

Frequently Asked Questions

Do I need to enter the password every time I access the internet?

No, the password will be automatically saved within your wireless security settings.

How do I get my other machines to access the internet?

Once you have set up the security on one machine, any other PCs or laptops you have will just ask for the password the first time you try to get onto the internet using the wireless connection. (See step 5)

Can I change the password?

Yes absolutely, whenever you like. This is done in the same way as you originally set up your password.

What if I forget the password?

You can either follow the instructions for setting up the password or reset the router to the default configuration (by pressing the reset button at the back of the router) and setting it up again.

What if I suspect someone is using my broadband connection?

You should change the password using the instructions above 'What if I forget my password?' or turn off the wireless network and use an Ethernet cable to connect to the internet although this is very limiting compared to the freedom of wireless.

Who do I phone if I have a problem?

Ring Karoo's Customer Technical Support Helpdesk on 01482 606101. Additional support can be obtained from the Netgear router manufacturer on 0870 112 1206 or www.netgear.co.uk/product_support.php

Kingston Communications (Hull) PLC,
37 Carr Lane, Kingston upon Hull HU1 3RE

www.karoo.co.uk

Lines are open 8am-10pm Mon - Sat and 10am-6pm Sundays



Wireless Security

An easy guide to protecting your
new wireless network.



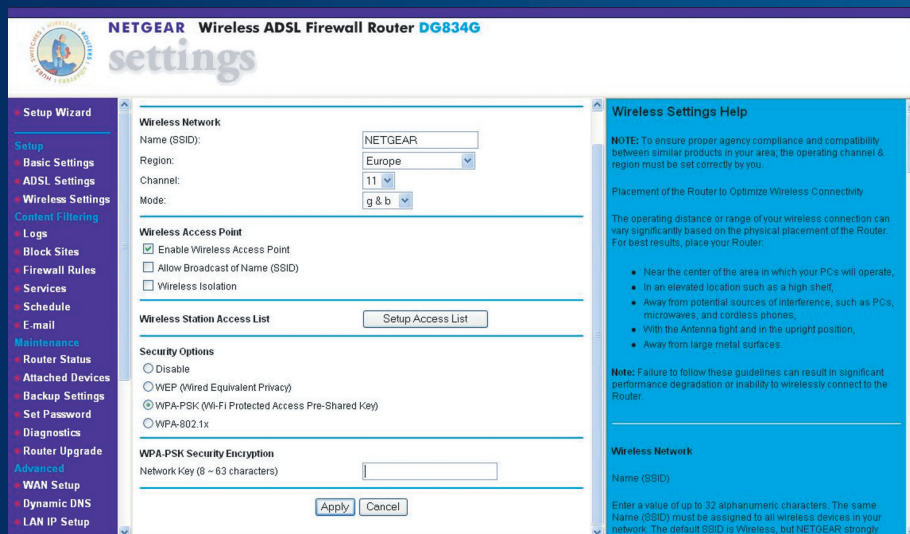
Wireless security

The Netgear router that has been provided as part of your broadband service offers advanced wireless network capability. However, if the wireless network is not secured your internet connection could be used by an anonymous user and be open to internet abuse. For this reason, we recommend that you secure your wireless network as follows:

Step 1. Log into the router configuration screen by entering 192.168.0.1 into the address bar within your internet browser (where you would normally type a website address).

Step 2. When prompted for a username and password, enter your username as **admin** and the **password** as password. This is the default username and password for the Netgear router.

Step 3. When you have logged in to the router, click on 'Wireless Settings' from the blue menu on the left of the screen. You will be presented with a screen similar to the picture below:



Step 4. To change the type of wireless security that is used, go to the 'Security Options' area and check the WPS-PSK (Wi-Fi Protected Access, Pre-Shared Key) option.

Step 5. You will then be prompted to enter your chosen WPS-PSK Security Encryption Network Key. This is your own personal password and can be anything you like between 8 and 63 characters. It is this Network Key (password) that you will provide to every user that you want to have access to share your wireless connection.

Remember, any changes you make to the router configuration need to be confirmed, or saved, by clicking the **APPLY** button, located to the bottom of the screen.

If you have any further questions with regards to Wireless Security, the right hand side of the Netgear configuration screen contains answers to most of the Frequently Asked Questions. The left hand side of the configuration screen has a link to the Netgear on-line knowledge base which also provides extra information.

