



**Home
Telecom**

ZyXEL
Router

AMG1202-T10A
AMG1302-T10A

User Guide

Use this guide for resolving issues with your ZyXEL wireless router.

affix customer details
here

This document contains important personal information, so please keep it safe.

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Learn About

Your ZyXEL router and the Internet

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ZyXEL Router

Your ZyXEL router is a broadband router that can connect computers to the internet using wired or wireless connections. Your router can share the internet across separate computers and devices, such as games consoles, smart phones and tablets.

Wireless Broadband

Wireless broadband, also known as Wi-Fi, is an easy way to connect your computer, games consoles and other devices to your ZyXEL router. It is especially useful as it allows you to access the Internet around your home without the use of cables.

ZyXEL router

Your ZyXEL router is already wireless enabled, so you just need to check that your computer, games console or other device can connect wirelessly.

If you've bought a laptop in the last couple of years, it's likely to have wireless built in, but you may need to turn it on using a button or switch on your laptop. If you use a normal desktop computer, this may also have wireless built in. If you aren't sure, check your laptop or desktop computer manual.

If your computer doesn't have wireless built in, you'll need to fit a wireless adapter. These are available at most computer shops. Check your computer manual to make sure the type of adapter you plan to buy is compatible with your computer.

Wireless security

For your security, your router is preset with a wireless network name and key. These details are unique to your router and prevent other people accessing it wirelessly. You can find these details on the base of your router. You'll need to enter these details on any device that you want to connect wirelessly. To improve your internet security, consider our McAfee free trial (see page 16).

Getting a good wireless signal

It's important to have a good wireless signal between your router and devices to get the fastest, most reliable connection possible. To boost wireless signal around your home, try using ZyXEL Powerline adapters (see page 16).

When setting up for the first time, try to position your device near your router. Once a wireless connection has been made, you can move your router further away.

Wired Broadband

Ethernet cables can be used to connect computers, games consoles and other devices to your ZyXEL router.

Although a wireless connection gives you more flexibility to position your devices around your home, it can occasionally suffer from interference, which can affect your internet browsing. An Ethernet cable is generally not affected by interference so will give you a faster, more reliable connection. We therefore recommend using a wired connection if your computer or device is set up near your router.

Help

Online help, connection troubleshooting and general questions

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Online Help

If you have access to the internet our online 'Help & Support' section has extensive troubleshooting support to resolve any issues you may have.

Visit <http://www.hometelecom.co.uk/how-can-we-help.php> (or visit www.hometelecom.co.uk and navigate to Help & Support).

Essential Checks

It is essential that you check all of your equipment is working. If an engineer visits and finds your equipment or settings are the cause of your problem you will be charged for the engineer callout and we don't want that! Before proceeding you may like to check that you have:

- Restarted your ZyXEL router by pressing the 'Reset' button on the back of your router and holding it down until all the lights turn off and back on again. To press this button you will likely need a straightened out paperclip or other thin object.

- Checked the phone line for a clear dial tone.
- Plugged the router into the master phone socket of the property.
- Ensured any wireless devices are checked using an Ethernet cable rather than a wireless connection.

Connection Problems

If you can't get online the first thing we need to do is look at the lights on your router or modem. These will help to determine what the problem is.

Please choose from the following options: Page

A	DSL and Internet lights are off or flashing	8
B	Broadband light is on and Internet light is off	10
C	Broadband and Internet lights are on	11

A DSL and Internet lights are off or flashing

If either the Broadband or Internet lights are OFF or FLASHING this means that your router can't connect to the telephone exchange. This can be caused by a broadband fault or a problem with your wiring, filters or sockets.

Make sure your telephone line is working:

You'll see problems with your broadband if the telephone line isn't working properly. Pick up a telephone handset and check for a dial tone:

- If the line sounds clear and you can hear a dial tone, go to 'Check your Microfilter' on the following page.

- If the line is noisy or you can't hear a dial tone then please call technical support on 0844 880 4648.

Check your Microfilters:

Broadband shares the line with your telephone service. Microfilters separate the signals and prevent one from interfering with the other. Anything connected to your line needs to pass through a Microfilter.

Make sure your extensions and cabling are okay by testing your broadband in the master socket. You'll find it at the point where the telephone line enters your property.



Most look like the one shown right.

First, unplug all devices plugged into a phone socket, such as set-top boxes, other telephones and Microfilters. Now, plug your ZyXEL router into the master socket through one Microfilter.

If your connection works only through your master socket:

Either your extension wiring or something connected to your line is causing the problem.

All other devices should be unplugged at this point. So to test where the problem lies, plug in your other devices one at a time, testing your Internet connection each time.

If after plugging in a certain device, the connection breaks, this means that that device is causing your issue. Try replacing the Microfilter for that connection, or using a different phone socket.

Still not working?

If you have tried these procedures and the DSL or Internet lights are still off or flashing, then please contact our Technical Support Team on 0844 880 4648.

B Broadband light is on and Internet light is off

If the Broadband light is ON and Internet light is OFF this means that although you're connected to the telephone exchange, you can't connect to our network.

Make sure your telephone line is working:

You'll see problems with your broadband if the telephone line isn't working properly. Pick up a telephone handset and check for a dial tone:

- If the line sounds clear and you can hear a dial tone, go to 'Check your settings' below.
- If the line is noisy or you can't hear a dial tone then please call technical support on 0844 880 4648.

Check your settings:

First make sure your connection User Name and Password are entered correctly. These settings are on the sticker attached to the base of your ZyXEL router.

Still not working?

If you have tried these procedures and there is still an issue, then please contact our Technical Support Team on 0844 880 4648.

C Broadband and Internet lights are on

If both the Broadband and Internet lights are ON this means that your router is connected to the Internet, but something is stopping data from reaching your computer.

Things to consider:

Do you have more than one computer connected to your network? If so, are you getting the same problem on each computer?

If you are, the problem lies either with your local network or connection to our network.

If your other computers/devices are working, then the problem lies with the computer you're using.

1. Check to see if your computer is connected to your router:

For Windows based Operating Systems:

Go to the 'Start Menu' and choose 'Control Panel'.

In the 'Control Panel', choose 'Network Connections'.

Here you'll see the current status of the connection between your router and computer. (On the following page are examples of a connected icon, a disconnected icon and a disabled icon).

If your network icon is disconnected run through the setup guide.

If your connection shows as disabled, right click on it and choose enable to fix the problem.

If it shows as connected and you're still having problems, go to 'Test the connection between your computer and router' (page 11).



For MAC based Operating System:

From the Apple menu, choose 'System Preferences'.

Choose 'Network' - you'll find this under 'Internet and Network'.

OS X 10.4: Choose 'Network Port Configurations' from the 'Show Menu'.

OS X 10.5 and above: Click the 'Cog' icon underneath the list of connections on the left and choose 'Set Service Order'.

Make sure your connection type is at the top of the list (drag it up with the mouse if you need to) and the box next to it is ticked, click 'Apply Now' to return to the network screen.

OS X 10.4 and below: Choose your connection type from the 'Show' list. On the screen that appears make sure 'Configure IPv4' is set to 'Using DHCP'. If you have to change anything click 'Apply Now'.

OS X 10.5 and above: Click on your connection type from the left menu (it should be at the top) and click 'Advanced'. On the screen that appears, make sure 'Configure IPv4' is set to 'Using DHCP'. If you've had to change anything click 'Apply Now'.

If your Mac connects via wireless, click on the wireless icon on the top bar.

Make sure that 'AirPort' is shown as 'On' and you can see your wireless network in the list with a tick next to it.

2. Test the connection.

Firstly, if you use a Firewall, turn it off for a few minutes. If this fixes the problem then check through your Firewall's rules and remove the entry that's causing problems or just reinstall it. Otherwise continue through this guide.

Enter <http://www.hometelecom.co.uk/> into your browsers address bar and it should load up the Home Telecom website.

If the Home Telecom site does not load:

1. Your computer can't send any data through your router to our network. Turn off your Firewall and try loading the website again.
2. If that doesn't help, perform a factory reset on your router and set your connection up again. Do this by pressing the small 'Reset' button on the reverse of your router using a straightened paperclip or similar thin object, hold the button down until the lights go off and come back on again.
3. Open your web browser (ignore any error messages the browser shows you) and type your routers IP address into the address bar at the top of the window, it will look something like this:
Your ZyXEL Router IP address is: <http://192.168.1.1>

When you've entered the address you should be taken to the routers admin page. If it does not load, see section 'a' below. If it does load, go to section 'b' on the following page.

a. If the routers admin screen does not load:

This means that the problem lies with the connection between your computer and router. The computer can see your network but it can't send data through it.

This will either be a problem with the router or your computers software, follow these steps to resolve the issue:

1. If you use a Firewall, turn it off for a few minutes and try to browse the web again. If this fixes the problem then check through your Firewall's rules and remove the entry that's causing problems, or just remove and reinstall the whole program.
2. If your connection continues to fail, perform a factory reset on your router and set up your connection from scratch using the Quick Start guide. To perform a reset on your router, press the small 'Reset' button on the reverse of your router using a straightened paperclip or similar thin object, hold the button down until the lights go off and come back on again.

b. If the routers admin screen does load:

1. Either your home's wiring or an ADSL Microfilter may be faulty. Reconnect each Microfilter in turn, checking the internet connection each time to see if one is faulty.
2. Perform a factory reset on your router (see above for instructions).

Still not working?

If you have tried all the steps shown previously and there is still an issue, then please contact the relevant support number:

Call Technical Support Team on 0844 880 4648.

Call Wireless Support on **0906 780 1297 (for issues setting up wireless computers/devices)**

Calls are charged at £1 per minute from UK landlines, prices may be considerably higher from mobile phones.

General Questions

Use this section to find the answer to some common questions about connection problems:

Replacing an old/existing router

1. Turn off your modem/router.
2. Unplug any cables between your modem/router, computer, the phone socket and the mains power socket. You can leave any ADSL Microfilters in phone sockets.
3. Set aside the old modem/router and cables.
4. Follow the Quick Start guide in your welcome pack to set up your new ZyXEL router.

My computer is showing a message 'Windows cannot configure this wireless connection' when I try to set up a wireless connection. What can I do?

Your computer's pre-installed wireless software is preventing you from using the Windows standard wireless software. Find your computer's wireless software by hovering your mouse over the icons in your system tray (usually on the lower right-hand corner of the screen). If there's a wireless icon, right-click on it to run the wireless manager or utility. Or go to 'Start' then 'All Programs' and look through the list.

Once you find this software, you can use it to set up your wireless connection (your software's 'Help' function may be useful, if you aren't sure how to do this) or there may be a tick box that allows Windows to control the wireless set-up. Then go to page 7 of the Quick Start guide to set up your device.

How do I set my computer to obtain an IP address automatically?

Windows 2000/XP/Vista/7/8

1. Go to 'Start' and click 'Control Panel' then:
Windows 2000/XP: click 'Network Connections'.
Windows Vista: click 'Network and Sharing Centre', then 'Manage network connections'.
Windows 7: click 'Network and Internet', then 'Network and Sharing Centre', then 'Change Adapter Settings'.
2. Right-click the icon for the network adapter you use to connect to your Hub.
3. Click 'Properties'.
4. *Windows 2000/XP/Vista:* select TCP/IP.
Windows 7: select TCP/IP v4.
5. Click 'Properties'.
6. Select 'Obtain an IP address automatically'.
7. Click 'OK' twice.
8. Open your web browser.

MAC OS X

1. Go to the Apple menu, open 'System Preferences', then click 'Network'.
2. Select the adapter you use to connect to your router.
3. *Mac OS X 10.4 and earlier only:* Select TCP/IP.

4. In 'Configure' select the 'Using DHCP' option.
5. Click 'Save/Apply Now' and close the window.
6. Open your web browser.

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McAfee Online Security

With your Home Telecom broadband package, you will receive a free 30 day trial of McAfee Online Security to protect you whilst using the internet.

To start your 30 day free trial, go to www.hometelecom.co.uk/mcafee.

ZyXEL Powerline Adapters

Improve your broadband signal with these ultra compact powerline adapters, which use your electricity line to extend your broadband availability across your home. Simply plug one adapter into your router and mains socket, and the other in a different mains socket in your home, to boost the signal to places your router alone would not reach. See opposite for more details.

Effortlessly upgrade your home with the ZyXEL PLA4201 adapter

Extend your home network

Boost signal performance for HD media



Compact design for easy setup and instant plug-and-play

The new mini-size ZyXEL PLA4201 gives you the flexibility to turn power lines into a home network.

Enjoy stable HD videos and gaming

Enjoy multiple HD streaming, multiplayer gaming, and web surfing.

QoS enhances media streaming quality

The advanced Quality of Service (QoS) features improve the quality of multimedia streaming.

To find out more visit the ZyXEL website www.zyxel.com (search for PLA4201).

Useful contacts

Visit www.hometelecom.co.uk

Customer Services

Call - 01403 216133

Monday to Friday - 8.30am to 8pm

Saturdays and Bank Holidays - 10am to 6pm

Email - customer.services@hometelecom.co.uk

Technical Support (Router & Line)

Call - 0844 880 4648

Monday to Friday - 8.30am to 9pm

Saturdays, Sundays and Bank Holidays - 10am to 6pm

Sales

Call - 01403 216133

Monday to Friday - 9am to 8pm

Saturdays and Bank Holidays - 10am to 4pm

Email - sales@hometelecom.co.uk

Wireless Support

Call - 0906 780 1297

Calls are charged at £1 per minute from UK landlines, prices may be considerably higher from mobile phones.

Advanced settings

If you wish to remotely access your router via your computer, you will require the Router Password (printed on the sticker on the front page of this booklet).

To see how to access your router via your computer and edit your broadband settings, please go to:

www.hometelecom.co.uk/zyxel-guide.php

Note: If you make any changes in error simply reset the router. This will restore it to the pre-configured state. With the router powered on (using a paper clip or other narrow object) press and hold the reset button located on the back of the router for 10 seconds before releasing it. Your broadband details are printed on the sticker on the front page of this booklet, if you should need them.

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