# Graduate Accommodation Internet Service
# Netgear AC1200 Setup guide

Internet access is via a network router that connects to a data socket in your flat.

This requires your IT **Services Remote Access** username and password. All network traffic will be logged against your username for audit purposes. For more details about how the University processes personal data please refer to the privacy policy.

By connecting to the service you agree to abide by all relevant law, rules and regulations.

## Before you begin
You will need

1. An Eduroam Wi-Fi/VPN account (also known as a Remote Access account) same username as your Oxford SSO account. See **https://register.it.ox.ac.uk/self/remote_access**. For security, use a different password to your Oxford SSO account.
2. **NB** make sure your internet web browser allows 'Pop-Ups'. See https://www.wikihow.com/Allow-Pop%E2%80%93ups
3. A Netgear router.
4. A mains power adapter.
5. 1 supplied network cable. **Note:** Do not use the blue cable included in the Netgear router box.



Netgear Router       Power Supply       Wall Data Socket       Network Cable

## Connecting your router
**Step 1: Turning your router on** - Plug the mains adapter into the wall and connect the power cable to the back of the router and press the power button on rear of the router. At this stage **DO NOT** connect your **network cable** to the router's **Internet port (highlighted blue)**.

**Step 2: Router Reset** – Your router should be reset. Wait until the $2^{nd}$ LED is lit green then press and hold the reset button at the back of the router until all the LEDs blink green.

**Step 3: Connect to the router** – After router reset you need to connect to it and configure it.

## Wireless Connection
The label on the bottom of the router has connection information i.e. Wi Fi network name (SSID on your device choose name ending in **5G or 5GHz**) and password (passphrase/network key).
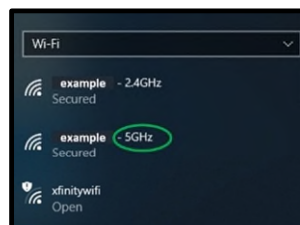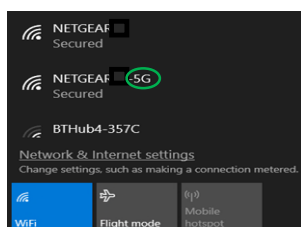


**Step 4: Connect to the management interface**. When connected open a web browser and type in the following address http://www.routerlogin.net or you can type http://192.168.1.1

**NOTE:** If you see a **Netgear Service Terms/Condition,** screen select **'I Agree'** and click **'Apply/Next'**.
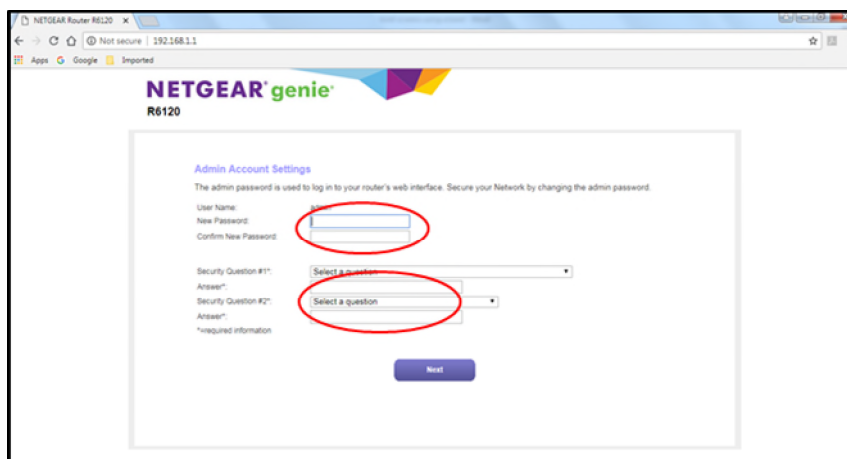
**Step 5: On NETGEAR genie webpage** select **No**, I want to configure the Internet connection myself and select **NEXT**.
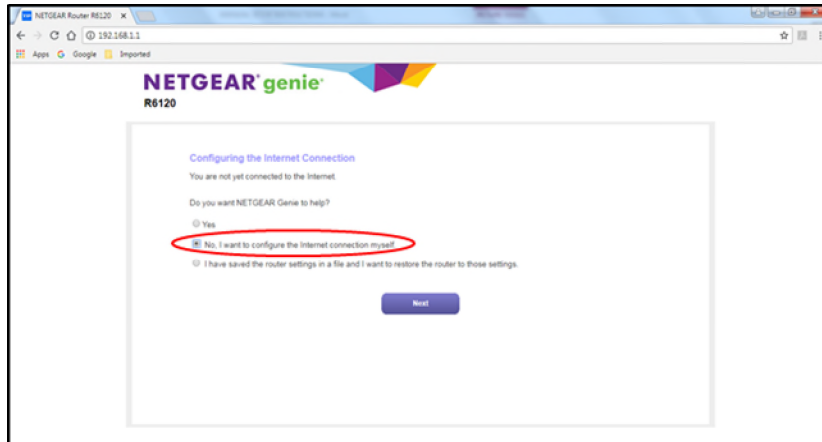


Select **OK** on the pop up screen.
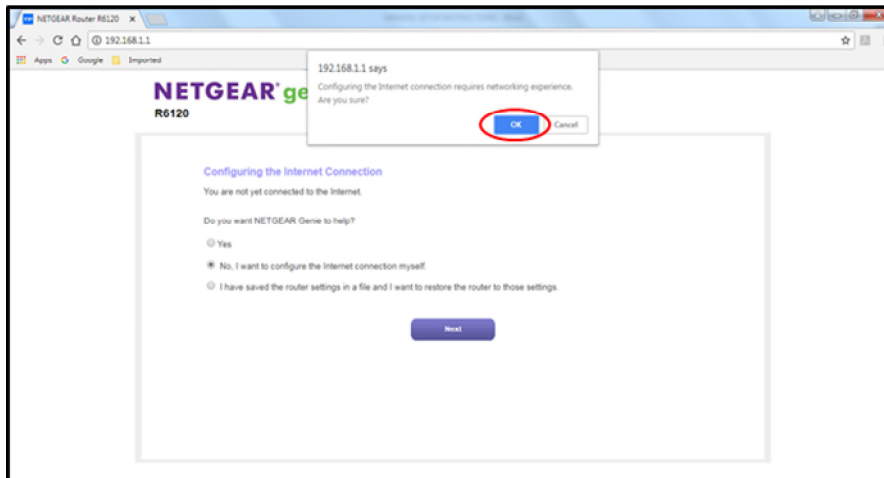


**Step 6:** You should now be on the **Admin Account Settings** page. Set a password for logging in to the router's management page and set your own **security questions** and **answers**.
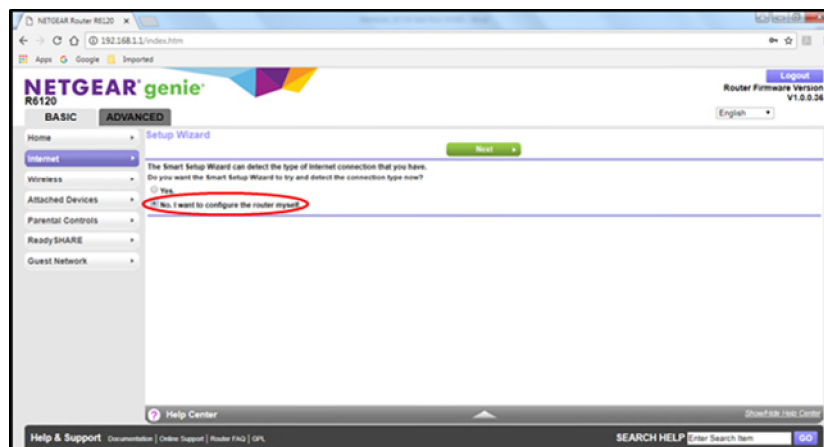


Select **NEXT** and you will have to login again with **username: admin** and the new password you have just setup.

**Step 7:** Select the **Basic Tab** then the **Internet ERROR Not Connected option**.
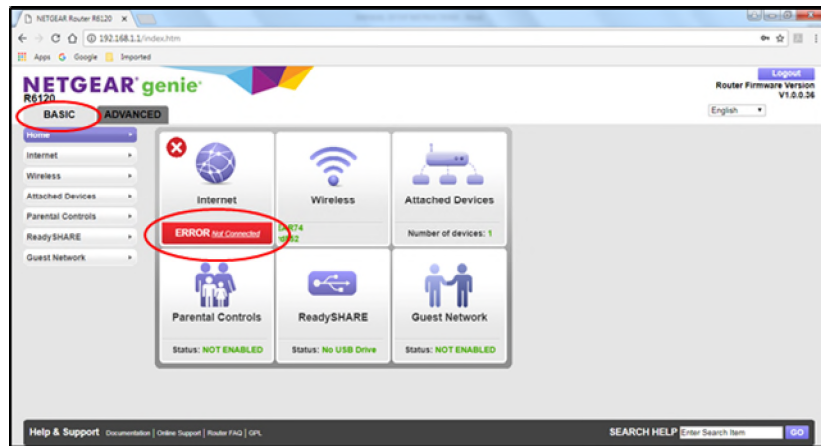
**Step 8:** Select **No**. I want to configure the Internet connection myself and select NEXT.



**Step 9:** Select **Yes** to Does your Internet connection require a login? The **Internet Service Provider** should be set to **PPPOE**. In **Login** enter your **Single Sign On username** including @OX.AC.UK (for example abcd1234@OX.AC.UK).

In **password**, enter your **Remote Access password**. This is the same password you use for Eduroam and the IT Services VPN service. Click **Apply** and plug your network data cable between the router's **Internet port (highlighted blue)** and your active wall socket.
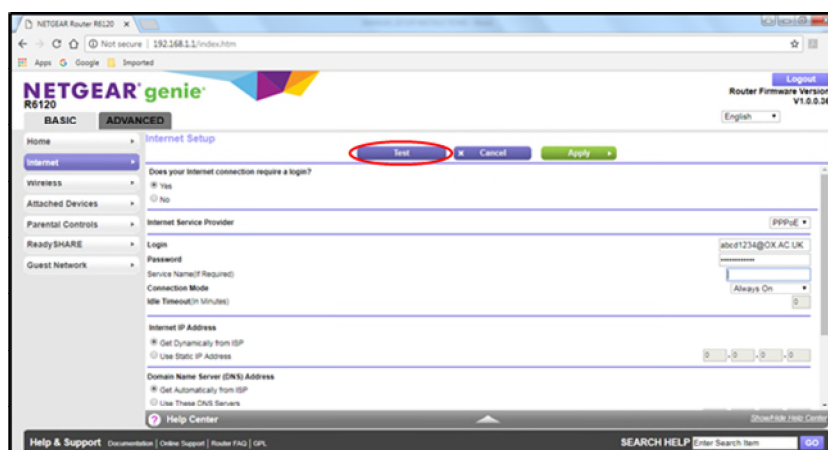


Select the internet setup **Test** button and you should see a **successful** connection screen. **Do not register** on the Netgear customer registration page instead **Select** the **X (Close) button** to close the registration pop up window. On the '**Are you sure page**' select option **Do Not Create Account**. You should now be able to browse the internet. If you had **problems** configuring your router see **Common Problems**.

# Common Problems

## Cannot access 192.168.1.1 address

1) *Switch off your device/laptop*
2) *Disconnect the network cable from the router's Internet port (highlighted blue) on rear of your router*
3) *Reset your router as detailed in Step 2 in these instructions*
4) *Switch on your device/laptop and continue from Step 3 in these instructions*
5) *No Test success or Customer Netgear Registration page opened in your browser at Step 9*
6) *Browser Pop Ups need to be enabled.*
7) *Once Pop Ups enabled login to router and do Test again or start from Step 1 in these instructions*

## 3rd LED on your router lit amber/orange?

- *Eduroam Remote Access password entered at Step 9 in these instructions is failing to authenticate*
- *Retry entering Eduroam Remote Access password at Step 9*
- *Unable to remember Eduroam Remote Access password then reset it here: https://register.it.ox.ac.uk/self/remote_access*

## 3rd LED on your router is not lit green

- *Check your network cable is in your active wall socket & the internet port on rear of your router*
- *Only one wall socket in your Flat is active so is there another wall socket to try?*
- *The network cable could be faulty so do you have another cable to try?*

## FAQ

How do I report a problem with my internet? Please call 01865 280923 or email graduate.accommodation@admin.ox.ac.uk and confirm:
Your OXFORD Single Sign On (SSO) username:
Contact email & Telephone number:
Site / Building / Room:
How you are connecting: wireless/wired?
Are there 3 LEDs lit green on your router?
Have you setup your Remote Access account password?

I am due to leave my accommodation, what should I do? When leaving your accommodation, reset the router by holding the reset button for at least 10 seconds until all of the lights come on. This wipes your logon credentials.

What can I use the service for? The network is intended primarily for academic purposes but the reasonable and limited use for social and recreational purposes is acceptable for tenants. All use must be legal and meet the University regulations and policies applying to all University ICT facilities.
Who can use the connection in my flat? The only people permitted to using the connection in the flat are those living in it. Ultimate responsibility for the service and all activity on the connection lies with the individual whose remote access account is being used.