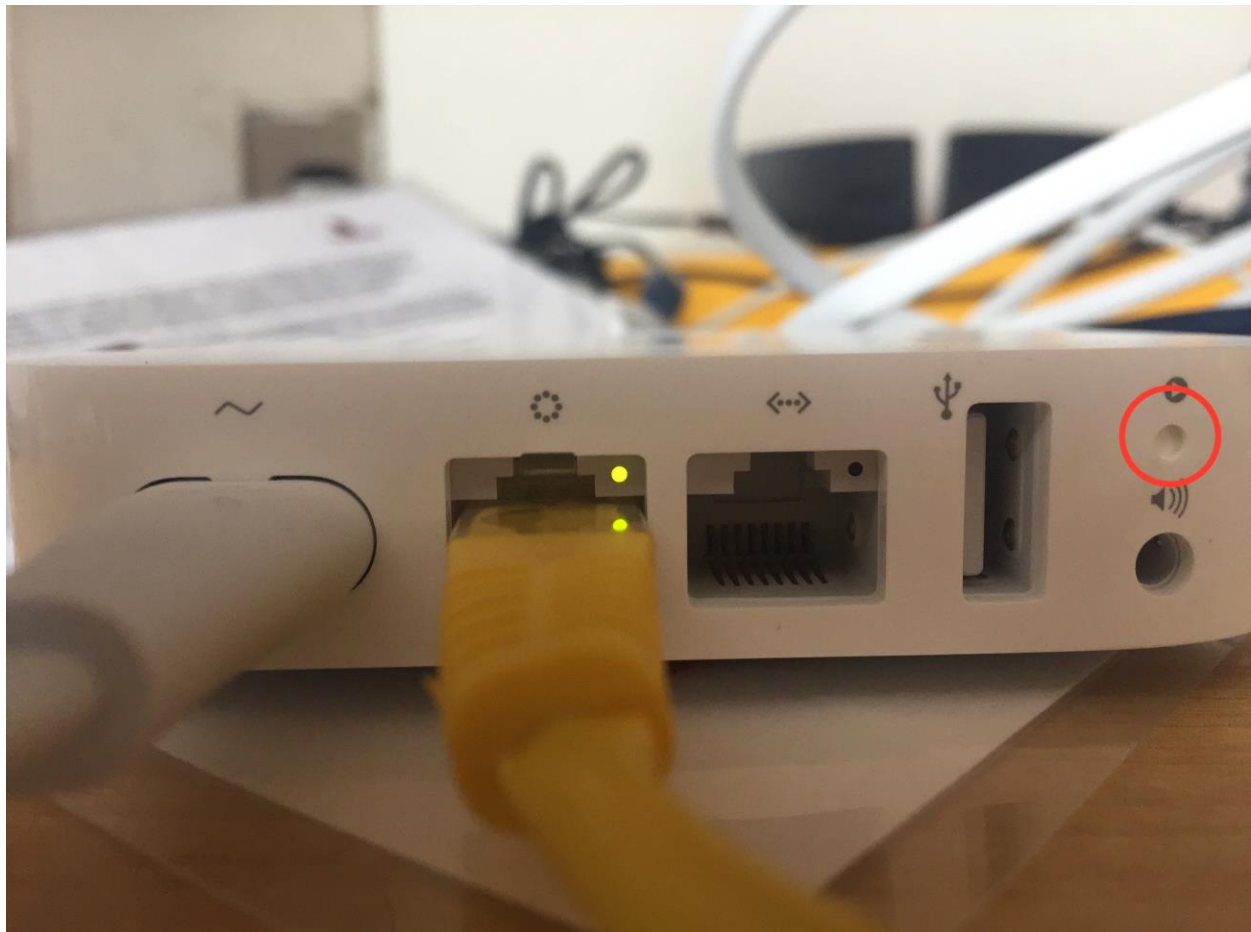
3. Use a pen or paperclip to press and hold the Reset button for 4 seconds.
4. While holding the button down, plug in the power. Hold the button down until the light blinks orange; this takes around 10 seconds.

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.

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.