

NETGEAR WGR614 ROUTER

Frequently Asked Questions:

1. Why can't I connect to the internet when my computer is connected to the Netgear WGR614 wireless router?

Check the configuration settings on the router. It may not be setup to connect to the internet. The router should have come with a setup guide provided by GTA Spyder. If you did not get a setup guide with your router, you can pick one up from either our Tumon Business Office or the Mpulse store in the Agana Shopping Center. You can also give us a call on our 24 hr tech support hotline. If the router is setup and you still cannot connect, please call our 24 hour tech support hotline.

2. What is the default username and password for the Netgear WRG614 wireless router?

The default username is **admin** and the default password is **password**.

3. What type of connections does the Netgear WGR614 wireless router have? How many computers can I hook up to the Netgear WGR614 wireless router?

The Netgear WGR614 has 4 built in 10/100 Ethernet ports as well as 802.11a/g wireless connectivity. It is possible to connect 4 wired Ethernet devices or computers directly to the router. You can also connect a hub or switch to the router to allow for more 10/100Mbps Ethernet ports. The number of wired computers is limited to the number of available 10/100Mbps ports and the number of available IP addresses on the router. The wireless connectivity is limited only to distance and the number of available IP addresses on the router. The router is capable of handling 253 IP address assignments. However, the default is set to 50 IP addresses available on the Local Area Network. CAUTION: The Netgear WGR614 wireless router shares the available DSL bandwidth among the computers connected to the Local Area Network. The more computers that attempt to connect to the internet at the same time may cause slower internet speeds to be available to each computer.

4. Is my computer compatible with the Netgear WGR614 wireless router?

Your computer is compatible if you have an 802.11a/g wireless adapter or 10/100Mbps Ethernet Network Interface Card (NIC) installed. Please consult your manufacturer's reference manual to determine if either is installed.

5. Do I need anything else besides the wireless router to connect to the internet?

Yes. You will need to have an ADSL compatible modem & a computer with either a wireless or Ethernet network adapter.

6. Will connecting more than one computer slow down my internet connection?

Using a router shares the internet connection bandwidth to each computer. If more than one computer is accessing the internet at the same time, the available internet bandwidth will be divided amongst the connections. Each computer will receive whatever bandwidth is available at the time, up to the maximum bandwidth on your DSL connection. Please check your internet application to see what the maximum bandwidth is for your DSL connection.

7. I changed my administrator password on the Netgear WGR614 Wireless Router. Is there a way to retrieve it? Or can I reset it back to the default?

Unfortunately, there is no way to retrieve lost or forgotten administrator passwords. If you have forgotten the administrator password for the router, you will need to perform a factory reset to restore it back to default. CAUTION: This will erase all settings on the router and set it back to factory default. Below is the step-by-step procedure for resetting to factory defaults:

- a) Press the reset button on the back until the test light blinks. This takes about 10 seconds. (To avoid accidental resets, the small button is recessed. Use a pen or paperclip to access it.)
- b) Release the button.
- c) Wait for the router to reboot.
- d) Log in with the default password.

If the router was not cleared, try these additional steps AFTER the router has finished rebooting.

- a) Unplug the router's power.
- b) Press and hold the reset button. While the button is held down, reconnect router's power.
- c) Continue to hold the reset button for 20 seconds after reconnecting the power.
- d) Wait for the router to reboot.
- e) Log in with the default password

8. Can I connect my game console to the router to play online video games?

This would depend on the game console being used. Generally, as long as the game console has either a 10/100Mbps Ethernet interface or an 802.11a/g wireless interface, then it is possible to connect the console to the Netgear WGR614 Wireless Router. However, compatibility is dependant on the game consoles specifications. Please consult your game consoles manufactures reference manual to verify if it is compatible or not.

9. How far will the wireless connection go? Can I use it island-wide?

The Netgear WGR614 is limited to about 100ft by 150ft area. This is also dependant on the type of building structure the wireless router is located in. Walls, metal objects and electronic devices may lessen the quality of the wireless signal and thus lessen the distance the wireless connection can reach. Because the wireless connection is limited to a 100ft by 150ft area, it is not possible to use it island-wide.

10. What do I do if I've done everything in the setup and installation guide and I still can't connect to the internet?

There may be something wrong with your internet connection or equipment. You should call our 24hr technical support hotline so that we can assist you with troubleshooting your connection.