

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.



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 dick 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.



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:



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

- 1. Ensure your computer is connected wired or wirelessly to your router.
- 2. Open a web browser and go to netreg.queensu.ca.
 - dick 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

3.

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 paperdip 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 ITSat (613) 533-6666 or submit a problem