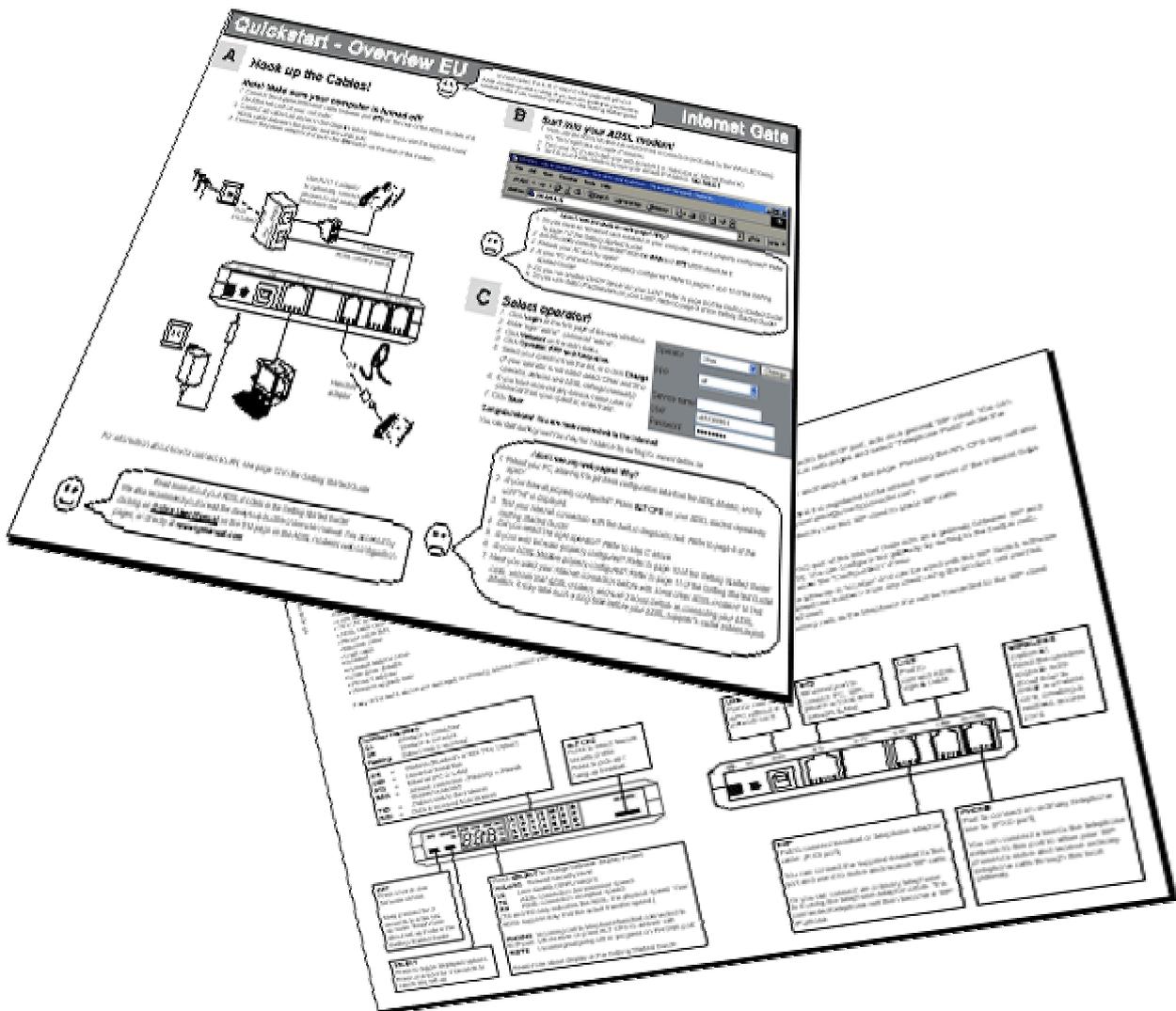


# Addendum to the Quickstart - Overview Sheet



## To install your Internet Gate, follow the A, B and C steps of the Quickstart sheet!

If you run into problems or need further information, this Addendum will help with the most common issues.

After the installation, you can configure the Internet Gate for your specific needs through the built-in web interface. For detailed instructions, use the Online User Guide on the Internet: [www.igmanual.com](http://www.igmanual.com).

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# 1 Basic Set Up

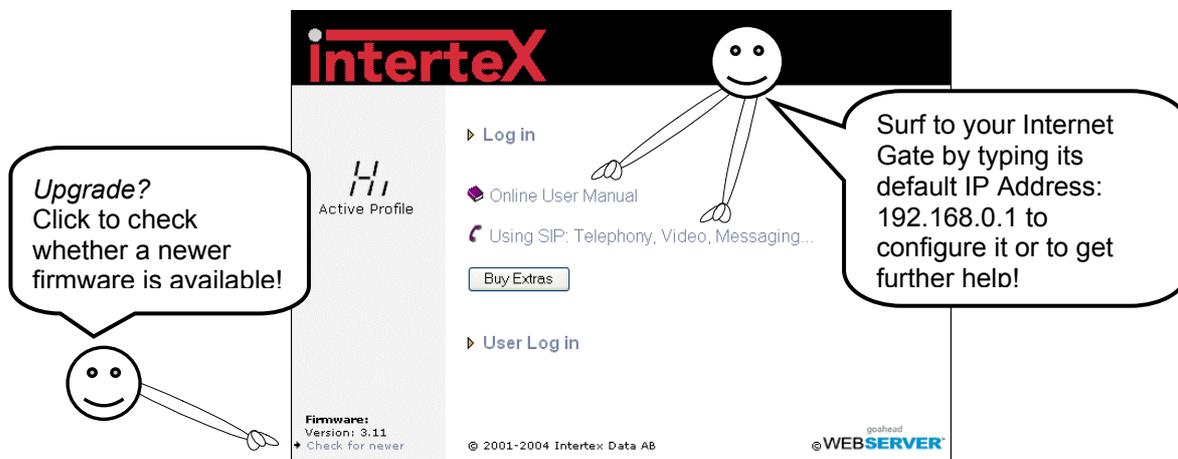
Please refer to step A, B and C of the Quickstart sheet for the basic set up of your Internet Gate. It will guide you in installing the Internet Gate and in doing the necessary settings.

## 2 Getting Help



There are several ways to get information about the Internet Gate:

- **Quickstart Overview Sheet** – Helps you install and do some basic configurations.
- **Addendum to the Quickstart – Overview Sheet** (this document) – Helps you to troubleshoot the most common issues.
- **Built-in Help** – Every configuration page on the built-in web server has help texts that describe the different parameters. Just click the question marks.
- **Online User Manual** – In the online manual, you will find the latest information tailored for your specific version of the Internet Gate. You access it via links in the Built-in Help, via the link on the first web page of the Internet Gate or directly at [www.igmanual.com](http://www.igmanual.com).
- **Support** – If you experience problems when installing or using the Internet Gate that cannot be solved by the help indicated above, contact your retailer for assistance.
- **Using SIP: Telephony, Video, Messaging...** – This online information, accessible from the first page of the web interface, helps you get your IP Telephony and SIP environment up and running.



### 3 Detailed Instructions

Do you have problems getting your Internet Gate to work? Read the installation tips and the detailed instructions on the following pages for help!

#### 3.1 Connecting a Local Network (LAN)

If you have a Local Area Network (LAN) with several computers connected, you can connect the network hub to your Internet Gate and allow all computers to share the Internet connection.

If your network uses dynamic IP-addressing (recommended), then the built-in DHCP server of your Internet Gate will provide IP addresses to all PC:s on the LAN. Refer to 3.2.1 for more information.

Does your network use static IP addresses? Refer to 3.2.2!

**Note:**

- Only one computer can be connected to the USB port on the Internet Gate. No LAN can be connected to the USB port. Instead, use the Ethernet port and a hub to connect the LAN.
- Some simpler models of the Internet Gate are locked so they are only able to connect a single computer through the LAN interface. This lock is then indicated on the bottom of the web page Network (refer to 4.1). To connect a LAN to such models, the firmware must be upgraded to a version with LAN functionality.

#### 3.2 Check Your Computer's Settings

The Internet Gate is delivered with factory defaults that fit most users. If your PC has the default network and web settings, then everything should work at once. If not, please check your PC's settings.

(The steps described here are for Windows XP. Other operating systems have similar menus and options, though accessing them may be done differently.)

- Select **Network Connections** in Windows Control Panel. (Click Start and choose Control Panel). Right click on **the network connection that you use** and select **Properties**.

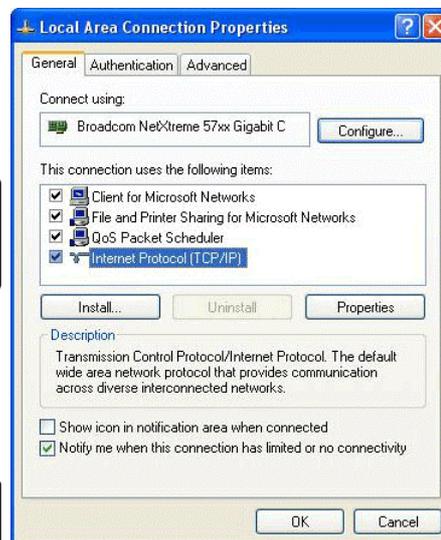


**I have no "Network Connections" icon on my desktop! Why?** You need a network card installed in your computer. Configure it according to the instructions from the manufacturer.

- Double click on **Internet Protocol (TCP/IP)** for your network card on the list that appears.



**There is no "Internet Protocol (TCP/IP)" in the list! Why?** It is not installed. Select "Install", "Protocol", "Add", "Microsoft TCP/IP", "OK".

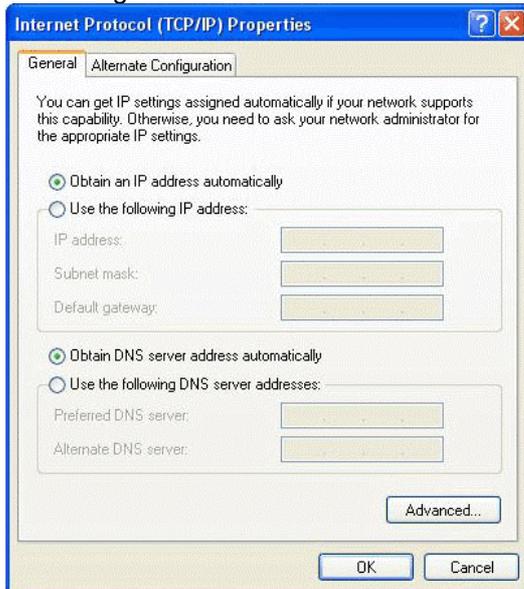


There are two ways to address computers in a local network (LAN):

- a) Either **Dynamic IP addressing**, a DHCP server on the LAN distributes IP addresses to all connected computers,
- b) or **Static IP addressing**, all connected computers use a manually assigned IP address.

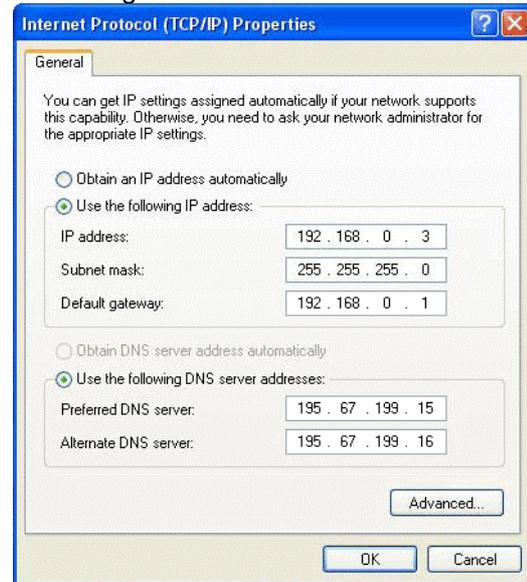
Check how your computer is configured to receive an IP address:

- a) If it is configured to use **dynamic addressing**, the settings look like this:
- b) If it uses **static IP addresses** the setting look something like this:



No configuration is needed. The DHCP server built into your Internet Gate will distribute correct IP addresses.

Check your setting according to 3.2.1, 3.3, and 4.1.



You have two options:

**1 (recommended):** Configure all computers on your LAN to use dynamic IP addressing. Refer to 3.2.1 for more information.

**2:** Configure your Internet Gate and your PC:s so they fit your LAN. Refer to 3.2.2 for more information.

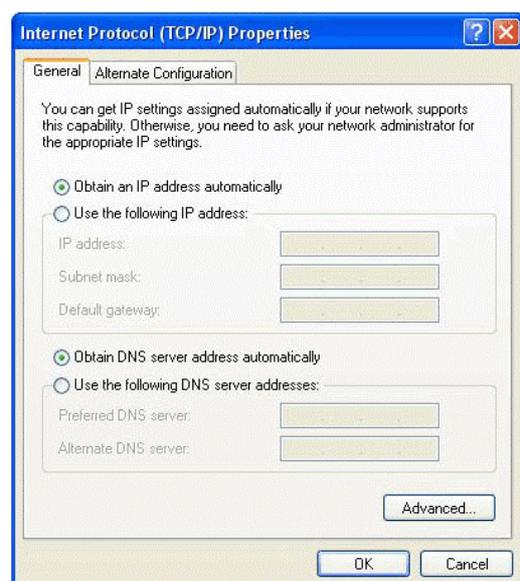
### 3.2.1 Using the Internet Gate with Dynamic IP Addresses on the LAN

The Internet Gate is delivered configured for dynamic IP addressing on the LAN. The Internet Gate acts as a DHCP server and provides IP addresses.

(The steps described here are for Windows XP. Other operating systems have similar menus and options, though accessing them may be done differently.)

All PCs on your LAN should be configured like this:

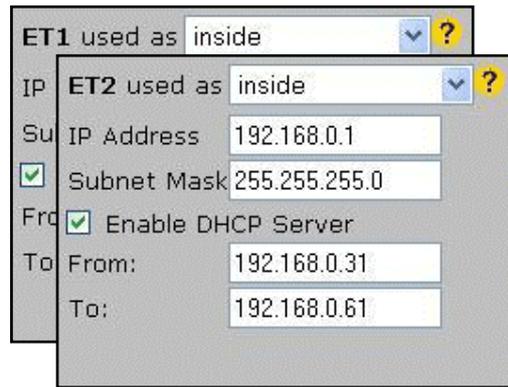
1. Select **Network Connections** in Windows Control Panel. Right click on **the network connection that you use** and select **Properties**.
2. Double click on **Internet Protocol (TCP/IP)** for your network card on the list that appears.
3. Select **Obtain an IP address automatically** and **Obtain DNS server address automatically**.
4. Click **OK** to save and close all windows and reboot the PC.
5. You may check that the built-in DHCP server of your Internet Gate is enabled, by checking the settings of the LAN port (ET1 or ET2 dependent on model) in the Network Settings web page.



You can see the most common settings here to the right. These should suit most users.



If you already run a DHCP server on your LAN you should turn it off or change its settings to distribute the Internet Gate as default gateway.



### 3.2.2 Using the Internet Gate with Static IP Addresses on the LAN

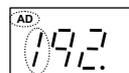
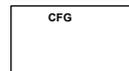
**Note:**

This information is intended for advanced users. If you are not familiar with terms like static IP addressing you do not need to read this chapter. Refer to 3.2.1 instead.

If you want your Internet Gate to be part of an existing LAN that uses static IP addresses, you have to change its LAN IP address to an unused IP address that fits the same subnet as your LAN.

You can use the keys on the front panel to change the IP address:

1. Press and hold **SET** pressed for 3 seconds, to enter setup mode.
2. Press **SELECT** once, so CFG is lit.
3. Press **SELECT** repeatedly until "E 2" (ET2) appears in the display for models with built-in ADSL. For firewall models without ADSL, the LAN port is instead ET1 and "E 1" should appear.
4. Press **SET**.
5. Press **SET**. The first 3 digits of the IP address are shown and the first digit flashes.
6. Press **ALT CFG** repeatedly, until the correct digit is displayed.
7. Press **SELECT**: The next digit flashes, and can be changed using **ALT CFG**.
8. Use **SELECT** to step through all digits of the IP address.  
Use **SET** to step back to the previous digit if you have made any error.  
Use **ALT CFG** to change the value of the flashing digit.
9. After stepping through all digits of the IP address, the subnet mask appears and can be modified. Each subnet mask number can only be set to values 255, 254, 252, 248, 240, 224, 192, 128, or 0.
10. Press **ALT CFG** repeatedly, until the correct value is displayed.  
Press **SELECT** to step to the next subnet mask number.
11. When all digits have been displayed the IP address and subnet mask are saved.
12. Complete the installation with the steps on the next page.





### Is your Internet Gate *not* equipped with display and keys?

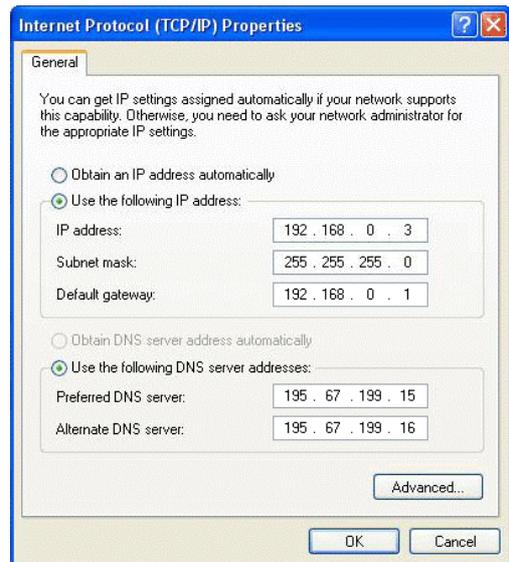
Do like this:

- Connect a PC to the LAN port (ET2 for ADSL models, ET1 for firewall models) on your Internet Gate and configure the PC to use dynamic IP addressing. Refer to 3.2.1.
- Change the setting for the LAN port on your Internet Gate through the built-in web interface. Refer to 3.1.
- Change PC IP configuration back to its static settings.
- Complete the installation with the steps on this page.

(The steps described here are for Windows XP. Other operating systems have similar menus and options, though accessing them may be done differently.)

The procedure below has to be performed for **all** computers connected to your local network (LAN).

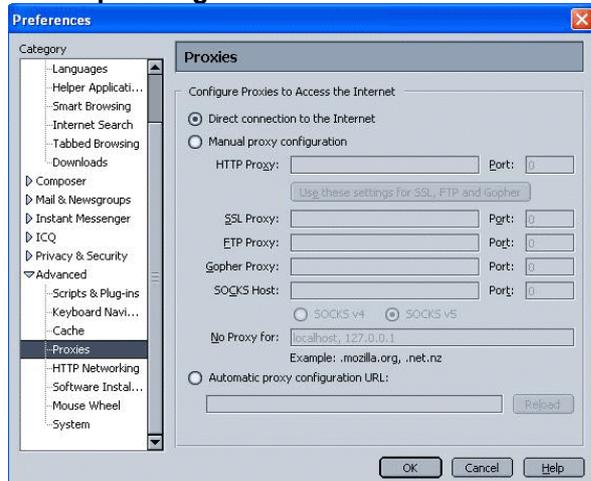
1. Select **Network Connections** in Windows Control Panel. Right click on **the network connection that you use** and select **Properties**.
2. Double click on **Internet Protocol (TCP/IP)** for your network card on the list that appears.
3. Select **Use the following IP address**.
4. Enter the **IP address** and **Subnet mask** of the computer. As **Default gateway** enter the IP address of your Internet Gate. Either the default 192.168.0.1 or the one you entered in the previous section.
5. Enter the IP address of the **Preferred** and **Alternate DNS server**.
6. Click **OK**.



## 3.3 Check the Proxy Settings of Your Web Browser

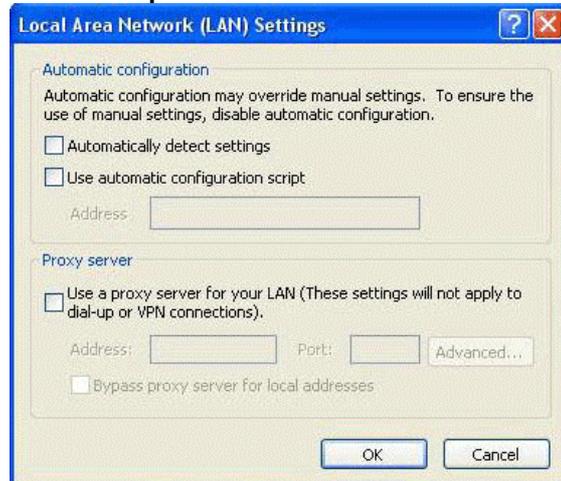
If your web browser is configured to use a proxy server, you may have problems reaching the built-in pages of your Internet Gate. In that case, disable the proxy server in your browser:

### Netscape Navigator:



Select Edit, Preferences, Advanced, Proxies: "Direct connection to the Internet" should be selected.

### Internet Explorer:



Select Tools, Internet Options, Connections, LAN settings. The checkbox "Use a proxy-server for your LAN" must not be selected.

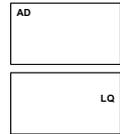
### 3.4 Diagnostic Test

If you cannot access the Internet, your Internet Gate can attempt to localise the problem.

**Note:** The diagnostic test is only available in models with keys and display.

Start the diagnostic test like this:

1. Press and keep **SET** pressed 3 seconds to enter setup-mode.
2. Press **SELECT** 4 times until "LQ" is lit.
3. Press **SET**.



It takes a couple of seconds to perform the test. Any errors discovered are shown in the display. The diagnostic test can find multiple errors, press **SELECT** to flip through all error messages.

"E 1" to "E 9" indicate errors in your external Internet connection (WAN):

-  No WAN link connection (ADSL or Ethernet dependent on model). Check all cables. Contact your broadband-supplier if the error remains.
-  No WAN DHCP server found. This *may* be OK, but check configuration according to 4.1. Reboot your Internet Gate. Contact your Internet Service Provider (ISP) if the error remains.
-  No Gateway found. This *may* be OK, but check configuration according to 4.1. Reboot your Internet Gate. Contact your Internet Service Provider (ISP) if the error remains.
-  No DNS server found. Check configuration according to 4.1. Reboot your Internet Gate. Contact your Internet Service Provider (ISP) if the error remains.
-  No Internet connection. You do have a connection to your ISP, but they have no Internet connection for the moment. Contact your Internet Service Provider (ISP) if the error remains.

"E11" to "E19" indicate error in your local network (LAN):

-  No Ethernet link. Check the cable connected to port ET1 on firewall models and ET2 on ADSL models.
-  No DHCP addresses requested. The DHCP server of the Internet Gate is on, but no PC:s on the LAN have requested addresses. This *may* be OK, but check your settings, see 3.2.1.
-  No Ethernet packets at all received. This *may* be OK, but check your settings, see 3.2 and 4.1.

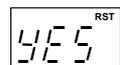
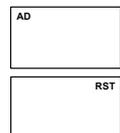
If no error messages are shown, then your Internet connection is OK. Any remaining error is probably due to your PC's settings. See 3.2 for more information!

### 3.5 Reset to Factory Defaults

If you wish to you can reset all settings to their original values, so your Internet Gate is set up the same way as when delivered from the factory.

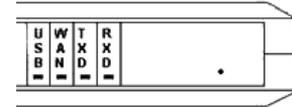
If your ADSL modem is equipped with keys and a display:

1. Press and hold **SET** pressed for 3 seconds, to enter setup mode.
2. Press **SELECT** repeatedly until "RST" appears in the display.
3. Press **SET**.
4. The question "Clear all?" appears, and then "no".
5. Press **SELECT** to choose "YES".
6. Press **SET**.
7. The modem now resets and then restarts.



If your ADSL modem is not equipped with keys and display:

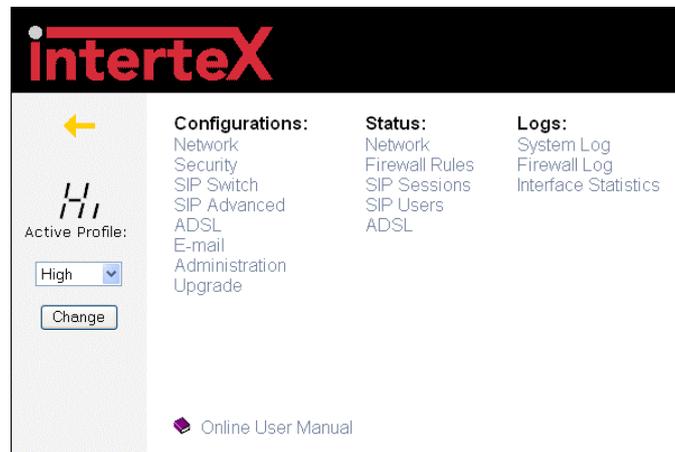
1. Gently insert a straightened paperclip in the hole at the right of the front panel.
2. Keep the paperclip pressed for 3 seconds, until all front panel LEDs are switched off.
3. After a while, the LEDs are lit one after the other, starting with RXD.
4. When exactly 3 LEDs are lit (WAN, TXD, RXD) insert the paperclip again.
5. The Internet Gate now resets to factory default and then restarts.



## 4 Configure Your Internet Gate

Your Internet Gate is delivered with factory settings that fit most users. In some situations however, you need to change the configuration of your Internet Gate. All the configuration pages can be reached from the main menu in the Internet Gate. You can also easily set up the Internet Gate to fit your specific needs.

In the following sections you will find information about two of the configurable features in the Internet Gate. For more information refer to the built in help or the online user manual, see also section 2.



To access the built-in network configuration pages in the Internet Gate, do the following:

1. Start a web browser, such as Internet Explorer or Netscape Navigator, on your PC.
2. Write the IP address of your Internet Gate, **192.168.0.1**, in the address field of the browser. The first web configuration page should appear.
3. Click **Log in**.
4. Enter **User name** and **Password**. (At delivery: User name=**admin**, Password=**admin**. You should change the password!)

### 4.1 Network Settings

You can edit the network settings by choosing **Network** under **Configurations** on the menu page.

If you have received a static IP address, DNS and Gateway addresses from your service provider they should appear here, otherwise select **Get by DHCP**.

## Network Configuration

### Internet

**WAN (Internet)**

interface is LINE Change

**LINE used as** outside

IP Address 213.64.177.135

Subnet Mask 255.255.255.0

Get by DHCP Renew

[Operator, PPP and Keep-alive](#)  
[MAC address](#)  
[Dynamic DNS](#)

**DNS Server**

IP Address 10.0.0.1

2:nd 10.0.0.2

3:rd

Domain

**Default Gateway**

IP Address 213.64.177.1

or

**USB used as** inside

IP Address 192.168.1.1

Subnet Mask 255.255.255.0

Enable DHCP Server

From: 192.168.1.31

To: 192.168.1.61

[Get drivers](#)

**ET2 used as** inside

IP Address 192.168.0.1

Subnet Mask 255.255.255.0

Enable DHCP Server

From: 192.168.0.31

To: 192.168.0.61

**ET1** ( not on this model )

[Local DNS Server](#)  
[Network Status](#)

Save Advanced

[Note: Image differs for firewall models.](#)

These fields are filled automatically if Get by DHCP is selected.

The USB settings fit most users. You probably don't have to change is.

How do I configure the LAN connection (ET1 or ET2)? Refer to 3.2, 3.2.1, and 3.2.2!

Do not forget to click Save if you change any settings!

**Note:** Each of the interfaces LINE, USB, ET2, ET1 must reside on separate subnets. Two interfaces cannot have the same IP address – even if one of them is blocked! However, if you e.g. want your LAN Ethernet port to be on the same subnet as the USB port, you should instead change the “ET1/ET2 used as” from “inside” to “bridged with USB”.

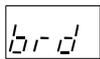
## 4.2 Security Profiles

The firewall supervises the passing data traffic and stops unauthorised traffic. The active security level is shown on the front panel display. It can be changed using the **ALT CFG** key, or the menu page on the built in web interface.

- Hi **Only web and email traffic is allowed** - Highest security, but some applications may have trouble passing through.
- Lo **All outgoing and legitimate incoming traffic is allowed** - Same security against attacks as the Hi profile, but more applications are allowed to pass out to the Internet.
- AC **User editable security profile** - The user may edit the details for this security profile.



**Blocked** - No traffic is allowed to pass. You are disconnected from the Internet.



**Bridged** - Firewall and NAT bypassed. **Warning! Not Recommended.** (Note: The bridged mode does not work on PPPoA connections.)



Does your application have trouble getting out on the Internet?  
Do you get error messages?  
Change security profile to "Lo"!

If you have:

- Servers that you want to make Internet accessible,
- a VPN client to work from home, or
- use network games (games played together with other users on the Internet),

you have to configure the firewall to allow such traffic to pass.

You can edit the firewall settings by choosing **Security** under **Configurations** on the menu page. Then choose **AC** to edit the security profile to fit your games or applications.

Select the applications and/or protocols you want to allow through the firewall. For some applications you need to state the IP address of the computer on your LAN that will receive the traffic. It is the IP address to your local computer you should enter. In Windows choose **Start, Run,** and enter **cmd**. Write **ipconfig** to find out what IP address your computer is assigned to.

Under **Allowed applications** and **Port redirection** you state the applications, ports and protocols you want to allow to pass **in** through the firewall.

Under **Applications from inside** you state applications, ports and protocols that you want to allow to pass **out** through the firewall.

Once an application, port or protocol has been let through the firewall, a two-way connection is established through the firewall and data can pass in both directions.

Advanced users may manually redirect ports and even edit the rules controlling the firewall in a powerful command language.

Do not forget to click Save and change the profile to AC if you make any changes!



## 5 Requirements

In order to set up and use your Internet Gate you need:

- For connection via Ethernet: a PC with an Ethernet port or a local network (LAN) using TCP/IP.
- For connection via USB: a PC with Windows 98 / 2000 / Me / XP and an USB port.
- A web browser such as the Microsoft Internet Explorer or the Netscape Navigator, version 4 or later, installed on the PC.
- Either:
  - An RJ45 Broadband Internet Connection, from a wall connector, ADSL or Cable modem.
  - An ADSL account at your local ISP (Internet Service Provider).

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