

LET'S GO



Get your Business Broadband
Gateway up and running

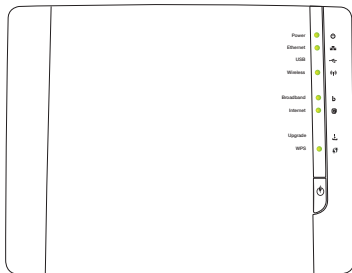


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1. EQUIPMENT CHECK

Let's check everything is here.



Technicolor TG589vn V2 Gateway



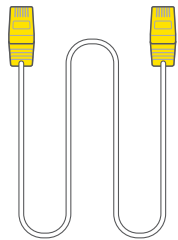
User Guide



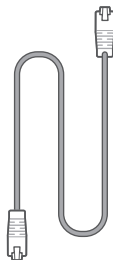
Quick Start WiFi Connection Sticker



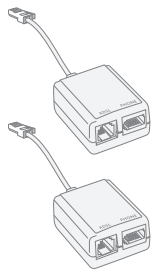
VDSL Cable



Ethernet Cable



1 x ADSL Cable (grey)
with ADSL installations only



2 x ADSL Filters
with ADSL installations only

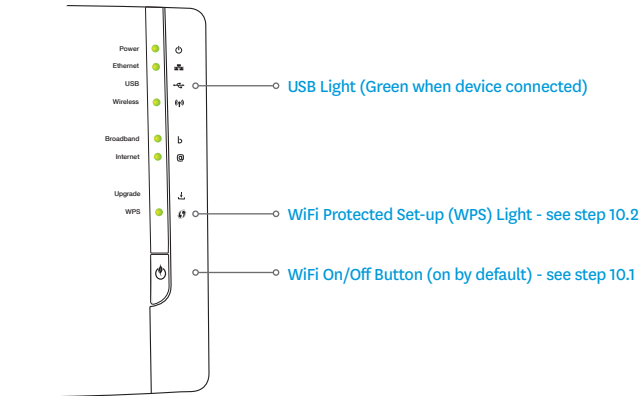


Power Supply 12v

1

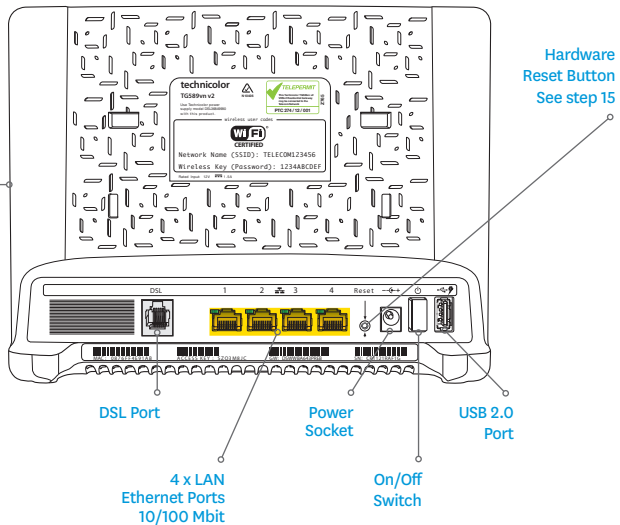
2. GATEWAY OVERVIEW

Front



Rear

WPS () button
on side of Gateway
See step 10.2



3. GETTING STARTED

To set up your internet connection, you'll initially need to use the ethernet cable. Your computer needs to be within reach of the phone socket for ADSL or VDSL2 broadband services, or the optical network termination point for fibre broadband services.

Once you've established your internet connection, you'll then be able to go on to set up a wireless connection if you choose.

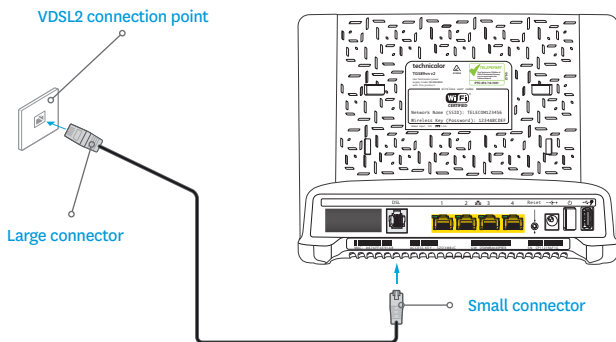
Important: If you are running an alternative DHCP server on your network, contact your IT support specialist before progressing. (DHCP is enabled by default on the Gateway and this will conflict with your existing DHCP server).

4. SETTING UP VDSL2 BROADBAND

If you only have an ADSL broadband connection, skip this step.

To receive a VDSL2 broadband service you must have a Central Splitter installed. If you have signed up for a Telecom VDSL2 broadband plan, a Central Splitter and VDSL2 connection point will be installed by a technician as a part of your plan.

To set up your VDSL2 broadband connection you must use a Windows or Mac computer with an ethernet port and a web browser. Due to the length of the cables supplied, you must set up close to the VDSL2 connection point. Once broadband is working you can unplug the ethernet cable and use the Gateway's wireless (WiFi) network.



Connect the **VDSL cable** to the **DSL port** on the Gateway and the VDSL2 connection point.

Note the small connector (RJ11) should go into the DSL port and the large connector (RJ45) should go into the VDSL2 connection point.

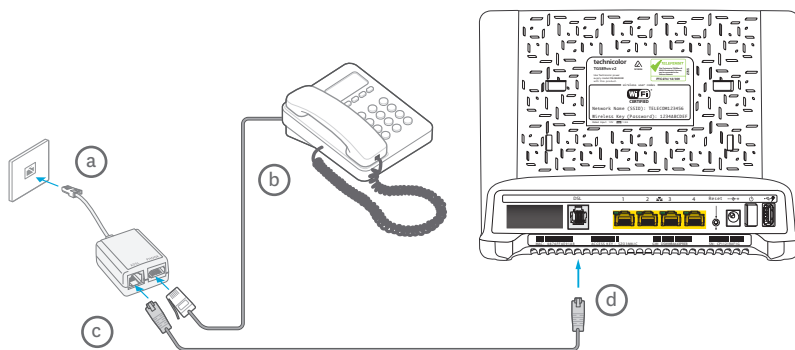
When complete skip to step 6.

5. SETTING UP ADSL BROADBAND

If you have VDSL2 broadband, please skip this step.

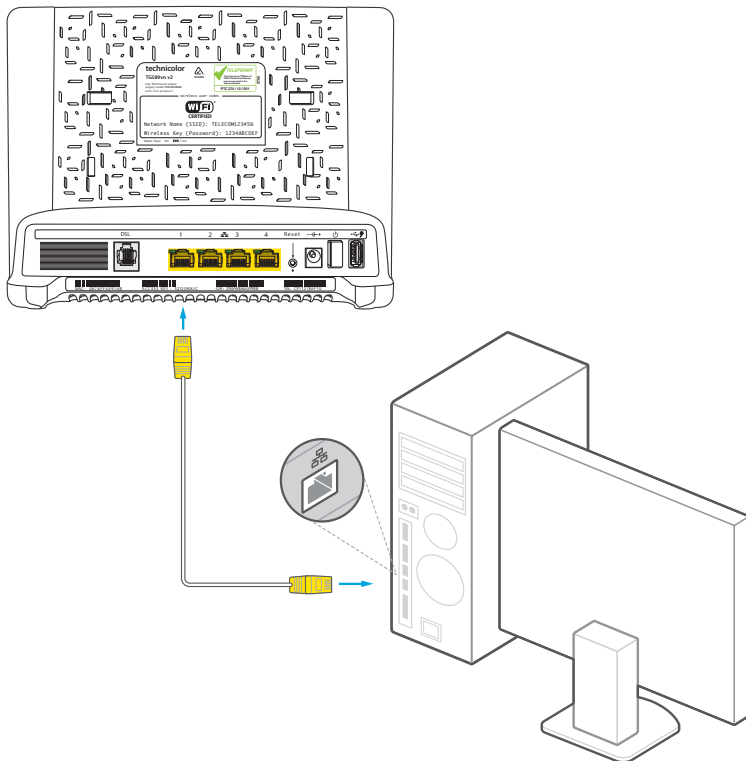
An ADSL cable and ADSL filters are required to connect to an ADSL service. ADSL filters are required for every phone socket in use, including phone lines, faxes or digital TV decoders. Filters remove interference on your phone lines and improve your broadband service.

You can purchase additional filters from the Telecom Business Broadband Helpdesk on **0800 28 74 63 77** or from most electronics retailers.



- Connect the ADSL filter to the phone socket.
- If you use a telephone, fax machine etc. at the same phone socket, connect that device into the ADSL filter socket marked PHONE.
- Connect the ADSL cable into the ADSL filter socket marked ADSL.
- Connect the other end of the ADSL cable into the Gateway port marked DSL.

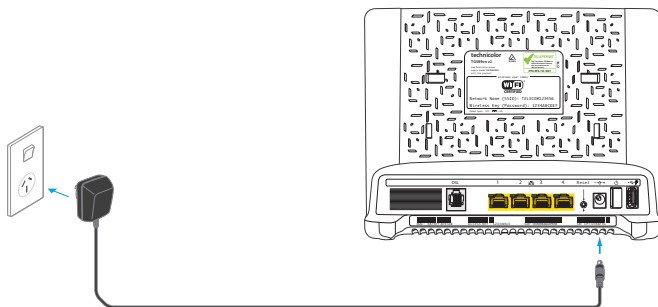
6. CONNECT GATEWAY TO COMPUTER



Connect the **Ethernet Cable** to any LAN port in the Gateway and connect the other end to the computer's ethernet port.

Look for this symbol  on your computer if you are not sure.

7. POWER UP



Connect the **Power Supply** to the Gateway power socket and the other end into an electrical power outlet and turn both on.

Please wait up to 5 minutes for the Gateway to establish a broadband connection. Please do not touch any buttons on the Gateway at this time. Your Gateway lights will tell you when the connection is working correctly.

8. GATEWAY LIGHT CHECK

Please wait up to 5 minutes for the Gateway to establish a broadband connection. Please do not touch any buttons on the Gateway at this time.

Your Gateway lights will tell you when the connection is working correctly. The lights should be as follows:

The **POWER** and **BROADBAND** lights should be solid **GREEN** not blinking.

The **ETHERNET** and **INTERNET** lights should be **GREEN** and blinking.

If the **ETHERNET** light is off - check Step 6. Ensure the ethernet cable is connected to the correct port in the computer.

If the **BROADBAND** light is off or flashing:

- With a VDSL2 connection
 - > Check step 4.
 - > If your **BROADBAND** light remains off or flashing, please contact the Telecom Business Broadband Helpdesk on **0800 28 74 63 77**.
- With an ADSL connection
 - > Check step 5.
 - > If after checking the **BROADBAND** light remains off or flashing, you may have a faulty phone socket. Try connecting using another phone socket. If your **BROADBAND** light remains off or flashing after changing wall sockets, contact the Telecom Business Broadband Helpdesk on **0800 28 74 63 77**.

9. CHECK YOUR CONNECTION

Using your computer, open a web browser such as Microsoft Internet Explorer, Mozilla Firefox, Google Chrome or Apple Safari. Internet Explorer is installed in most Microsoft Windows computers and Safari is installed in all Apple O/S computers.

In the browser address bar type www.telecom.co.nz/modemsetup and press enter. You should see a valid web page meaning you are able to surf the internet and your Gateway and connection are set up.

TROUBLE CONNECTING?

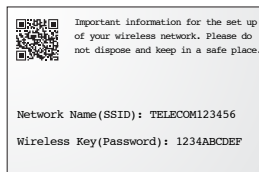
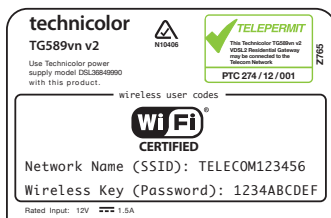
If you are unable to connect to the Internet, turn your Gateway off for 20 seconds, then power on again. At the same time, restart your computer. Open a web browser and try again.

If your broadband service is still not working, please contact the Telecom Business Broadband Helpdesk on **0800 28 74 63 77**.

10. CONNECT USING WIFI

Once your Gateway is set up, you can switch to using WiFi and connect to the Internet anywhere in range of your WiFi signal. To connect with WiFi, you need a wireless enabled device such as a computer, tablet, printer or mobile phone.

Your Gateway has a unique **Network Name (SSID)** and **Wireless Key (Password)** pre-installed. These details can be found on the information label on the bottom of the Gateway and on the WiFi sticker supplied in the box.



The pre-installed **Network Name** and **Wireless Key** provide a strong level of network security if you keep this information safe. Using these values you can connect any wireless device using the device's WiFi connection manager or wizard.

Before starting, ensure:

1. The **WiFi Button** light on the front of the Gateway is **GREEN**. If not, press the WiFi Button light to turn WiFi on.
2. The connecting device has WiFi turned on.
3. Your computers operating system and the wireless network drivers are up to date. Many wireless issues are caused by out of date operating systems and drivers.
4. If you need support for your device or operating system, contact the device supplier or manufacturer, visit their website or refer to the user manual or help function.

10.1 WIFI NETWORK CONNECTION

Setting up a WiFi network requires your Gateway's **Network Name** and **Wireless Key**. You can connect most devices to your pre-installed WiFi following these steps:

1. Open the WiFi connection manager software, such as Wireless Network Connection manager in Microsoft Windows computer or AirPort in Apple Mac computer.
2. Scan for available WiFi networks.
3. Find your Gateway's **Network Name** in the list of available WiFi networks and select it. Example: TELECOM123456.
4. Enter your Gateway's **Wireless Key** when prompted. Example: 1234ABCDEF.
5. If your wireless network connection manager allows you to save your **Network Name** and **Wireless Key** details then do so. This enables you to connect automatically. Otherwise you may have to repeat these steps each time you connect.
6. If the details are correct, you will connect and be WiFi capable.

Telecom has step-by-step WiFi set up assistance for Microsoft Windows, Apple Mac / iPhone, Google Android and Blackberry powered devices at www.telecom.co.nz/wifisetup

10.2 WIFI CONNECTION USING WPS (WIFI PROTECTED SET-UP)



This Gateway supports WPS which is a simple method of connecting a wireless device to the Gateway. The connecting device must support WPS and have wireless turned on. Check your device manufacturer's website to confirm WPS support.

To connect, press the WPS button on the Gateway and within 1 minute, press the WPS button on the connecting device.

The WPS button will be physical (on a device like a printer) or virtual software button (on a computer-type device such as a mobile phone, laptop or tablet). The two devices will establish a connection and the device will be remembered by the Gateway.

11. SECURING YOUR GATEWAY

The most effective method to keep your Gateway secure is to keep your Gateway and Wi-Fi password details in a safe place and protect against unauthorised physical access to your Gateway.

Telecom recommends you create a unique password to protect access to your Gateway. To do this, you need to use the Gateway's User Interface:

1. Open a web browser, type **192.168.1.254** into the address bar and press enter. This will take you to the User Interface.
2. Click on the **Administrator** link in the upper left-hand field to access the Task menu; then click on **Change Password** link.
3. When prompted, enter the **Old Password** (which is a blank field by default), then enter your new password in the **New Password** field; then enter the same password again in the **Confirm New Password** field. Lastly, click the **Change Password** button.

Telecom recommend a minimum of 8 characters containing letters, numbers and symbols (! * # \$ etc).

The next time you want to change your Gateway settings you must log in using your unique Administrator username and password.

Note: If you forget your Administrator credentials you will need to reset the Gateway to factory default, (see step 15). Telecom does not have visibility of your Gateway settings.

12. ADVANCED FEATURES

To access advanced features or to customise the Gateway, open a web browser and type **192.168.1.254** into the address bar and press enter. This takes you to the Gateway User Interface.

Note: This Gateway does not require a user name or password to be entered to access the user interface. A customised user name and password can be set up in the User Interface.

You can find “how to” tutorials on-line at www.telecom.co.nz/modemsetup

13. APPLYING A STATIC IP (OPTIONAL)

If you have a static IP address from Telecom, you must follow the steps below.

Note: you need your Telecom registered, unique broadband username and password to complete this step.

1. Open a web browser, type **192.168.1.254** into the address bar and press enter. This will take you to the User Interface.
2. If you have set-up a unique Administrator password (from step 11), you must enter that password before you can access the user interface.
3. To set up a Static IP, in the left hand menu click the **Technicolor Gateway** link, then down the bottom of the screen, click the Set-up my **Technicolor Gateway** link. This starts the set-up Wizard.
4. In the Set-up Wizard, complete the following steps:
 - 4.1 On the Welcome page, click Next to start.
 - 4.2 On the Service Selection page, select your Service Type: * ADSL PPP for an ADSL service * PPPOE for VDSL service then click Next.
 - 4.3 On the Routed Internet Connection page, the default values are correct for the Telecom Broadband network, so click Next.
 - 4.4. On the Internet Account Settings page, enter your unique broadband username and password, then click Next.
 - 4.5 On the following Internet Account Settings page, it is recommended that the settings be left as they are and click Next.

Note: this page modifies the behaviour of the Gateway when using Telecom 3G USB mobile broadband dongles plugged into the Gateway. Use caution as incorrect settings may result in any connected 3G mobile account being billed for data traffic.

- 4.6 On the Start Configuration? page, click Start; this configures the Gateway with your static IP address. It takes around 2 minutes for the process to complete.

- 4.7 When set-up is complete, on the Completing the Technicolor Gateway Easy Set-up page, click Finish.

The Gateway will reconnect to the internet on your static IP address if your broadband details have been entered correctly. You will see the internet light on the Gateway turn off for a few seconds then turn back on.

5. Click Home to return to the main menu.
6. In the left hand menu, click on the **Broadband Connection** link.
 - 6.1 If you are connected to ADSL, under **PPPoA** heading, click the **View More** link.
 - 6.2 If you are connected to VDSL2, under **PPPoE** heading, click the **View More** link.
 - 6.3 You will be presented with details of your connection.

The field **Username** should have your unique username, the **Password** field contains asterisks for security purposes.

The field **IPv4 Address** should have your unique static IP address.

If your static IP address is not listed, repeat this section to ensure you have entered your Telecom Broadband username and password correctly.

If you still do not receive your static IP address or if the **Internet** light on the Gateway is RED, turn the Gateway OFF for 15 seconds then ON again.

If problems persist call our Telecom Business Broadband Helpdesk on **0800 28 74 63 77**.

14. IMPORTANT TIPS

- When starting up the Gateway do not press any buttons. Wait for a broadband connection to be established first.
- Many issues with a broadband connection can be resolved by turning the Gateway off for 30 seconds. It can take up to 5 minutes for the connection to re-establish.
- Users running Microsoft Windows operating systems should also reboot their computers at the same time they reboot the Gateway.
- Operate the Gateway on a flat surface and ensure the Gateway is not covered by anything and has adequate ventilation at all times.
- ADSL broadband customers should:
 - > Not use telephone extension cables with the Gateway as these cause speed and stability problems.
 - > Use the ADSL filter supplied with this Gateway when setting up as old filters can cause speed and stability problems.
- If you want to network additional devices using the ethernet LAN ports, you require one ethernet cable for each device.
- WiFi signal strength and range is dependent on physical and environmental factors outside of Telecom's control. The following tips will help you optimise your WiFi signal:
 - > Dense obstacles such as walls, floors, ceilings, hot water cylinders, aquariums etc. limit WiFi performance and range.
 - > Do not place the Gateway near electronic devices such as microwave ovens, cordless phones or wireless transmitters.
 - > Do not place the Gateway in an enclosed space such as a cupboard or under a desk.
 - > To benefit from the speed offered by the 802.11n standard, it is recommended to connect using 802.11n wireless devices only. Connecting older 802.11b or 802.11g wireless devices may slow down the speed of your whole WiFi network.
 - > If you have WiFi coverage issues, you can purchase at your own expense products such as WiFi range extenders.

15. FACTORY RESET

WARNING! A factory reset restores the Gateway to the default settings - all remembered WiFi connections and any user customisations are erased. Only perform a factory reset as a last resort or when directed to by a Telecom Helpdesk operator.

If you must factory reset your Gateway, do the following:

1. While the Gateway is turned on, insert a paper clip into the Reset hole and press down for 10 seconds.
2. The Gateway will reset and then restart. It may take up to 5 minutes for your broadband connection to be re-established (see step 7).
3. After a reset, you must manually reconnect each WiFi device and redo any customisations.

16. NOT WORKING?

If you have any difficulties:

Visit our website www.telecom.co.nz/help for a wide range of help topics.

Call the Telecom Business Broadband Helpdesk on **0800 28 74 63 77**.



TEL0592 10/13
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