

Graduate Accommodation Internet Service

Netgear AC1200 Setup guide

The network is intended primarily for academic purposes with 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](#).

The people permitted to use the connection in the flat are those living in it. Ultimate responsibility for the service & activity on the connection lies with the individual whose remote access account is being used.

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

This requires your Eduroam Wi-Fi account also known as IT **Services Remote Access** account. 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 account (also known as a [Remote Access account](#)) uses 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

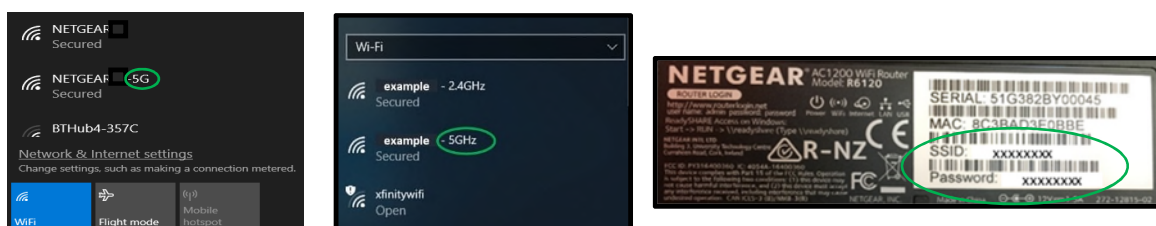
Step 1: Turning your router on – Plug the mains adapter into the wall and connect the power cable to the back of the router and press the power button on rear of the router. At this stage **DO NOT** connect your network cable to the router's Internet port (highlighted blue).

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

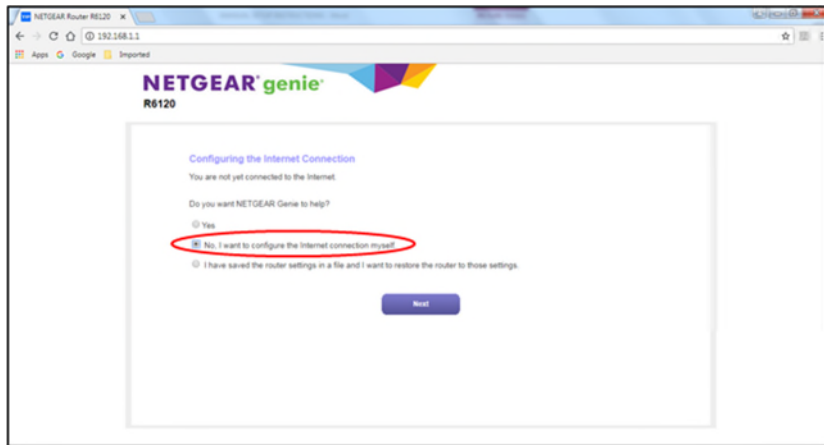
The label on the bottom of the router has connection information i.e. Wi Fi network name (SSID on your device choose name ending in **5G or 5GHz**) and password (passphrase/network key).



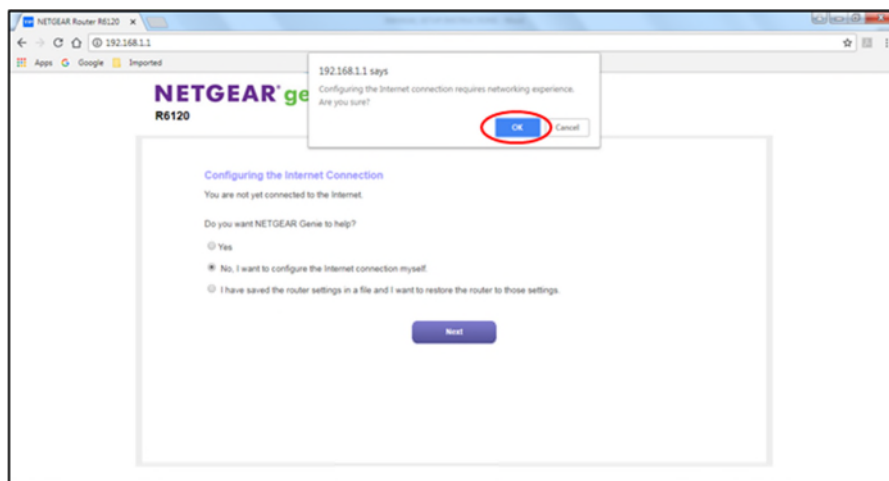
Step 4: Connect to the management interface. When connected open a web browser and type in the following address <http://www.routerlogin.net> or you can type <http://192.168.1.1>

NOTE: Do not download nighthawk app to phone instead **select not have compatible smartphone** option. If you see a **Netgear Service Terms/Condition**, screen select 'I Agree'.

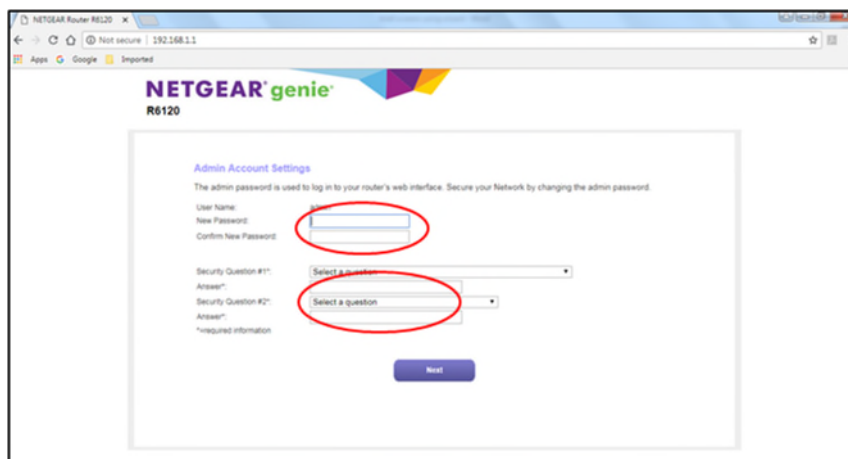
Step 5: On NETGEAR genie webpage select **No, I want to configure the Internet connection myself** and select **NEXT**.



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**.

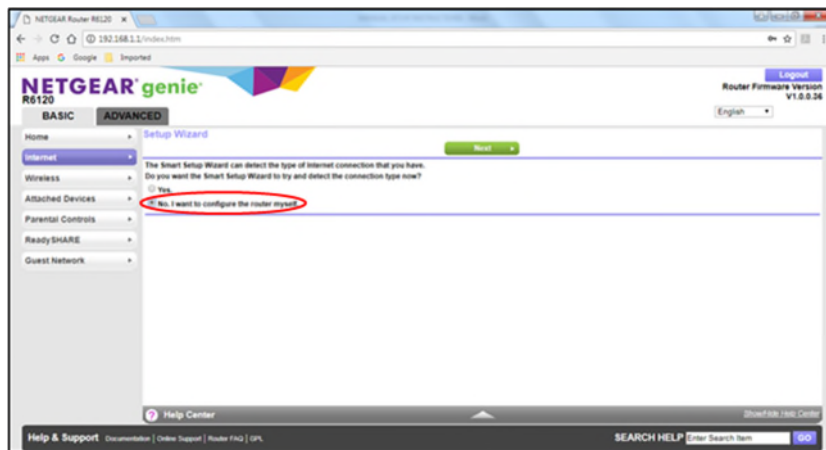


Select **NEXT** and you will have to login again with **username: admin** and the new password you have just setup.

Step 7: Select the **Basic Tab** then the **Internet ERROR Not Connected** option.

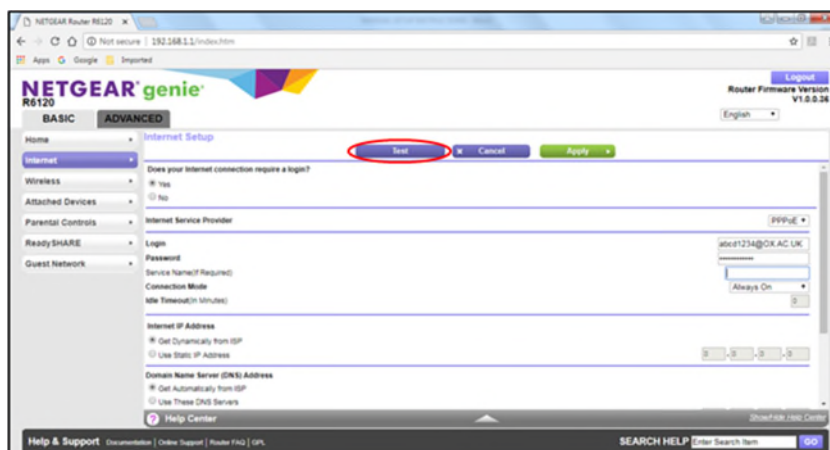


Step 8: Select **No**. I want to configure the Internet connection myself and select **NEXT**.



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. 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*
- *Test your Eduroam password here: <https://www.networks.it.ox.ac.uk/university/remote-access-logs>*
- *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.