TG789
Broadband Gateway

Quick Setup Guide

Before you get started

Make sure you have an email or SMS from us advising that your internet service is ACTIVE or ready to be activated.

Hello. Your iiNet service (username iiNetAcct) is now active! Please check your email for more details. Questions? Please call 13 22 58. Regards, iiNet.

Hello Finn,

Your iiNet Internet service is now active! Here are some details about your account – you can use them to log in to Toolbox at https://toolbox3.iinet.net.au and manange your account online.

What are you setting up today?

How you plug in depends on which type of internet service you have. If you're not sure, please check the email and/or SMS from us regarding your internet order, or your customer invoice.

Get to know your modem's lights

STATUS	WAN	INTERNET	2.4GHz	5GHz	WPS	ETHERNET	USB	PHONE	WIRELESS BUTTON
			└─ WiFi ─┘						

Get to know your modem's lights

Light	State	Meaning
STATUS	Off	Modem has no power.
	Red	Modem is offline.
	Green	Modem is online.
	Orange	Modem is rebooting or powering up. Flashes during firmware upgrade.
WAN	Off	No connection or modem has no power.
	Green	Modem has a connection. Flashes during connection activity.
Internet	Off	Modem has no power.
	Red	Modem is offline.
	Green	Modem is online. Flashes during connection activity.
Wireless 2.4GHz or 5GHz	Off	WiFi off/disabled or modem has no power.
	Green	WiFi enabled. Flashes during WiFi activity and when rebooting.

Light	State	Meaning
WPS	Off	WPS not in use or modem has no power.
	Red	WPS connection failed – try again.
	Green	WPS connection successful.
	Orange	WPS search mode on or WPS connection in progress. Flashes.
Ethernet	Off	Nothing connected to LAN ports or modem has no power.
	Green	Ethernet connection to any LAN port. Flashes during connection activity.
USB	Off	No USB device detected.
	Green	USB device detected. Flashes during connection activity.
Netphone	Off	VoIP disabled or modem has no power.
	Green	VoIP enabled. Flashes during calls.
WiFi Button	N/A	A button you can press to turn WiFi ability on/off.

Plug in for ADSL and VDSL2

1. Using the power cable supplied, connect your modem's **Power port** to a power outlet. Press the **Power button** on the back of the modem to turn it on.

2. Use the supplied Phone cable to connect your modem's grey **DSL port** directly to the phone socket on the wall OR the ADSL port on the line filter, then plug the line filter into the wall. **Note:** Devices plugged into any other phone sockets in your home should have a line filter.

3. If you wish to use your VoIP phone service, connect a phone handset to your modem's **Phone1 port**.

4. You can use an additional Ethernet cable to connect your computer to any of your modem's 4 **LAN ports**. Alternatively, follow the steps later in this guide to connect devices via WiFi.

Phone Cable
Plug into handset
(Optional)

Ethernet Cable
Plug into your computer's
Ethernet Port (Optional)

Line Filter
Only needed if you have ADSL and you need to plug the modem and a handset for Home Phone into the same wall socket

PHONE   ADSL

Phone Cable
Plug into the phone
socket on the wall

Power Cable
Plug into a power outlet

3   2   4   1
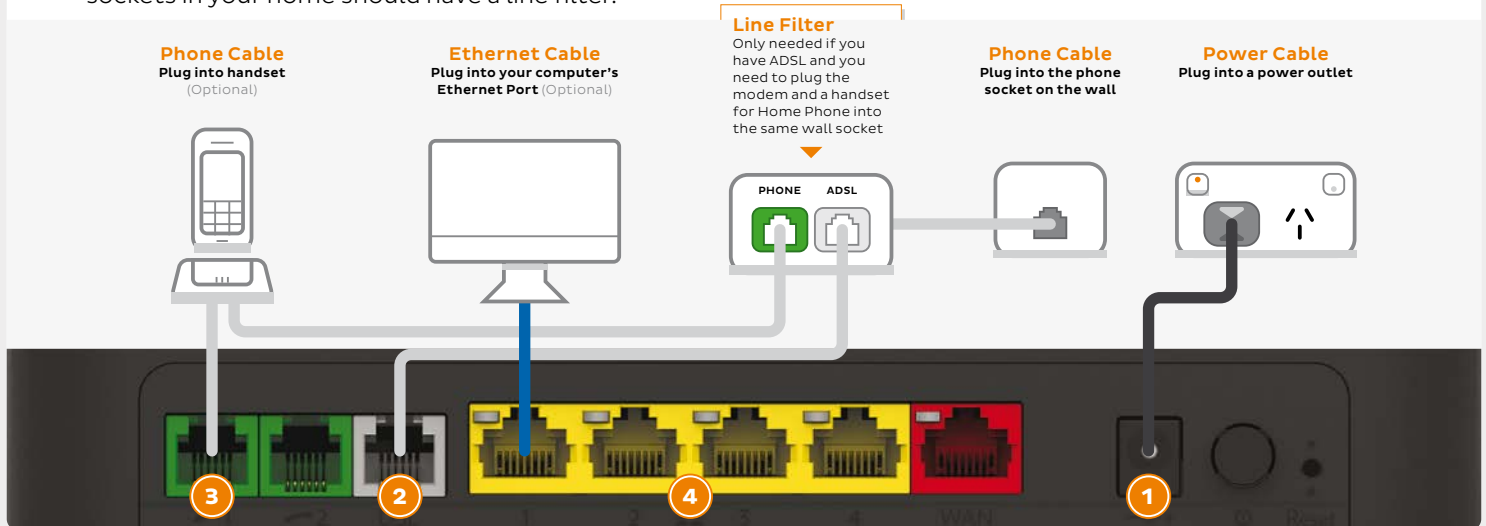
Plug in for NBN™ FTTN/FTTB and Naked DSL

1. Using the power cable supplied, connect your modem's **Power port** to a power outlet. Press the **Power button** on the back of the modem to turn it on.

2. Use the supplied Phone cable to connect your modem's grey **DSL port** directly to the phone socket on the wall (remove any other phone or fax devices). Do not use a line filter.

3. If you wish to use your VoIP phone service, connect a phone handset to your modem's **Phone1 port**.

4. You can use an additional Ethernet cable to connect your computer to any of your modem's 4 **LAN ports**. Alternatively, follow the steps later in this guide to connect devices via WiFi.

Phone Cable
Plug into handset
(Optional)

Ethernet Cable
Plug into your computer's
Ethernet Port (Optional)

Phone Cable
Plug into the phone
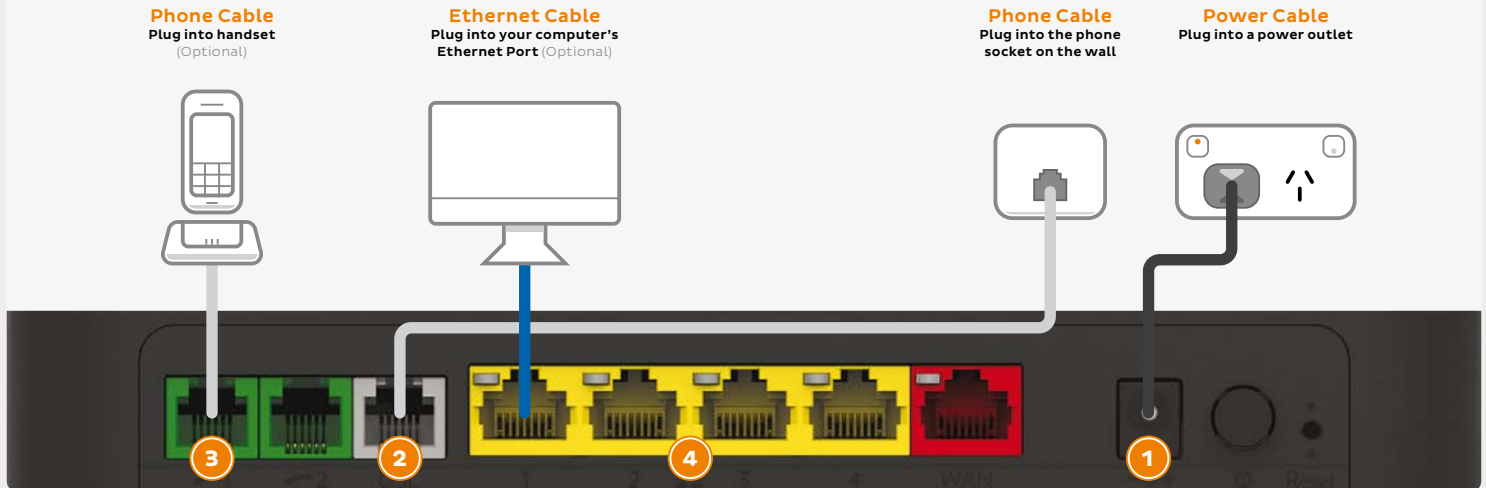socket on the wall

Power Cable
Plug into a power outlet

Plug in for NBN™ FTTC

1. Using the power cable supplied, connect your modem's **Power port** to a power outlet. Press the **Power button** on the back of the modem to turn it on.

2. Use the supplied Ethernet cable to connect your modem's red **WAN port** to the yellow **GATEWAY** port on your NBN™ Connection Device.

3. If you wish to use your VoIP phone service, connect a phone handset to your modem's **Phone1 port**.

4. You can use an additional Ethernet cable to connect your computer to any of your modem's 4 **LAN ports**. Alternatively, follow the steps later in this guide to connect devices via WiFi.

Phone Cable
Plug into handset
(Optional)

Ethernet Cable
Plug into your computer's
Ethernet Port (Optional)
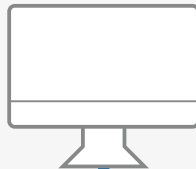
Phone Cable
Plug into the phone
socket on the wall

NBN™ Connection Device
Connects to your modem via
Ethernet to the WAN Port

Power Cables
Plug into 2 power outlets

Plug in for NBN™ HFC

1. Using the power cable supplied, connect your modem's **Power port** to a power outlet. Press the **Power button** on the back of the modem to turn it on.

2. Use the supplied Ethernet cable to connect your modem's red **WAN port** to the **UNI-D 1 port** on your NBN™ Connection Box (note that some boxes may have one yellow LAN port instead).

3. If you wish to use your VoIP phone service, connect a phone handset to your modem's **Phone1 port**.

4. You can use an additional Ethernet cable to connect your computer to any of your modem's 4 **LAN ports**. Alternatively, follow the steps later in this guide to connect devices via WiFi.

   Turn to **Page 14** to continue setup.

Phone Cable
Plug into handset
(Optional)

Ethernet Cable
Plug into your computer's
Ethernet Port (Optional)

Cable Socket
Connects to NBN™
Connection Box

NBN™ Connection Box
Connects to your modem via
Ethernet to the WAN Port

Power Cables
Plug into 2 power outlets
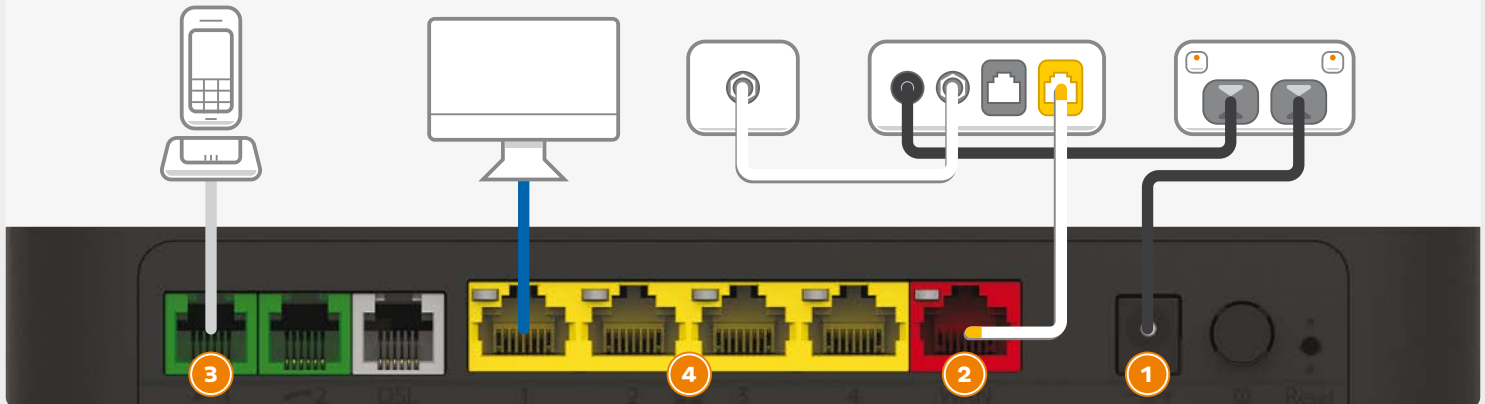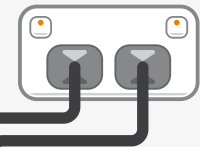
Plug in for NBN™ Fibre to the Premises

1. Using the power cable supplied, connect your modem's **Power port** to a power outlet. Press the **Power button** on the back of the modem to turn it on.

2. Use the supplied Ethernet cable to connect your modem's red **WAN port** to the **UNI-D 1 port** on your NBN™ Connection Box. If UNI-D1 doesn't work, try each UNI-D port before contacting us for a hand.
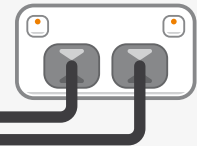
3. If you wish to use your VoIP phone service, connect a phone handset to your modem's **Phone1 port**.

4. You can use an additional Ethernet cable to connect your computer to any of your modem's 4 **LAN ports**. Alternatively, follow the steps later in this guide to connect devices via WiFi.

Phone Cable
Plug into handset
(Optional)

Ethernet Cable
Plug into your computer's
Ethernet Port (Optional)

NBN™ Connection Box
Connects to your modem via
Ethernet to the WAN Port

Power Cables
Plug into 2 power outlets

UNI-V 1 UNI-V 2   UNI-D 1 UNI-D 2 UNI-D 3 UNI-D 4   POWER

3   4   2   1

Plug in for NBN™ Wireless

1. Using the power cable supplied, connect your modem's **Power port** to a power outlet. Press the **Power button** on the back of the modem to turn it on.

2. Use the supplied Ethernet cable to connect your modem's red **WAN port** to the **UNI-D** 1 port on your NBN™ Connection Box. If UNI-D1 doesn't work, try each UNI-D port before contacting us for a hand.
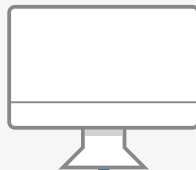
3. If you wish to use your VoIP phone service, connect a phone handset to your modem's **Phone1 port**.

4. You can use an additional Ethernet cable to connect your computer to any of your modem's 4 **LAN ports**. Alternatively, follow the steps later in this guide to connect devices via WiFi.

Phone Cable
Plug into handset
(Optional)

Ethernet Cable
Plug into your computer's
Ethernet Port (Optional)

NBN™ Connection Box
Connects to your modem via
Ethernet to the WAN Port

Power Cables
Plug into 2 power outlets

UNI-D 1   UNI-D 2   UNI-D 3   UNI-D 4   POWER

Plug in for NBN™ Satellite

1. Using the power cable supplied, connect your modem's **Power port** to a power outlet. Press the **Power button** on the back of the modem to turn it on.

2. Use the supplied Ethernet cable to connect your modem's red **WAN port** to the **UNI-D 1 port** on your NBN™ Connection Box. If UNI-D1 doesn't work, try each UNI-D port before contacting us for a hand.

3. You can use an additional Ethernet cable to connect your computer to any of your modem's 4 **LAN ports**. Alternatively, follow the steps later in this guide to connect devices via WiFi.

Ethernet Cable
Plug into your computer's Ethernet Port (Optional)

NBN™ Connection Box
Connects to your modem via Ethernet to the LAN Port

Satellite Socket
Connects your NBN™ Connection Box to your Satellite Dish

Power Cables
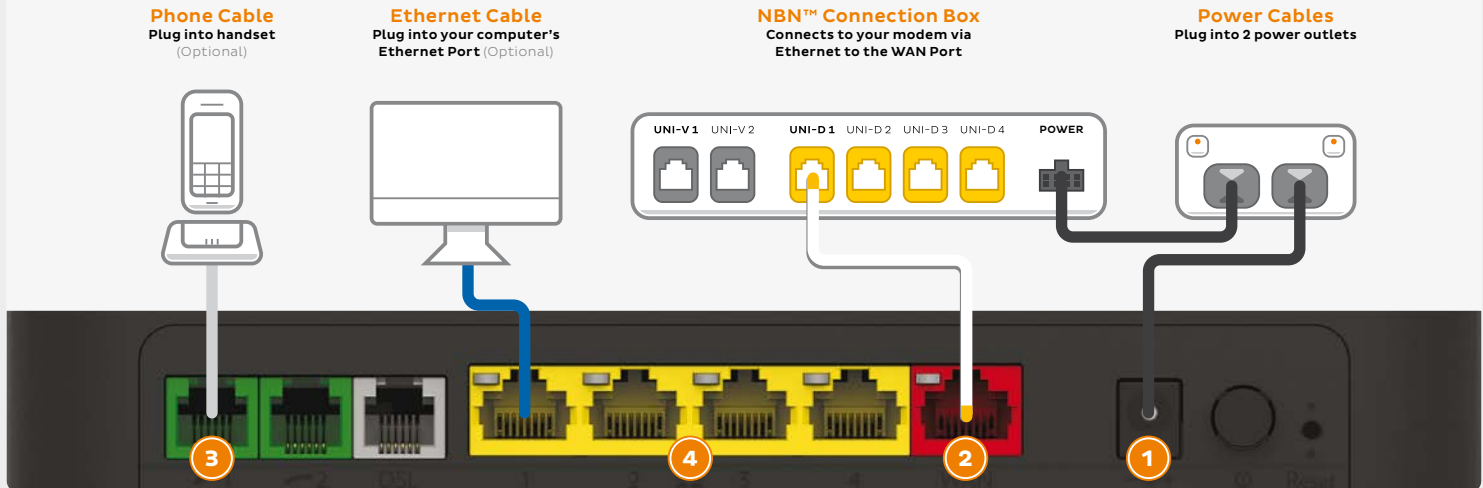Plug into 2 power outlets

UNI-D 1 UNI-D 2 UNI-D 3 UNI-D 4   SAT   POWER
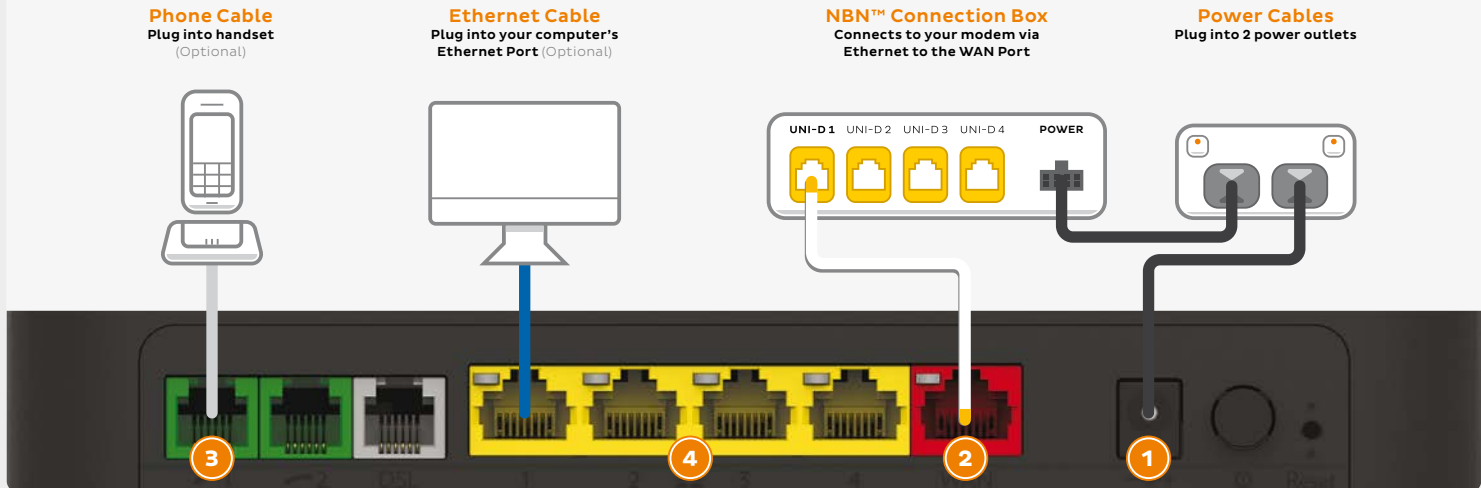
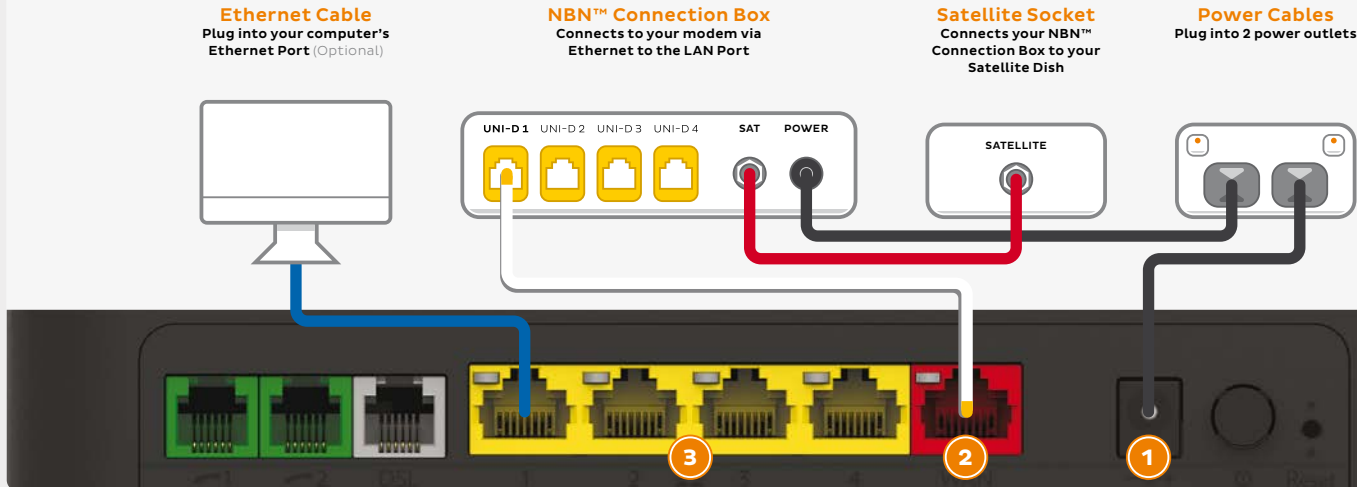SATELLITE

Plug in for non-NBN™ Fibre to the Home

1. Using the power cable supplied, connect your modem's **Power port** to a power outlet. Press the **Power button** on the back of the modem to turn it on.

2. Use the supplied Ethernet cable to connect your modem's red **WAN port** to the **LAN1 port** on your FTTH Connection Box.

3. If you wish to use your VoIP phone service, connect a phone handset to your modem's **Phone1 port**.

4. You can use an additional Ethernet cable to connect your computer to any of your modem's 4 **LAN ports**. Alternatively, follow the steps later in this guide to connect devices via WiFi.

   Turn to **Page 14** to continue setup.

Phone Cable
Plug into handset
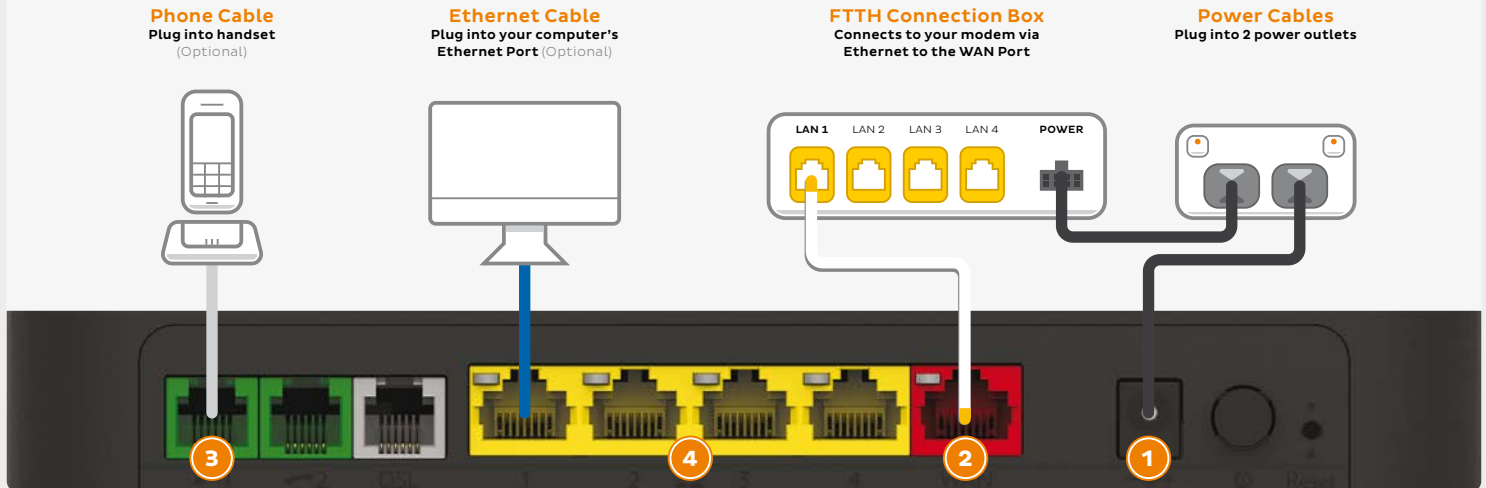(Optional)

Ethernet Cable
Plug into your computer's
Ethernet Port (Optional)

FTTH Connection Box
Connects to your modem via
Ethernet to the WAN Port

Power Cables
Plug into 2 power outlets

LAN 1   LAN 2   LAN 3   LAN 4   POWER

Automatic Configuration

By default, your broadband settings should configure automatically once your internet service is ready and your modem is powered on for 15 minutes.

1. The **Internet** light on the front of your modem should be green.

2. The **Phone** light on the front of your modem should be solid green if you have an active VoIP phone service and a handset connected to the modem. See page 20 of this guide for more details.

Is the internet light off?

Ensure that you received an email from us advising that your internet service is ACTIVE or ready to be activated.

- If you have, please turn to the next page to attempt a manual configuration.

- If you haven't received the email, your internet connection isn't ready yet. Please check your last email from us for advice on your connection appointment. It will include a reference number in case you need to call us with any concerns.

| STATUS | WAN | INTERNET | 2.4GHz | 5GHz | WPS | ETHERNET | USB | PHONE | WIRELESS BUTTON |

WiFi

1 **2**

iinet

Manual Configuration (1 of 4)

You can log in to your modem settings to configure your connection, or simply adjust your WiFi settings.

```
TG789vac v2
Wireless VoIP Smart Ultra Broadband Gateway

             Wireless user codes

  2.4GHz Network name:   iinetD1234F

    5GHz Network name:   iinetD1234F - 5G

        Wireless Key:   3X4mple123

                        GUI Login: http://10.1.1.1
                        Username:  admin
                        Password:  test01234
```

1. On your connected computer or WiFi device, open your web browser and go to **http://10.1.1.1**

2. Log in with the default username and password, which can be found under "GUI Login" on your modem's barcode sticker.

3. The Setup Wizard should run; if not, simply click **Setup Wizard** on the dashboard.

4. Select your provider from the **Internet Service Provider** list. For the rest of the settings, **refer to the table on the next page** to the type of internet that you have.

5. Click **Next**. If you have an active iiNet Netphone (VoIP) service, you can enter its details here. If you have VoIP with another provider or your service isn't ready yet, click "I don't have VoIP". You can set up VoIP later with the steps on page 20.

6. Click **Next**, and then turn to page 17 to continue with your manual configuration.

Manual Configuration (2 of 4)

The different settings for different types of internet.

Type of Internet	WAN Interface	WAN Type	VLAN Enabled	Other Settings
ADSL / Naked	ADSL	PPP over Ethernet You'll also need to enter your username and password as shown on the email from us advising that your broadband service is active/ready to be activated.	Off	VPI 8 / VCI 35
VDSL2	VDSL		On	VLAN ID 2
NBN™ HFC & FTTC	Ethernet		On	VLAN ID 2
NBN™ Satellite	Ethernet		Off	N/A
NBN™ FTTP	Ethernet	Dynamic IP Address	Off	N/A
NBN™ FTTB / N	VDSL		On	VLAN ID 2
NBN™ Wireless	Ethernet		On	VLAN ID 2
Non-NBN™ FTTH Non-NBN™ Fibre to the Home (FTTH) services include OptiComm, Places Victoria and South Brisbane Fibre.	Ethernet	Dynamic IP Address* *Some of these estates require WAN Type **PPP over Ethernet** instead, so please try this setting if Dynamic IP doesn't work for you.	Off	N/A

Manual Configuration (3 of 4)

If you wish to keep the default WiFi settings, simply leave all boxes blank and click **Next** until you reach the Router Security Settings step in the Setup Wizard, which is covered on the next page.

1. **Wireless 2.4GHz** must be turned **ON** in order to connect to this network. If **SSID Broadcast** is **OFF**, your network name will not be visible to WiFi devices and you'll have to enter it manually to connect.

2. The **2.4Hz SSID Broadcast name** is the name of your 2.4GHz WiFi network. You can change this to anything you'd like.

3. Click **Next** and make sure **Security Key Type/ Security Mode** is set to **WPA+WPA2 PSK**.

4. The **2.4GHz Security Key** is the password for your 2.4GHz WiFi network. Change this to something that's hard for others to guess but easy for you to remember. You may wish to write down your new WiFi details for future reference.

5. Click **Next** and run through steps 1-4 again for your 5GHz WiFi network. Your modem has 2 WiFi networks which broadcast on different frequencies. If your device(s) can't connect to the latest 5GHz network, use the 2.4GHz one.

6. Click **Next** and turn to the next page to continue with your manual configuration.

Internet address: **http://10.1.1.1**

Default username: **admin**

Default password: **Printed on the sticker on the base of your modem**

```
TG789vac v2
Wireless VoIP Smart Ultra Broadband Gateway

              Wireless user codes

2.4GHz Network name:  iinetD1234F
   5GHz Network name:  iinetD1234F - 5G
        Wireless Key:  3X4mple123

              GUI Login: http://10.1.1.1
              Username:  admin
              Password:  test01234
```

The Setup Wizard allows you to change the username and password used to log in at **http://10.1.1.1**. This can be handy if you have tenants or meddling teens and you don't want them to change your modem settings.

To keep the defaults, simply leave the boxes blank and click **Next**. If you do set a custom username and/or password, you should write it down and keep it somewhere safe.

All done!

If you can't get online, see the back cover of this guide to contact our friendly Support Team.

If you ever forget your custom login details, you can factory reset the modem to return it to the default settings. However, you will also lose all other custom settings, so you'll need to set up your modem again.

Connecting via WiFi

Your modem's WiFi has been pre-configured. You'll find the WiFi network name (SSID) and password (Wireless Key) printed on a sticker on the base of your modem.

1. Make sure that WiFi is enabled on your computer, tablet, smartphone or other WiFi device.

2. View the list of available WiFi networks on your WiFi device and select the network that matches the network name on your modem's sticker.

3. Enter the WiFi password (wireless key) exactly as printed on the sticker.

TG789vac v2
Wireless VoIP Smart Ultra Broadband Gateway

Wireless user codes

2.4GHz Network name: iinetD1234F

5GHz Network name: iinetD1234F - 5G

Wireless Key: 3X4mple123

GUI Login: http://10.1.1.1
Username: admin
Password: test01234

⚠ Your modem has 2 WiFi networks which share the same default password but broadcast on different frequencies. If your device(s) can't connect to the latest 5GHz network, use the 2.4GHz one.

Setting up VoIP

If you didn't set up VoIP in the Setup Wizard or you have a third party VoIP provider, please use these instructions.

Porting your existing phone number to VoIP?

If you've asked us to convert your existing phone number to a VoIP service, please allow up to 7 days after your internet service is active for this porting process to complete. We'll send you an email to confirm when your VoIP service is active and ready to use.

Phone 1

Setting up VoIP

1. On your connected computer or WiFi device, log in at **http://10.1.1.1**. The default username and password can be found under "GUI Login" on your modem's barcode sticker.

2. Click **Telephony** on the dashboard. On the Global page, underneath **SIP Network**, click the **Edit** button to the right of the existing SIP Network entry. Enter the following settings:

   SIP Domain: iinetphone.iinet.net.au
   or
   sip.westnet.com.au

   Primary Registrar: sip.STATE*.iinet.net.au
   or
   sip.STATE*.westnet.com.au

   Primary RegistrarPort: 5060

   Primary Proxy: sip.STATE*.iinet.net.au
   or
   sip.STATE*.westnet.com.au

   Primary ProxyPort: 5060

   Expire time: 3600

   *Replace "STATE" with your state or territory, i.e. ACT, NSW, NT, QLD, SA, TAS, VIC, or WA

3. Select the **Phone Numbers** tab and then click **Create New**, entering the following settings:

   Username: Your VoIP number
   (no spaces or brackets)

   URI: Your VoIP number
   (no spaces or brackets)

   Password: Your VoIP password
   (case sensitive)

   Display Name: Your VoIP number
   (no spaces or brackets)

   SIP Network: SIP Network

   Port: FXS

4. Click the **Apply** button to the right to save your settings. If successful, **Registered** will show a green icon.

5. Try making a test call on a handset plugged into your modem's green **Phone 1** port.

Warranty Information

1. **How to claim under the warranty and your rights**

1.1   In order to claim under the warranty, you should contact us to advise that you wish to claim under the warranty and answer any questions we have. We will assess whether you are eligible to claim under the warranty and determine, at our option and in accordance with any specific terms that apply to the relevant equipment, whether to repair or replace your equipment, or provide a credit.

iiNet:
- **Phone: 13 22 58**
- **Email: support@iinet.net.au**

Westnet:
- **Phone: 1300 786 068**
- **Email: support@westnet.com.au**

1.2   If we determine that your equipment needs to be returned, you will be sent replacement equipment and a return freight bag in which to return the faulty equipment.

1.3   If the faulty equipment is not returned to us, with all cables, accessories and components, within 21 days of you receiving the replacement equipment and return freight bag, you will be charged the full price for the purchase of the equipment that we sent to you, plus any shipping costs relating to the prepaid satchel that was sent to you. You will also still be charged for the original equipment and if the original equipment has already been paid for, you will not be entitled to a refund.

1.4   The warranty does not apply to faults caused by any of the following (Non Covered Events):

a)   any equipment not supplied by us;

b)   any interference with or modification to the equipment or a failure to use it in accordance with instructions; or

c)   damage caused by you or someone who has used the equipment (for example misuse or exposure to liquid or excessive heat); or

d)   an external event (for example a fire or flood).

1.5   If on inspection of the returned equipment we determine that the fault was caused by a Non Covered Event, you will be charged for the original equipment (or if the original equipment has already been paid for, you will not be entitled to a refund) and the replacement equipment, unless:

a)   you have not used the replacement equipment;

b)   and you return it to us in its unopened packaging, in which case, you will not be charged for the replacement equipment.

1.6   The repair or replacement of equipment may result in loss of data (such as loss of telephone numbers stored on your handset).

Warranty Information

1.7 Goods presented for repair may be replaced by refurbished goods of the same type rather than being repaired. Refurbished parts may be used to repair the goods. If your equipment is replaced with refurbished equipment, the warranty applies in relation to that refurbished equipment from the remainder of the original Warranty Period or thirty days, whichever is longer.

1.8 The benefits given to you by this warranty are in addition to other rights and remedies you may have at law.

1.9 Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

1.10 This warranty is given by iiNet Limited (ACN 068 628 937) of 1/502 Hay Street, Subiaco, WA, 6008. You can contact us on 13 22 58 or via email to support@iinet.net.au if you have any questions regarding this warranty.

1.11 Latest Warranty Information: **http://www.iinet.net.au/about/legal/pdf/general-equipment-warranty.pdf**

2. **Warranty Period**

   Purchase: 24 Months
   Rental: For the lifetime of the Rental Contract

2.1 You must notify us of the fault with your equipment within the applicable Warranty Period (beginning from the date you purchased the equipment)

2.2 We will repair, replace or provide credit for faulty equipment provided by us at no cost to you, if you notify us of the fault within the applicable Warranty Period.

2.3 However, we will charge you for the repair or replacement of faulty equipment, if the fault was caused by a Non Covered Event.

2.4 If we decide to repair the equipment, you must give us sufficient information to assess the fault, including allowing us to test your personal computer.

Moving house?

Don't leave your broadband behind!
Call our movers team on 1300 541 714

iinet
connect better

ACN 068 628 937

Support

iiNet Support
Available 24/7
13 22 58
support@iinet.net.au

Westnet Support
Available 24/7
1300 786 068
support@westnet.com.au