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 <u>privacy policy</u>.

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

Before you begin

You will need

- 1. An Eduroam Wi-Fi/VPN account (also known as a <u>Remote Access account</u>) 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.



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 <u>DO NOT</u> connect your **network cable** to the router's **Internet port** (highlighted blue).

Step 2: Router Reset – Your router should be reset. Wait until the 2nd 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.**

NETGEAR Router R5120	× 🖂	
→ C ① ① 192	168.1.1	¥ 🗉 :
Apps G Google 🛄	Imported	
	NETGEAR'genie	
	Configuring the Internet Connection	
	You are not yet connected to the Internet	
	Do you want NETGEAR Genie to help?	
	No, I want to configure the Internet connection myself	
	I have saved the router settings in a file and I want to restore the router to those settings.	
	Next	

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

TE NETOEAR Router R6120 X	Service providence to all Made	800-*
← → C ☆ © 192.168.1.1		☆ 🖽 🗄
🖽 Apps 🕲 Google 📒 Imported	192168.1.1 seys	
NETGEAR' ge	Configuring the Internet connection requires networking experience. Are you sure?	
Configuring the Inte You are not yet connected	met Connection to the internet.	
Do you want NETGEAR O	enie to help?	
 Yes No, I want to configure 	the Internet connection myself.	
I have saved the route	r settings in a file and I want to restore the router to those settings.	
	Next	

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**.

NETGEAR' genie R6120	
Admin Account Settings The admin passeord is used to log in to your router's web interface. Secure your Network by changing the admin passeord.	
User Name Nee Parsond Cordim Nee Passeod	
Secury Custom F1: Select a puestion Accessor Becury Cueston F2: Accessor Select a question * * * * * * * * * * * * * * * * * *	
Next	

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.

D NETGEAR Router R6120 X	1	Sec	and the second second second	
← → C △ ◎ 192.168.1.1/m	lex.htm			er ☆ 1월 1
🔣 Apps 💪 Google 📒 Imported				
NETGEAR'g	enie			Lopout Router Firmware Version V1.0.0.54
BASIC ADVANCE	D			English •
Home • Internet • Wireless •	8	(().		
Attached Devices	Internet	Wireless	Attached Devices	
Parental Controls +				
ReadySHARE +	ERROR Not Connected	10 12	Number of devices: 1	
Guest Network	Parental Controls Status: NOT ENABLED	ReadySHARE Status: No USB Drive	Guest Network	
Help & Support Occurrentation	Online Support Router FAQ GPL			SEARCH HELP Enter Search Item

Step 8: Select No. I want to configure the Internet connection myself and select NEXT.

NETGEAR Router R612	10 × //	Barriel Fried Work and Barriel	
€ → C ₫ @ 19	92.168.1.1	(ndex.)tm	
Apps 🗿 Google	Import	el	
NETGE/	AR'	genie [.]	Router Firmware Version V1.0.0.36
BASIC /	ADVAN	CED	English •
Home	-	Setup Wizard Next	
Internet		The Smart Setup Wizard can detect the type of Internet connection that you have.	
Wireless		Do you want the Smart Setup Wizard to try and detect the connection type now?	
Attached Devices	•	No. I want to configure the router myself	
Parental Controls			
ReadySHARE			
Guest Network	•		
		🛿 Help Center	Showfilde / Holo Center
Help & Support	Documentat	on Chilme Support Houter FAQ GPL	SEARCH HELP Enter Search Item 60

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.

NETGEAR Router R6120	×	Manual and Annual Man.	6 - X
€ → C 0 0 Not se	cure 192.168.1.1/index.htm		★ III i
Apps G Google 🚺 1	Imported		
	R'genie	/	Router Firmware Version V1.0.0.36
BASIC ADV	ANCED		English •
Home	Internet Setup	Test x Cancel Apply	
Internet	Does your Internet connection require	a login?	2
Wireless	* (8 Yes		
Attached Devices	• 0 No		
Parental Controls	Internet Service Provider		PPPoE •
ReadySHARE	> Login		abcd1234@OX AC UK
Guest Network	Password		
	Service Name(If Required)		
	Connection Mode		Always On
	Idle Timeout(In Minutes)		0
	Internet IP Address		
	If Oet Dynamically from ISP		
	Use Static IP Address		0.0.0.0
	Comain Name Server (DNS) Address		
	® Get Automatically from ISP		
	Use These DNS Servers		
	Help Center	<u> </u>	Showfilde Hell Center
Help & Support Door	mentation Online Support Router FAQ GPL		SEARCH HELP Enter Search Item GO

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) <u>Browser Pop Ups</u> 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 <u>Eduroam Remote Access password</u> 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 <u>University ICT facilities</u>. 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.