



# Your Wireless Installation and Troubleshooting



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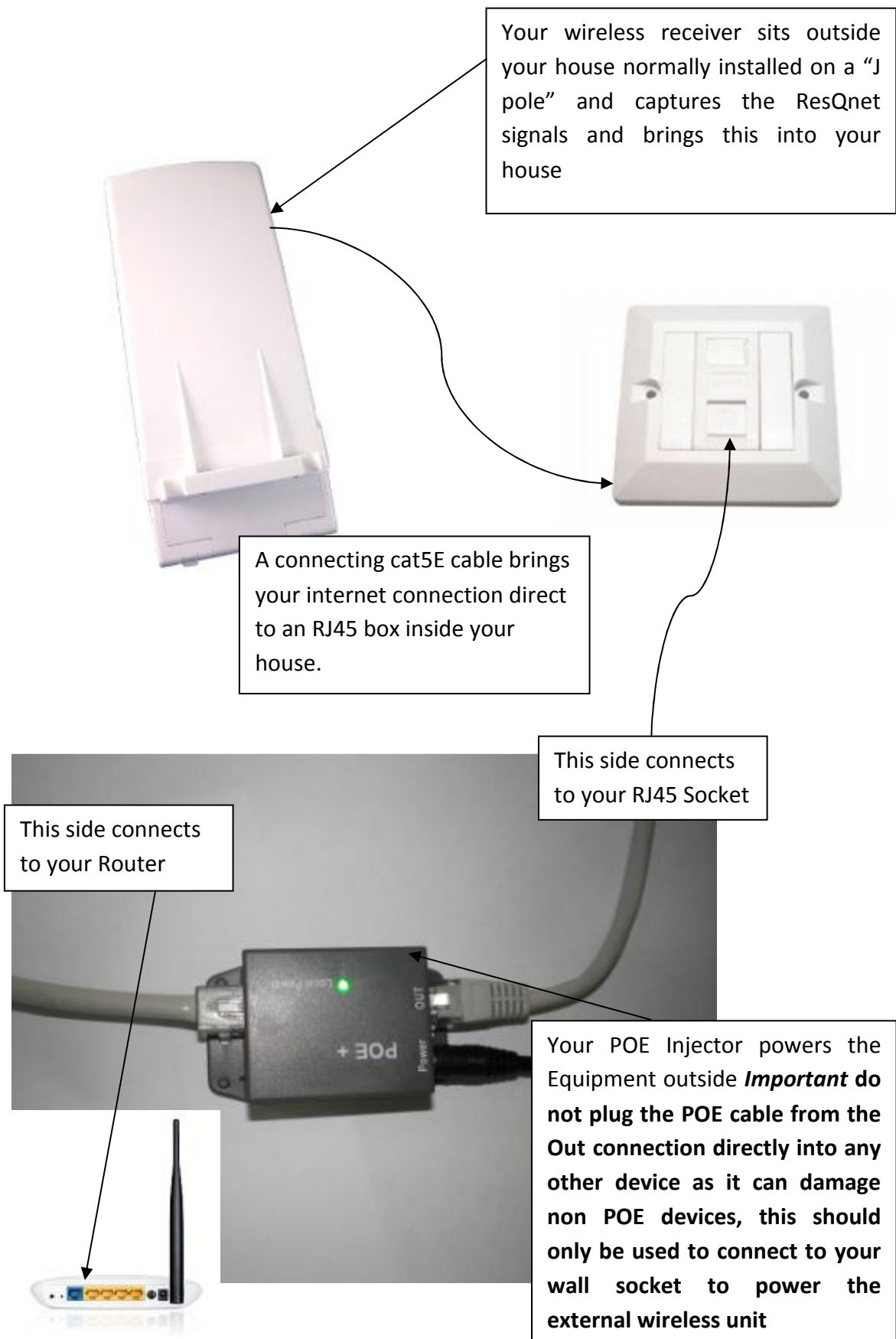
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## Disclaimer:

*This support document is for use with the ResQnet wireless product and services. These services and products are subject to change so please download or check that you have the latest version of this document on our website [www.resqnet.co.uk/supporthome.html](http://www.resqnet.co.uk/supporthome.html).*

*The purpose of this document is to guide customers to check and fix their connections, incorrect settings in routers or incorrect cable connections can lead to an engineer callout which may be subject to charges.*

## Your installation and how it all works



## About your Router

Your new TP Link router controls your internet connection.



### Features:

- Wireless access point for mobile devices such as laptops and smart phones etc.
- 4x LAN ports so you can connect 4 PCs by cable
- Firewall Security with NAT and SPI

From time to time we will announce new firmware upgrades for this router on our website.

## Troubleshooting

Difficulties connecting to the internet

### Step 1

Turn the router and POE injector off and leave off for couple of minutes – restart the equipment and re-test the broadband connection on your PC.

### Step 2

If possible make sure the lights are on outside on the wireless receiver (the green light indicates power and red light indicates a connection) - if there is no sign of lights on the receiver, double check that the POE injector has power (it will have a green light indicating power) and make sure that the cat5E cable is connected firmly at the POE and the RJ45 Box on the wall.


### Step 3

Make sure that your router is turned on and that the cable from the POE injector labelled “in” is connected to the **Blue LAN** socket on the router.



## Poor speeds

Your broadband connection should be consistently delivering over 4mbps, if you feel you have a poor connection there are several things to check prior to calling support:

- 1) Make sure that no other machines are on-line using your network you can double check this by logging onto your router and checking the connected devices (DHCP/DHCP client list)
- 2) Connect directly to your router using a network cable to any of the yellow ports 
- 3) Virus check the PC/laptop – (viruses can affect both network and device performance)
- 4) If you work remotely from home using VPN Dial-Up-Connections or any other remote connection software please disconnect these before a speed test

## Reporting Poor Speeds

If you have continuing poor performance, please send 3 screenshots over varying periods throughout the day to [support@resq.co.uk](mailto:support@resq.co.uk) with the subject titled “Slow Speed Support” so that we can better assist you– speed tests can be obtained through our website under support or [www.speedtest.net](http://www.speedtest.net) Before running a speed test:

- 1) make sure no other devices are using the network both wired or wirelessly. (free view boxes or IP TV’s may also need to be turned off to give an accurate result)
- 2) disable any programs running in the background i.e. VPN connections, Antivirus, Peer to peer software etc.
- 3) connect directly to your router using an Ethernet cable
- 4) re-start router and wireless equipment waiting a few minutes for the system to come live

## Video buffering:

If your connection suffers from video buffering whilst streaming online content, check your speed on our website <http://www.resqnet.co.uk/support/> first then try changing the website source that you are streaming from (some servers can get overwhelmed with customers streaming content and run out of bandwidth themselves)– you can view online streaming content from the following:

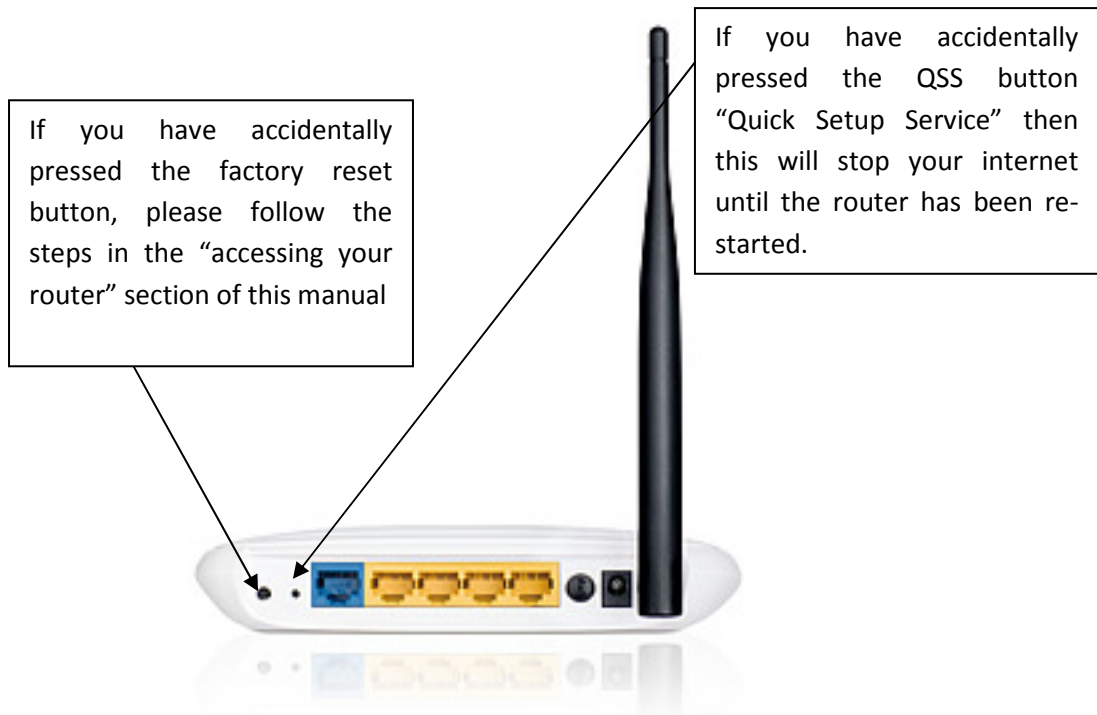
[www.youtube.com](http://www.youtube.com)

<http://www.bbc.co.uk/iplayer/>

## Installations

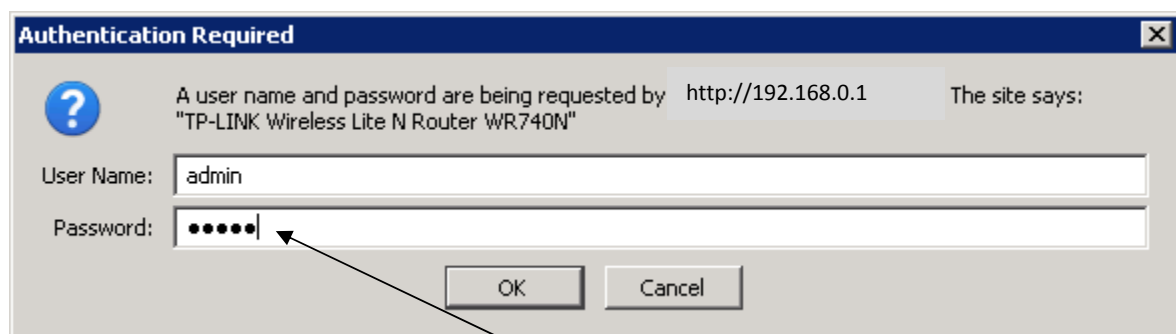
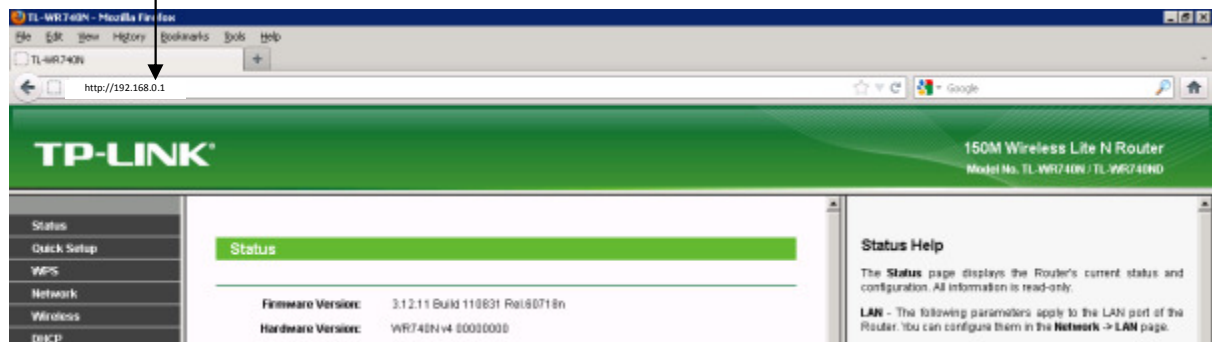
When your install is complete your router will be programmed ready to surf the internet and our engineers will generally make sure that your internet is working on your PC.

**Do not push the “reset” button**, this will empty the router of its settings and the router will default to its original “out of the box” mode



## Accessing your router normally

Open a browser (internet explorer/chrome/Mozilla) and type in either 192.168.0.1 or 192.168.1.1 at the URL Bar then press enter(the address varies depending on model firmware or customised installation)



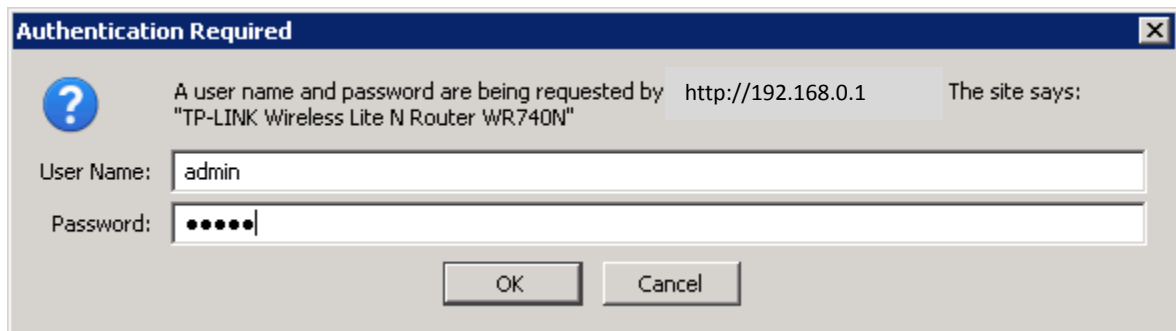
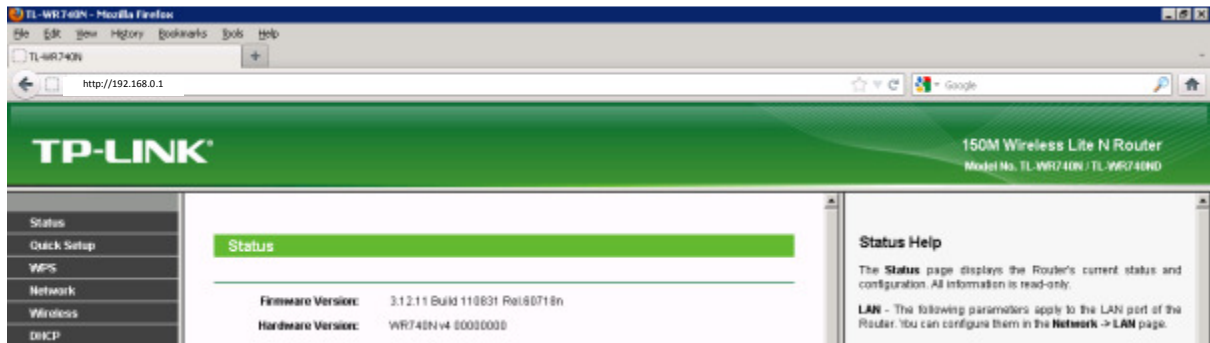
At the username and password box, the password for the router can be found at the rear of the router labelled "pin"



## Accessing your router following a factory re-set

(You will need your public IP address if you do not know this please contact us first!)

If your router has been factory re-set then it will go back to its default IP address, connect a PC directly to the Lan port of the router, open a browser (internet explorer/chrome/Mozilla) and type in either 192.168.0.1 or 192.168.1.1 (these vary depending on model firmware)



Once you have factory re-set the unit its password will be admin and admin

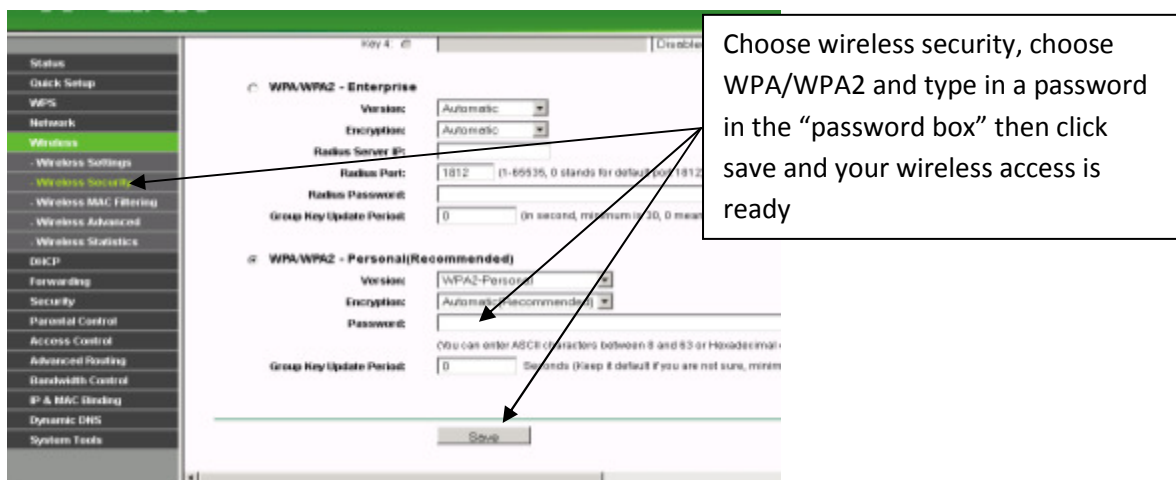
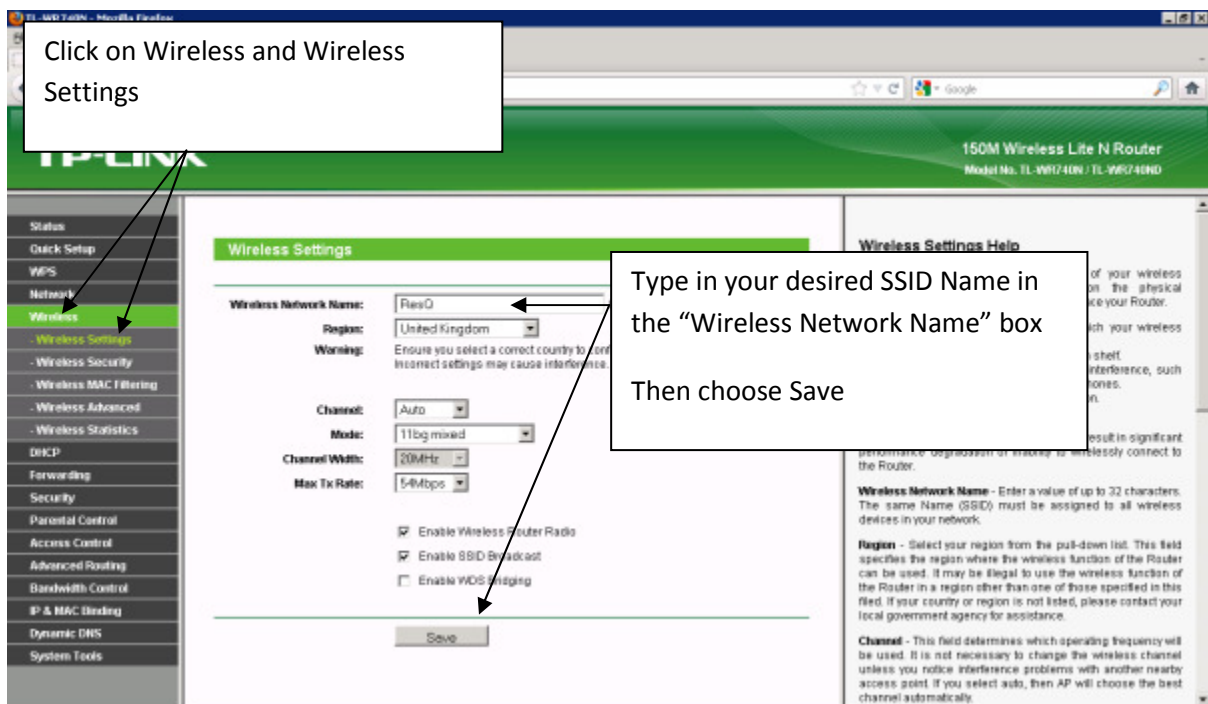
log onto your router, click on "Network" then choose the "Wan Option"

Select "static IP" from the drop down menu and populate the IP address options as follows:

Your IP address: 91.235.##.##  
Subnet: 255.255.252.0  
Default Gateway: 91.235.56.1  
Primary DNS: 8.8.8.8  
Secondary DNS: 4.2.2.2

## Change SSID

Our engineers will generally set up your router with a “in house” local access point so that you can connect mobile devices wirelessly, you may wish to change the SSID “the name for the wireless network” for best security especially if you are in a built up area with lots of neighbouring houses try to use a name that does not reflect your property or family as the SSID is visible to wireless devices and other users may be tempted to guess your password to log on to your network. For extra security in built up areas you may also want to “Disable SSID Broadcast” or “lock to MAC address” once your home network is set up. If you do not need to use any wireless devices and have a cable connection to your computer you can “disable wireless router radio” until it’s needed.



## Difficulties connecting to your wireless router

Although the ResQnet network is primarily wireless - (signals are sent to customer properties). Your internal wireless router is similar to most internet service providers, signals can be affected by obstructions such as walls etc. Your TP Link router is capable of delivering wireless signals at the 2.4 GHz range however might not provide signal into every room in your property, each wall will reduce its signal strength and alternative boosters or homeplugs may be required should you wish to have the broadband feed throughout your building.

### Things to try:

Make sure that you can connect standing next to the router first, then work your way around the house, you will soon notice which rooms you can connect to your wireless network and which rooms are “not spots”.

Make sure that no one else has a wireless network sharing the same name as yours, this can fool your mobile device to attempt to connect to either causing problems.

**Changing the channel:** Your router has 13 channels in the 2.4GHz range, as default your router will work out the best channel to use, however sometimes this can clash with neighbouring networks and devices such as “Nintendo Wii” “Xbox”, manually selecting a different channel can resolve interference.

**Drop the security level:** Older wireless devices may not have the same security as the router “WPA/WPA2”, WPA2 was introduced in 2004 there were still laptops being sold without this level of security for a few years after. We do not recommend reducing the security of your router; if you find that your mobile device cannot connect with the latest security we would recommend a replacement mobile device or wireless card.

## Contact us

If you require further information, please contact any of our support staff on [support@resq.co.uk](mailto:support@resq.co.uk) or telephone us on 01269 500055

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