



TechDocs

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## Setting up the ADSL Account Login on a Netgear Router

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### Overview

This document describes the procedure for setting up or changing the ADSL Account Login on the small Netgear ADSL Modem-Routers (DG834 etc). This is not a configuration guide for setting up the router, but pertains mainly to the situation when the ISP login name or password needs to be checked or changed.

### Requirements

- WiseNet ADSL account User Name and Password. These will be provided to you by WiseNet Admin.
- IP Address of the Netgear ADSL Router (default is 192.168.0.1)
- Password of the Netgear ADSL Router (default is *password*, *admin* on the most recent models or *1234* on older devices). Check your installation guide or documentation. It might be set to a custom password, and if it was us, we should have this on file. If you forgot the password, or these don't work, a modem reset to defaults will have to be done, and the modem will have to be completely reconfigured.

### Procedure

You need to login in to the router and change the user name and password, then apply settings and test the connection. **Do not change any other of the settings.**

- In a www browser (any will do), type the IP Address of the router. The default is given above, if this does not work, your Local Area Network could have been configured differently. With Windows you can check this by looking at the Status of your Local Area Network Adapter, Details, and you will see the address of the router under IPv4 Default Gateway.
- You should be presented with the Router Login box. The User Name will generally be *admin* and then you should enter the router login password, the default is above (This is not your ADSL Account Password)
- The first page that comes up is the Router Status page. Here you can see if the line connection is working. Under Modem towards the bottom, you will see the Modem Status and Connection Speeds. It should say "Connected" and this just means the ADSL connection to the local exchange is up and running. If not, you have a line problem.
- To set the ISP ADSL Account Login, click on "Basic Settings" menu option on the top left under "Setup". Now you will see a number of data field boxes. Enter your full ADSL account login name in the "Login" box ie *user@adsl1.wisenet.co.za* and then enter your password in the Password box. Please note these are case-sensitive.
- The click on the "Apply" button. Then the "Test" button will make a pop-up window with the confirmation that the login name and account works. You might have to enable pop-ups for this site on your browser.
- You can at any stage check the line connection and login status by going to the "Router Status" under "Maintenance" on the left hand side. Here you will see the Line Speed. Click on "Connection Status" and you will see if your login to your ISP Account is working okay. If this is up, you should have an Internet Connection

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