Configuring Linksys Routers (EA2700 and EA2750)- Article no. 5206

Resolution Steps

Wireless Networking

1. Establish a **wired connection** between the router and a computer, if possible

2. If a wired connection is **not possible**, initiate a **wireless** connection with the Linksys router. (**Connection information** is located on the bottom of the device with the **WPA2 password** for the **ea2750**)

3. If the customer **cannot establish a connection** with the router given the resources they have on hand, request that the equipment be **swapped**

4**. Remove the Ethernet plug from the yellow Internet port**

5. Ask customer to attempt to browse to 192.168.1.1 **(If an error appears ask the customer to use a different web browser)**

6. Click on **Local Access** underneath the **username** and **password** if a password itself is **not requested**

7**. Log in** with the password of **admin**

8. If the log in **does not work** in this way, the router may need to be reset:

- On both routers, there is a tiny red **reset button** on the bottom which can be pressed with the help of a pen or a pin

9. Once you log in, **go to wireless setup/security**. This is different for both routers

10. **Set up the wireless security for both bands**, work with the customer to determine good SSID/network names that they will remember for each

11. **Set up the password using WPA2/Personal**, make sure it is a password they will remember. Using the same password on each band is permitted

12. Once the changes are saved in both bands, reconnect the the Ethernet cable from the modem to the yellow Internet port

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