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Instructions for Setting Up a Typical Linksys Router on ResNet

These instructions explain how to set up a Linksys 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 start up disk. Please do not use this to set up your router.

Note: These instructions are based on the Linksys N300. While they 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

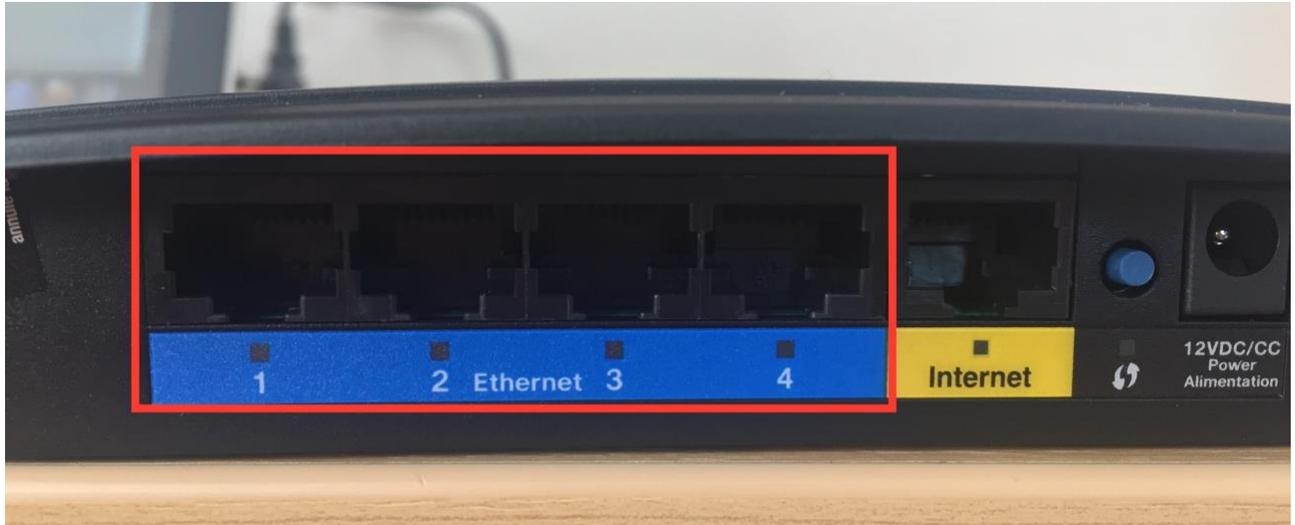
By default, your router will create a wireless network called Linksys#####, where ##### are the last 5 digits of your router's serial number. Connect to this network as you would any other wireless network. By default, there is no password. Ensure that you are connecting to the correct network! You don't want to accidentally setup your neighbour's router! When you connect to the wireless network, a window may appear that looks like this:



If this happens, please close the window and continue with the instructions below.

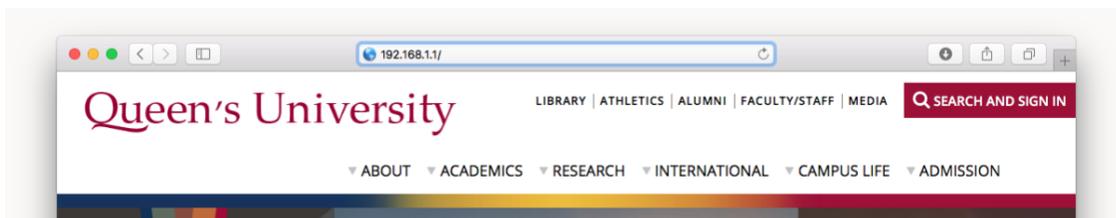
Wired

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.

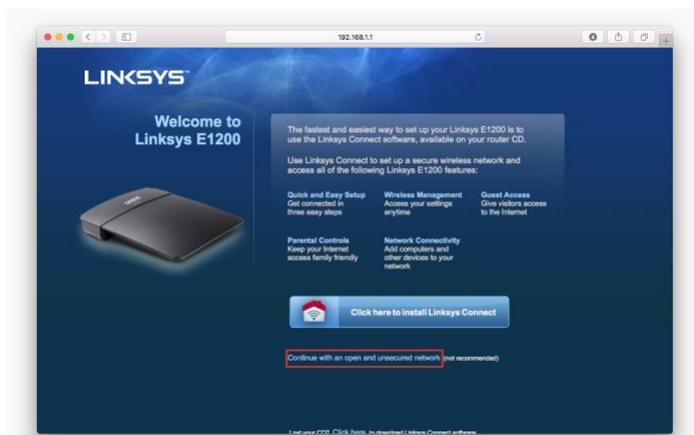


Configure Your Router

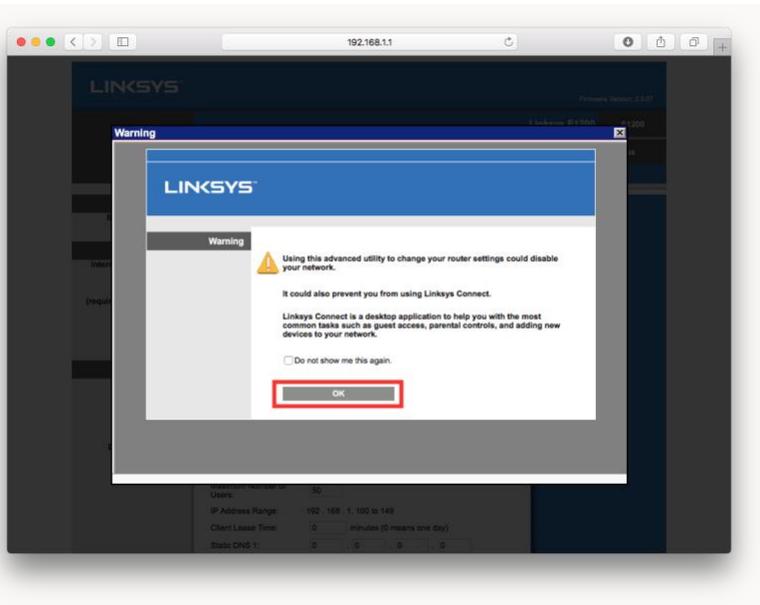
1. Open a web browser on your computer and enter 192.168.1.1 in the address bar.



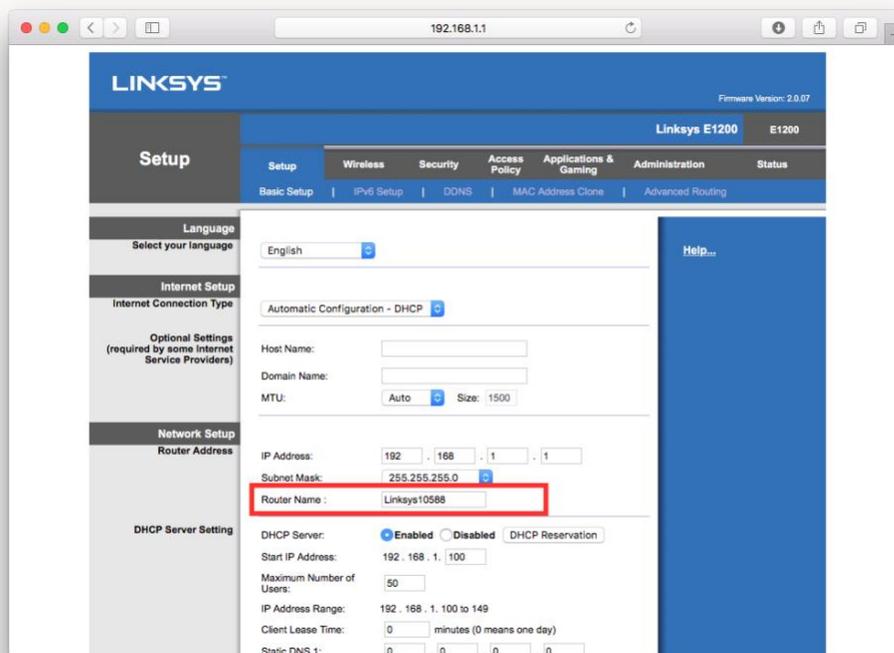
2. You should see this page come up:



3. Click on continue with an open and unsecured network. Do not install Linksys Connect.
4. Agree to the “I understand...” and click continue.
5. Log onto your router using:
 - a. Username: admin
 - b. Password: admin
6. A warning will be presented, click OK to continue.



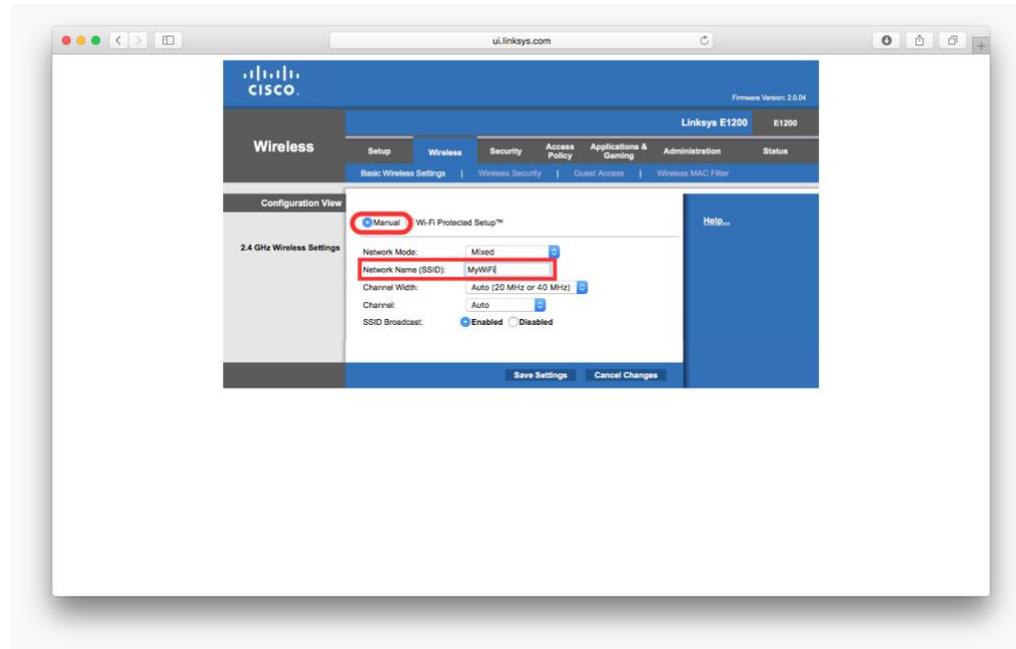
7. You should now see the initial router setup page:



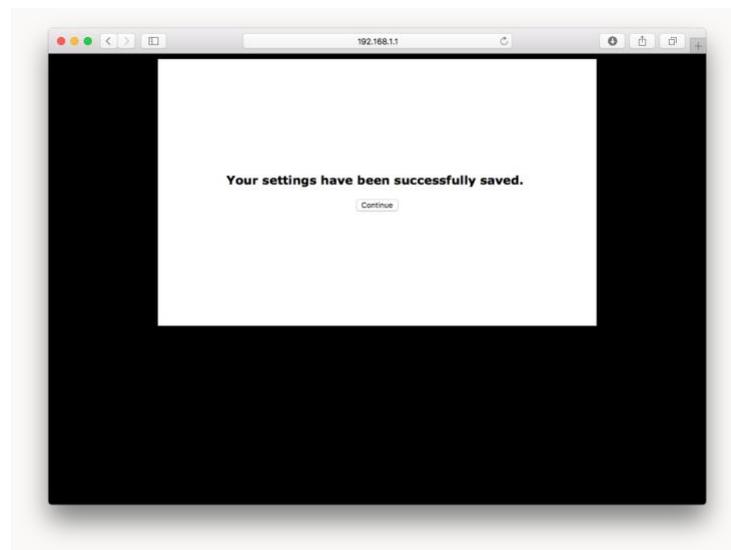
From the router setup page you can make changes to your router's configuration.

Set up your network

1. Ensure that Internet Connection Type is set to Automatic Configuration – DHCP
2. Click the Wireless tab at the top.



3. Change the mode to Manual.
4. Enter a name for your wireless network.
5. Click Save Settings, you should see this screen:

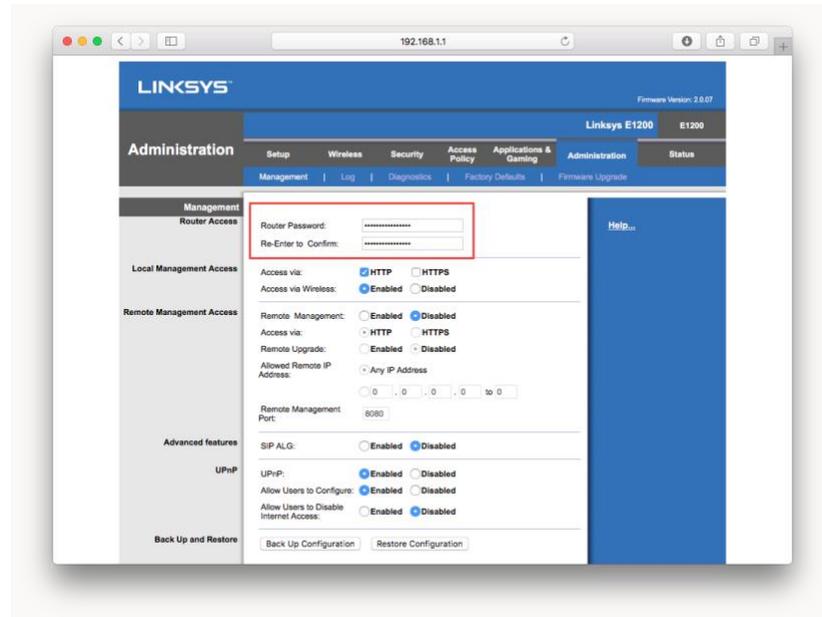


6. Click Continue.

Secure your router

Set an administrative password

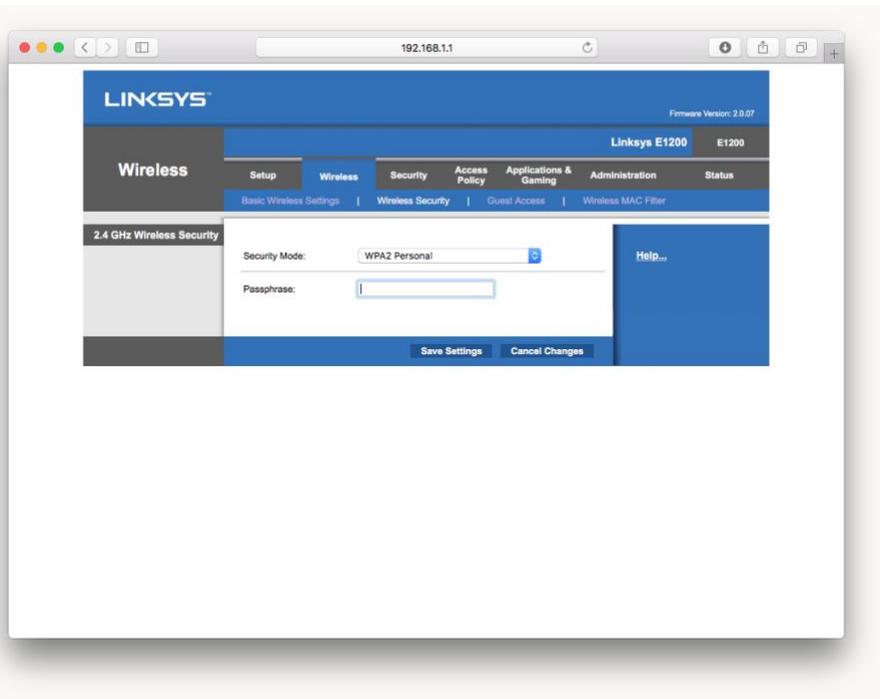
1. Go to the Administration tab.
2. Change the Router Password to something you will remember.



3. You may be prompted to log in again. The username is still admin, and the password is what you set in step 2 above.

Set up Wireless Security

1. Click on the Wireless tab and click on Wireless Security.
2. In the Wireless Security tab change the Security Mode to WPA2 Personal.

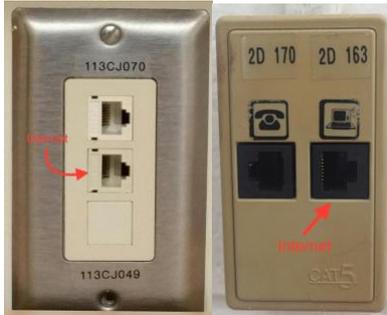


3. Enter a passphrase you will remember - this will be your wireless network password.
4. Click Save Settings.
5. If you are connected wirelessly, you will need to reconnect to your new network using the password you set in step 3 above.

When You Get to Campus

Plugging 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

Linksys 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 back of the router near the power plug, but may also be on the bottom or side.
3. Use a pen or paperclip to press and hold the Reset button for 10 seconds. Some older models may require you to hold the button for 30 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 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 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.