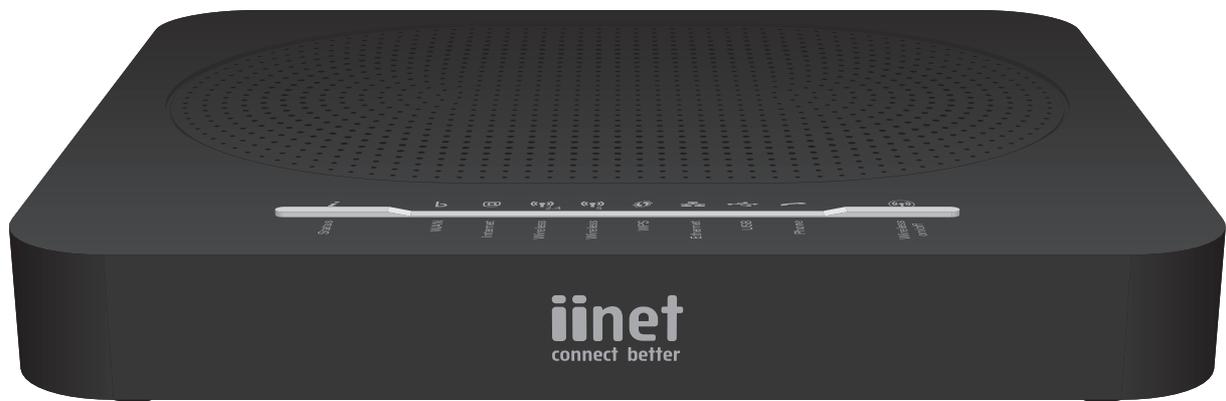


# USER MANUAL

## TG-789 Broadband Gateway



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# 1 Getting started

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## Introduction

This section provides a brief overview of the main features of your TG-789 Gateway.

## Internet connection features

- **Broadband Internet access** via the integrated DSL modem.  
The first chapters describe how to connect your TG-789 Gateway to the Internet.
- **Broadband Internet access** via the Gigabit WAN port.  
The first chapters describe how to connect your TG-789 Gateway to the Internet.
- **Internet security** for your entire network.  
For more information, see “6 Internet security” on page 54.

## Local networking features

- **Wireless access** for your local network devices via the integrated IEEE 802.11ac 5 GHz and IEEE 802.11n 2.4 GHz wireless interfaces.  
For more information, see “3 Wireless networking” on page 19.
- **Wired access via Ethernet cable** for your local network devices via the Ethernet interface.  
For more information, see “2.3 Connecting your wired devices” on page 15.

## Telephony features

The TG-789 Gateway offers **Voice over IP** (VoIP) connectivity for corded phones.

## TG-789 Gateway GUI

The **TG-789 Gateway GUI** allows you to configure your TG-789 Gateway via your web browser.  
For more information, see “4 The TG-789 Gateway GUI” on page 28.

## 1.1 Components

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### Overview

This section provides an overview of the different components of the TG-789 Gateway:

Topic	Page
<i>1.1.1 Power</i>	3
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<i>1.1.3 Broadband connection</i>	5
<i>1.1.5 Buttons</i>	7
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## 1.1.1 Power

---

### Overview



### Power inlet

The power inlet (---@+) allows you to connect the power supply.



Only use the power supply delivered with your TG-789 Gateway.

### Power switch

The power switch (Ⓜ) allows you to power on/off your TG-789 Gateway.

## 1.1.2 Local network connection

### Overview



### Wireless access

The built-in 2.4 GHz IEEE802.11n and 5 GHz IEEE802.11ac wireless interfaces provide wireless access to your wireless clients.

For more information, see “3 Wireless networking” on page 19.

### Ethernet switch

The Ethernet switch (🔌) allows you to connect an Ethernet device (for example, a computer) to your local network. For more information, see “2.3 Connecting your wired devices” on page 15.

All Ethernet ports on the TG-789 Gateway are Gigabit Ethernet ports and have a maximum speed of 1 Gbps (Gigabit per second).

Each of the Ethernet port has a LED to indicate link integrity (or activity).

LED Status	Description
Solid on	Device connected.
Blinking	Device connected and sending/receiving data.
Off	No device connected.

### USB Port

The USB port (🔌) can be used to connect a USB mass storage device to **share your content** (for example, music, movies,...).

For more information, see “5 Sharing content” on page 49.

## 1.1.3 Broadband connection

---

### Overview



### DSL port

This port can be used to connect your TG-789 Gateway to your service provider's DSL network.

For more information, see *"2.1 Connecting the TG-789 Gateway to your service provider's network"* on page 12.

### WAN port

The Gigabit Ethernet WAN port allows you to use your TG-789 Gateway as local router.

For more information, see *"2.1 Connecting the TG-789 Gateway to your service provider's network"* on page 12.

## 1.1.4 Voice connection

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### Overview



### Phone Port

The **Phone** (☎) port allows you to connect a corded phone to your TG-789 Gateway. This way you will be able to make phone calls over the Internet and save on communication costs, especially for long-distance calls.

For more information, see *"2.4 Setting up your telephone network"* on page 16.

## 1.1.5 Buttons

### Overview



### WPS button

The **WPS** (  ) button allows you to add new wireless clients to your network in a swift and easy, yet secure way, without the need to enter any of your wireless settings manually.

For more information, see “3.1 Connecting your wireless client via WPS” on page 20.

### Wireless On/Off button

The **Wireless On/Off** (  ) button allows you to disable your wireless interface. You can do this when you are not using the wireless interface. This allows you to save the energy that the TG-789 Gateway would be using for the wireless interface.

To turn the wireless interface on or off briefly press the **Wireless On/Off** button. When the wireless interface is turned:

- **Off**, both the 2.4 GHz and 5 GHz **Wireless** (  ) LEDs are off.
- **On**, both the 2.4 GHz and 5 GHz **Wireless** (  ) LEDs are on.

### Reset button

The **Reset** button allows you to reset your TG-789 Gateway to factory defaults.

For more information, see “7.4 Reset to factory defaults” on page 64.

## 1.1.6 Status LEDs

### Introduction

On the TG-789 Gateway, you can find a number of status LEDs, indicating the state of the device.



### Status (i) LED

The **Status** LED provides information about the overall state of your TG-789 Gateway:

Colour	State	Description
Green	Solid on	All services are available.
Red	Solid on	Some services are not available.
Orange	Solid on	Bootloader selftest.
	Blinking	Bootloader active (during upgrade).
Off		The TG-789 Gateway is powered off.

### WAN (b) LED (if you are using the DSL gateway scenario)

Colour	State	Description
Green	Solid on	DSL line synchronised.
	Blinking	Trying to detect carrier signal or pending DSL line synchronisation.
Off		DSL line synchronised and operating in single line mode. - or - TG-789 Gateway powered off.

## WAN (b) LED (if you are using the local router scenario)

Colour	State	Description
Green	Solid on	Connected to the WAN device
Off		Not connected to the WAN device

## Internet (@) LED

Colour	State	Description
Green	Solid on	Connected to the Internet, no activity.
	Blinking	Connected to the Internet, sending/receiving data.
Red	Solid on	Failed to setup the Internet connection.
Off		No Internet connection.

## Wireless ((W)) LED

Both the 2.4 GHz and 5 GHz wireless interface have a dedicated **Wireless** LED.

Colour	State	Description
Green	Solid on	The wireless interface is enabled, no wireless activity.
	Blinking	The wireless interface is enabled, wireless activity.
Off		The wireless interface is disabled.

## WPS (W) LED

Colour	State	Description
Green	Solid On	Client successfully registered via WPS.
Orange	Blinking	WPS registration ongoing.
Red	Blinking	Error occurred.

For more information about WPS, see “3.1 Connecting your wireless client via WPS” on page 20.

## Ethernet (E) LED

Colour	State	Description
Green	Solid on	Network device(s) connected to the Ethernet switch.
	Blinking	Network device(s) connected to the Ethernet switch and sending/receiving data.
Off		No Ethernet connection on your local network

## USB (🔌) LED

Colour	State	Description
Green	Solid on	Device(s) connected to the TG-789 Gateway's USB port.
Off		No device connected to the TG-789 Gateway's USB port.

## Phone (📞) LED

Colour	State	Description
Green	Solid on	Registered at your VoIP provider, no activity.
	Blinking	Registered at your VoIP provider, activity.
Off		Not registered to your VoIP provider.

## 2 Setup

---

### Introduction

Proceed as follows:

- 1 Connect the TG-789 Gateway to your service provider's network.  
For more information, see *"2.1 Connecting the TG-789 Gateway to your service provider's network"* on page 12.
- 2 Power on the TG-789 Gateway.  
For more information, see *"2.2 Powering on the TG-789 Gateway"* on page 14.
- 3 Connect your network devices. To do this using:
  - ▶ A wireless connection, see *"2.3 Connecting your wired devices"* on page 15.
  - ▶ A wired connection, see *"3 Wireless networking"* on page 19.

We recommended you to first connect one computer/tablet (if possible via a wired connection), then secure your wireless connection first and as a final step connect the other devices.  
For more information, see *"Secure your wireless connection!"* on page 19.
- 4 Connect your phones, see *"2.4 Setting up your telephone network"* on page 16.
- 5 Check your Internet connection, see *"2.5 Check your Internet connection"* on page 17.
- 6 After completing the setup procedure, the TG-789 Gateway is ready for use. Optionally, you can further configure the TG-789 Gateway to your needs (for example, change the wireless security) using the TG-789 Gateway GUI.  
For more information, see *"4 The TG-789 Gateway GUI"* on page 28.

## 2.1 Connecting the TG-789 Gateway to your service provider's network

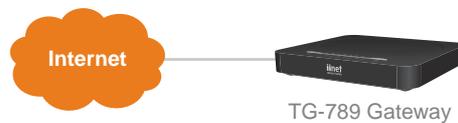
### Introduction

This section helps you to connect the TG-789 Gateway to your service provider's network.

### Choose your setup

To connect the TG-789 Gateway to the Internet you can either:

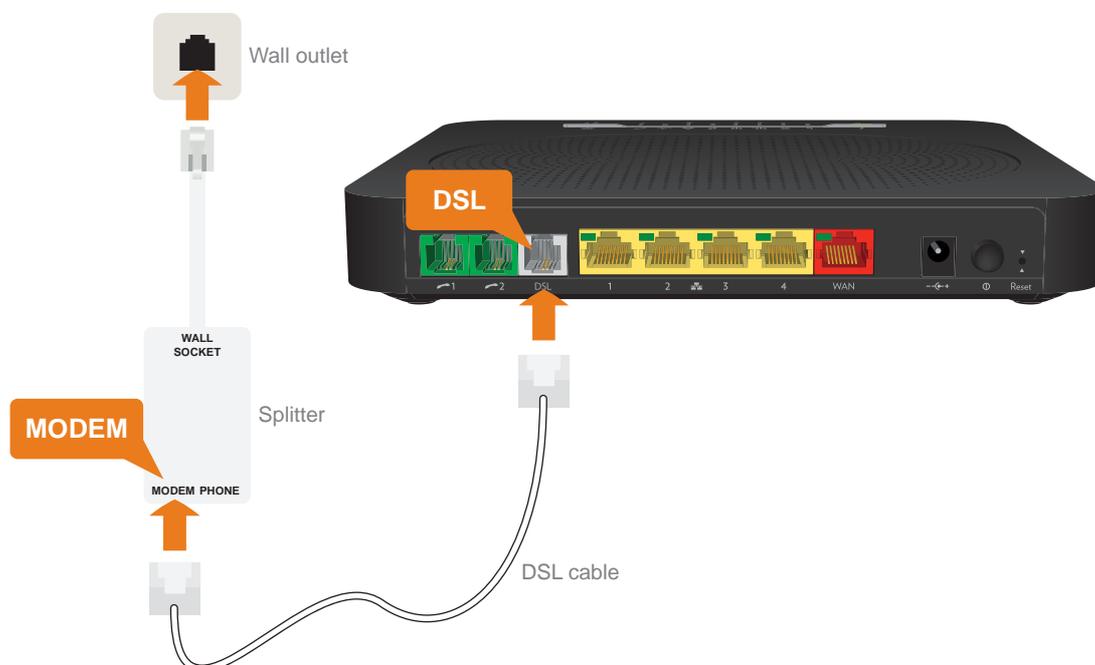
- Directly connect the TG-789 Gateway to your operator's DSL network. In this setup the TG-789 Gateway is used as **DSL gateway**. Follow the instructions from "Option A: Setup the TG-789 Gateway as DSL Gateway" on page 12.



- Place the TG-789 Gateway behind another Internet access device (for example, an optical network terminal for NBN or Fibre). In this setup the TG-789 Gateway is used as **local router**. Follow the instructions from "Option B: Setup the TG-789 Gateway as local router" on page 13.



### Option A: Setup the TG-789 Gateway as DSL Gateway



Proceed as follows:

- 1 Take the DSL cable. This is the grey cable that is included in your box.
- 2 Plug one end of the cable in the grey **DSL** port on the back of your TG-789 Gateway.

3 If your subscribed:

- ▶ Does **not** include telephony:

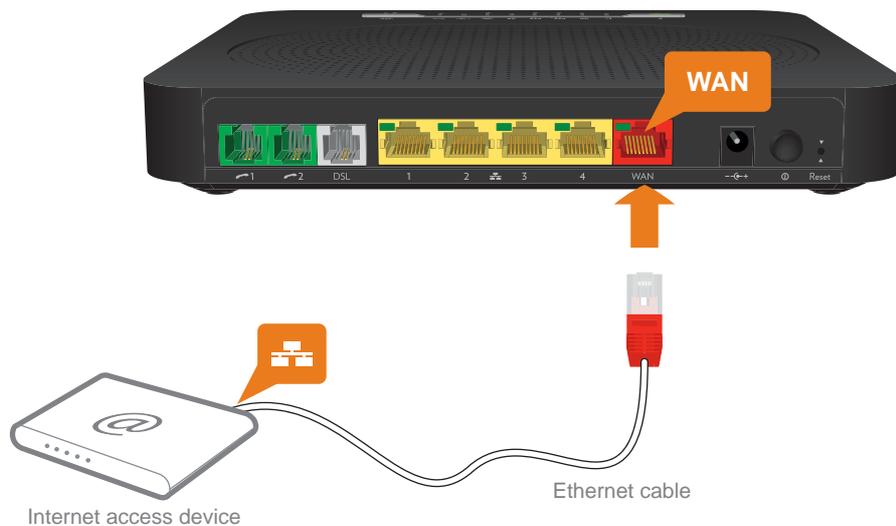
Plug the other end of the DSL cable directly into your telephone wall socket.

- ▶ Includes telephony:

Plug the other end of the DSL cable into the **MODEM** port of your filter/splitter and then plug the cable end of the splitter into your telephone wall socket.

4 Continue with “2.2 Powering on the TG-789 Gateway” on page 14.

## Option B: Setup the TG-789 Gateway as local router



Proceed as follows:

- 1 Take an Ethernet cable. If your box contains an Ethernet cable with red connectors, you can use that cable.
- 2 Plug one end of the cable in the **red** WAN port on the back of your TG-789 Gateway.
- 3 Plug the other end of the cable into the Ethernet port of your Internet access device (for example, an optical network terminal for NBN or Fibre).



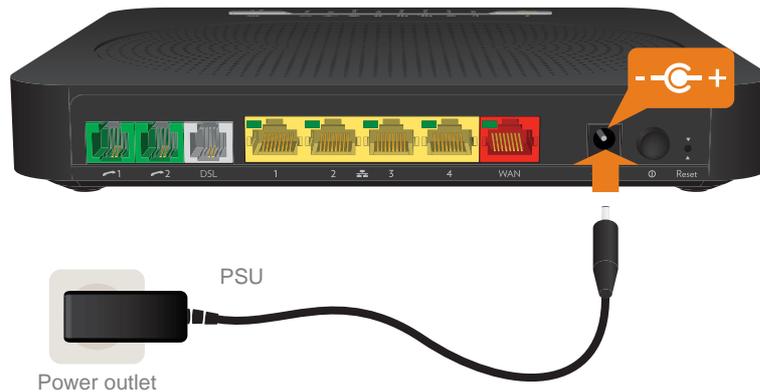
The **WAN** port can only be used to connect your TG-789 Gateway to an Internet access device. You can not use it to connect other devices (for example, a computer) to the TG-789 Gateway.

## 2.2 Powering on the TG-789 Gateway

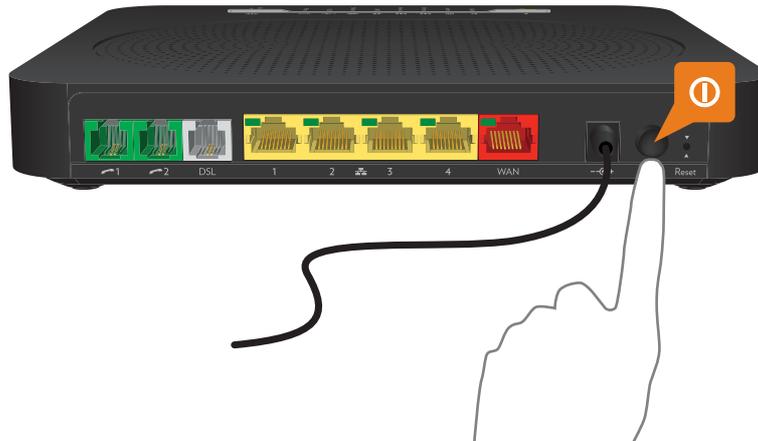
### Procedure

Proceed as follows:

- 1 Plug the connector of the electric Power Supply Unit (PSU) into the TG-789 Gateway power inlet port (⚡). Plug the PSU into a nearby power outlet.



- 2 Press the power button (⏻) to turn on the TG-789 Gateway.



- 3 The **Status** (i) LED lights up. Wait two minutes to allow the TG-789 Gateway to start up completely.



If the **Status** (i) LED is blinking orange then the TG-789 Gateway is updating its software. If this is the case, wait until the **Status** (i) LED becomes solid on. This can take several minutes.

Do not power off your device or unplug any cables!

## 2.3 Connecting your wired devices



To connect a wireless devices, see “3 Wireless networking” on page 19.

### Requirements

- Both your network device (for example, a computer, a gaming console,...) and TG-789 Gateway must have a free Ethernet port.
- Your network device must be configured to obtain an IP address automatically. This is the default setting.

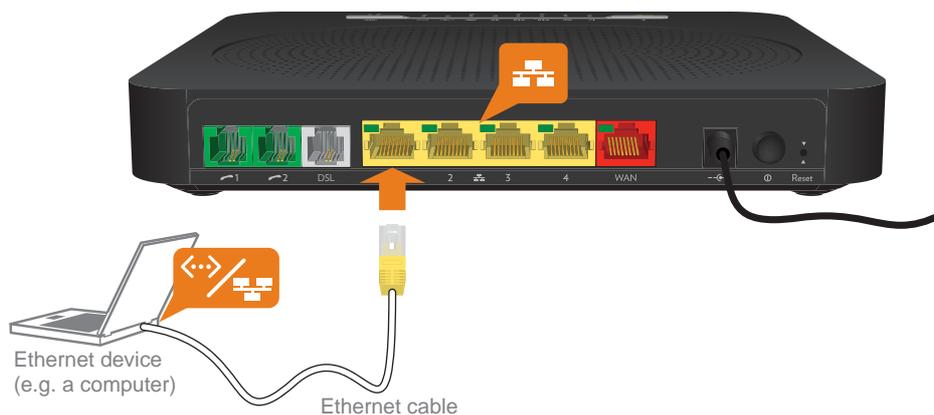
### Ethernet cable

In your package, you will find a cable with yellow connectors. This is the Ethernet cable.

### Procedure

Proceed as follows:

- 1 Connect one end of the Ethernet cable to one of the **yellow** Ethernet ports of your TG-789 Gateway:



- 2 Connect the other end of the Ethernet cable to your network device.



The TG-789 Gateway does not support Power over Ethernet (PoE). All network devices that are connected to the TG-789 Gateway must be powered by their own power source.

- 3 Your device is now connected to your network.

## 2.4 Setting up your telephone network

---

### Connect your phones

Connect your corded phone, DECT base station or fax to the green **Phone** port(s) on the back panel of your TG-789 Gateway.

## 2.5 Check your Internet connection

### Procedure

On the TG-789 Gateway, check the colour of the **Status** (i) LED.

If the **Status** (i) LED is:

- **Green** then no additional configuration is needed. Your TG-789 Gateway is ready for use.
- **Red** then your Internet connection is not configured yet. Proceed with *“Manually configuring the Internet connection”* on page 17.

### Manually configuring the Internet connection

If your Internet connection is not configured yet, proceed as follows:

- 1 Browse to <http://10.1.1.1> on a computer or device that is currently connected to your TG-789 Gateway (either wired or wirelessly).



**10.1.1.1** is the default IP address of the TG-789 Gateway. If you have changed the IP address of the TG-789 Gateway, use this IP address instead.

- 2 The **Sign in** page appears.

- 3 Enter your user name (u) and password (p). Click **Sign In**.



If you did not change the default credentials, the user name is **admin** and the password is the **Password** that is printed on the product label of your TG-789 Gateway.

- 4 The TG-789 Gateway web interface appears and automatically starts the **Setup Wizard** and asks you to configure your Internet connection.

- ▶ In the **Internet Service Provider** list, select your provider.
- ▶ In the **WAN Interfaces** list, select
  - **ADSL** for ADSL or Naked.
  - **VDSL** for VDSL.
- ▶ In the **WAN Type** list, select PPP over Ethernet
- ▶ In the **Username** box, type your broadband user name (include any “@domain.com.au”).
- ▶ In the **Password** box, type your broadband password (case sensitive).
- ▶ If you selected **ADSL** in the **WAN Interfaces**:
  - In the **VPI Number** box, type **8**.
  - In the **VCI Number** box, type **35**.

- 5 Click **Next**. The **VoIP Netphone Setup** page appears.

If you:

- ▶ Purchased VoIP Netphone, enter your VoIP settings on this page. You'll find your settings in your VoIP activation email.
  - ▶ Did **not** purchase VoIP Netphone, click **I don't have VoIP**.
- 6 In the next steps you will be able the wireless and login settings of the TG-789 Gateway if you should choose to do so.
  - 7 At the end of the Setup wizard, click **Finish**. The TG-789 Gateway is now ready for use.

## 3 Wireless networking

---

### Introduction

This section will help you set up your wireless network for your wireless devices.

### Wireless interfaces

Your TG-789 Gateway has two wireless interfaces:

- The **5 GHz IEEE 802.11ac** wireless interface offers superior transfer rates, is less sensitive to interference and allows you to connect IEEE802.11ac and IEEE802.11n wireless clients that can operate in the 5 GHz band.
- The **2.4 GHz IEEE 802.11n** access point allows you to connect IEEE802.11n wireless clients (and IEEE802.11b/g wireless clients). Use this interface for wireless clients that don't support 5 GHz.

### Access points

The 2.4 GHz and 5 GHz wireless interfaces each have two wireless access points:

- The **main access point** that allows you to connect your home network devices.
- The **guest access point** is disabled by default. If you turn it on you can provide wireless Internet access to guests. For more information see *"3.5 Using the guest access point" on page 27.*

### Configuring your wireless clients

For more information on how to establish a wireless connection to the TG-789 Gateway, see:

- *"3.1 Connecting your wireless client via WPS" on page 20*
- *"3.2 How to manually connect a wireless client" on page 22*

### Secure your wireless connection!

By default, the TG-789 Gateway secures your wireless data with WPA2 PSK encryption. This is the most secure encryption type that is currently available.

The wireless key used to encrypt the data is a unique sequence of ten random characters. You can find your wireless key on the bottom label of your TG-789 Gateway.

If you want to make changes to the security settings, see *"3.4 Changing the wireless security settings" on page 24.*

## 3.1 Connecting your wireless client via WPS

### WPS

Wi-Fi Protected Setup (WPS) allows you to add new wireless clients to your local network in a swift and easy way, without the need to enter any of your wireless settings (network name, wireless key, encryption type).

Both the 2.4 GHz and 5 GHz access points of your TG-789 Gateway support WPS.

### Requirements

- Your wireless client must support WPS. Check the documentation of your wireless client for this.
  - ✔ Windows 10, Windows 8, Windows 7 and Windows Vista Service Pack 1 have native WPS support.
- Your TG-789 Gateway must use **WPA2 PSK** encryption (default encryption), **WPA+WPA2 PSK** encryption or no encryption. WPS with WEP encryption is not possible.
- The WPS function must be enabled on the TG-789 Gateway. This is the default setting.

### Procedure for WPS Push Button Configuration (PBC)

Proceed as follows:

- 1 Shortly press the **WPS** button on the **TG-789 Gateway**:



- 2 The **WPS** LED starts blinking orange. This indicates that the TG-789 Gateway is now searching for wireless clients that are in registration mode. You now have two minutes to start WPS on your wireless client.
- 3 Start **WPS** PBC on your wireless client.
- 4 The TG-789 Gateway is now exchanging all wireless settings.
- 5 At the end of the procedure the status of the **WPS** LED on your TG-789 Gateway will change to either of the following:
  - ▶ Solid green  
This indicates that you have successfully registered your wireless client. You are now connected to the TG-789 Gateway wireless network.
  - ▶ Blinking red  
This indicates that the TG-789 Gateway could not find your wireless client. Use the same procedure to try again (you do not need to wait until the **WPS** LED on your TG-789 Gateway turns off).

## Troubleshooting

If you are having trouble connecting your wireless client via WPS, this may be caused by one of the following reasons:

- WPS can not be correctly executed:  
Try again later and if the problem persists, configure your wireless manually. For more information, see *“3.2 How to manually connect a wireless client” on page 22.*
- Your wireless client is out of range:  
If possible move your wireless client closer to your TG-789 Gateway or use a wireless repeater to extend the range of your wireless network and try again.
- Another device is interfering on the selected wireless channel:  
Change the radio channel of your TG-789 Gateway access point and try again. For more information, see *“Change the wireless channel” on page 63.*

## 3.2 How to manually connect a wireless client

---

### Procedure

To connect a wireless client (for example, a computer) to the wireless network, configure that wireless client with the wireless settings (network name and wireless key) used by the access point.

If your TG-789 Gateway is still using the default wireless settings, use network name (SSID) and wireless key that is printed on the TG-789 Gateway's bottom panel label.



You can always find back the wireless settings via the TG-789 Gateway GUI. For more information, see *"Forgot your wireless key?"* on page 62

## 3.3 Connecting your wireless client by scanning a QR code

### Introduction

The TG-789 Gateway allows you to generate a Quick Response (QR) code that contains all wireless settings that are needed to connect. You are then able to connect to the wireless network by scanning the generated code.

### Target devices

This connection method is typically used for tablets and smartphones.

### Requirements

Your wireless device must have:

- A camera to scan the code.
- An application (app) to interpret the QR code and connect to a wireless network.  
For example: if you are using Android on your device, you may download **QR Droid** from **Google Play**.

### Procedure

Proceed as follows:

- 1 Browse to the TG-789 Gateway GUI.  
For more information, see “4.1 Access from your local network” on page 29.
- 2 Click **Wireless**. The **Wireless** page appears.
- 3 On the left menu, select the access point to which you want to connect the wireless client to.
- 4 Under **QR Code**, click **Generate QRCode**.
- 5 The wireless QR code appears.



You can now:

- ▶ Scan the code directly from your screen.
  - ▶ Print this page and scan the code from the paper version.
- 6 Your app shows you the wireless settings used by your TG-789 Gateway and offers you to connect to its wireless network. Connect to the network.

## 3.4 Changing the wireless security settings

### Introduction

We recommend you to protect all wireless communication between the wireless clients and your TG-789 Gateway with a wireless key. This means that:

- Only clients that use the correct Network Name (SSID) and wireless key can connect to your network.
- All data passing through your wireless access point is secured by encryption.

### Encryption types

Over the years a number of encryption methods have been developed. The list below gives you an overview of the encryption types supported by the TG-789 Gateway and ordered by descending security level; you will find the highest level of security at the top of the list:

- **WPA-Personal (WPA PSK) Encryption:**  
The wireless connection is secured with a pre-shared key that has been defined by the user. Wireless clients must be configured with this key before they can connect to the TG-789 Gateway. The TG-789 Gateway supports the following WPA PSK versions (ordered by descending security):
  - ▶ **WPA2 PSK:** the most recent and most secure version of WPA PSK.  
Choose this version if you are sure that all your wireless clients support WPA2 PSK.
  - ▶ **WPA+WPA2 PSK:** this is a mixed mode.  
In this mode WPA2 PSK, is the preferred encryption type but wireless clients do not support WPA2-PSK can still use WPA PSK as encryption type.  
Choose this option if not all of your wireless clients support WPA2 PSK or if you are not sure. Wireless clients that support WPA2 PSK will use WPA2 PSK, the others will use WPA PSK.
- **WPA-Enterprise (WPA) encryption:**  
Wireless clients will authenticate to the Remote Authentication Dial In User Service (RADIUS) server. The RADIUS server then provides the wireless key that must be used to encrypt its data. The RADIUS server regularly updates this key at a specified interval. The TG-789 Gateway supports the following WPA PSK versions (ordered by descending security):
  - ▶ **WPA2:** the most recent and most secure version of WPA-Enterprise.  
Choose this version if you are sure that all your wireless clients support WPA2.
  - ▶ **WPA+WPA2:** this is a mixed mode.  
In this mode WPA2, is the preferred encryption type but wireless clients do not support WPA2 can still use WPA as encryption type.  
Choose this option if not all of your wireless clients support WPA2 or if you are not sure. Wireless clients that support WPA2 will use WPA2, the others will use WPA.
- **WEP Encryption:**  
The least safe encryption type used for wireless connections. Like WPA PSK it uses a user-defined key, but WEP has been proven to have security issues.



Although the TG-789 Gateway allows you to use WEP or no security, we strongly advise against using one of them!

### Configuration

To secure your wireless network with:

- WPA PSK encryption, continue with *“3.4.1 Configuring WPA PSK encryption” on page 25.*
- WPA encryption (via RADIUS), continue with *“3.4.2 Configuring WPA encryption” on page 26.*

## 3.4.1 Configuring WPA PSK encryption

---

### Procedure

Proceed as follows:

- 1 Browse to the *The TG-789 Gateway GUI*.  
For more information, see “4.1 Access from your local network” on page 29.
- 2 Click **Wireless**. The **Wireless** page appears.
- 3 On the left menu, select the access point that you want to configure.
- 4 In the **Security Mode** list under **Access Point**, select one of the following modes:
  - ▶ **WPA2 PSK**
  - ▶ **WPA+WPA2 PSK**For more information, see “Encryption types” on page 24.
- 5 In the **Wireless Password** box, type the key of your choice. The key must be in one of the following formats:
  - ▶ 8 to 63 alphanumeric characters. For example: MyKey123
  - ▶ 8 to 64 hexadecimal characters (characters from 0 to 9 and from A to F). For example: C54F48A5.
- 6 Click **Save**.
- 7 Reconnect your wireless client(s) to the TG-789 Gateway using these new security settings.  
For more information, see “3.1 Connecting your wireless client via WPS” on page 20 or “3.2 How to manually connect a wireless client” on page 22.

## 3.4.2 Configuring WPA encryption

---

### Procedure

Proceed as follows:

- 1 Browse to the *The TG-789 Gateway GUI*.  
For more information, see “4.1 Access from your local network” on page 29.
- 2 Click **Wireless**. The **Wireless** page appears.
- 3 On the left menu, select the access point that you want to configure.
- 4 In the **Security Mode** list under **Access Point**, select one of the following modes:
  - ▶ **WPA+WPA2**
  - ▶ **WPA2**For more information, see “Encryption types” on page 24.
- 5 The following RADIUS settings are now available for configuration:
  - ▶ **Radius Authentication Server's IP:** enter the IP address of your RADIUS server.
  - ▶ **Radius Authentication Server's port:** enter the WPA Radius Port.
  - ▶ **Radius Authentication Server's secret:** enter the WPA Radius Key.
- 6 Click **Save** to immediately apply your changes.
- 7 Reconnect your wireless client(s) to the TG-789 Gateway using these new security settings.  
For more information, see “3.1 Connecting your wireless client via WPS” on page 20 or “3.2 How to manually connect a wireless client” on page 22.

## 3.5 Using the guest access point

---

### Introduction

Your TG-789 Gateway allows you to enable a second access point. This is a dedicated guest access point. Users that are connected to the guest access point can use the TG-789 Gateway's Internet connection but they can not access your home network or shared content.

### Enabling the guest access point

Proceed as follows:

- 1 Browse to the *The TG-789 Gateway GUI*.  
For more information, see "4.1 Access from your local network" on page 29.
- 2 Click **Wireless**. The **Wireless** page appears.
- 3 On the left menu, select the **second** access point under **ACCESS POINTS 2.4GHZ** or **ACCESS POINTS 5GHZ**. By default it will have a "-Guest" suffix.
- 4 Under **Access Point**, switch **Enabled** to .
- 5 Click **Save**.
- 6 The guest access point is now up and running. You can now connect to this access point with the wireless settings that are listed under access point.



By default, WPS is assigned to the main access point. If you want to assign it to the guest access point

### Assigning WPS function to the guest access point

Proceed as follows:

- 1 Browse to the *The TG-789 Gateway GUI*.  
For more information, see "4.1 Access from your local network" on page 29.
- 2 Click **Wireless**. The **Wireless** page appears.
- 3 On the left menu, select the **first** access point under **ACCESS POINTS 2.4GHZ** or **ACCESS POINTS 5GHZ**.
- 4 Under **Access Point**, switch **WPS** to  and click **Save**.
- 5 The **Wireless** page closes. Click **Wireless** again. The **Wireless** page reappears.
- 6 On the left menu, select the **second** access point.
- 7 Under **Access Point**, switch **WPS** to  and click **Save**.
- 8 The **WPS** function is now assigned to the guest access point. If you now connect a device using WPS, the device will be connected to the guest access point.

## 4 The TG-789 Gateway GUI

---

### Introduction

The TG-789 Gateway web interface allows you to configure your TG-789 Gateway using your web browser.

### Topics

This chapter describes the following topics:

Topic	Page
<i>4.1 Access from your local network</i>	29
<i>4.2 Remote assistance</i>	30
<i>4.4 Account settings</i>	32
<i>4.5 Cards</i>	33

## 4.1 Access from your local network

Proceed as follows:

- 1 Browse to <http://10.1.1.1> on a computer or device that is currently connected to your TG-789 Gateway (either wired or wirelessly).



**10.1.1.1** is the default IP address of the TG-789 Gateway. If you have changed the IP address of the TG-789 Gateway, use this IP address instead.

- 2 The **Sign in** page appears.

- 3 Enter your user name (👤) and password (🔒). Click **Sign In**.



If you did not change the default credentials, the user name is **admin** and the password is the **Password** that is printed on the product label of your TG-789 Gateway.

- 4 The TG-789 Gateway GUI appears.

### Home page

To make it possible to quickly access the settings of specific features, the features have been grouped in a number of cards.

## 4.2 Remote assistance

Remote assistance allows you to grant access to your TG-789 Gateway from the Internet.

### Remote assistance modes

There are two modes of remote assistance:

- **Permanent:**  
The remote session ends when the technical support disables remote assistance or after restarting your TG-789 Gateway.
- **Temporary:**  
The remote session ends when the technical support disables remote assistance, after restarting your TG-789 Gateway or after 30 minutes of inactivity.

### How to enable remote assistance

- 1 Browse to the TG-789 Gateway GUI.
- 2 Click the **Assistance** tab.
- 3 Select the **Enabled** check box.
- 4 Under **Mode**, click either of the following:
  - ▶ **Permanent:**  
The remote session ends when the technical support disables remote assistance or after restarting your TG-789 Gateway.
  - ▶ **Temporary:**  
The remote session ends when the technical support disables remote assistance, after restarting your TG-789 Gateway or after 30 minutes of inactivity.
- 5 Specify the password in either of the following ways:
  - ▶ Click the **Use Random Password** check box, to let the TG-789 Gateway generate a password.
  - ▶ Clear the **Use Random Password** check box and enter the password of your choice in the **Password** box.
- 6 Click **Apply**.

### How to access the TG-789 Gateway from the Internet

- 1 Open your web browser and browse to the **URL** displayed in the **Assistance** card.(for example, <https://131.141.151.161:55174>).



You must:

- Use https
  - Include the port number (the part after the colon)
- 2 Your browser may prompt you that it does not recognize the security certificate. If so, indicate that you want to continue.
  - 3 The **Sign in** page appears. Enter the user name and password displayed in the **Assistance** card.



If you did not choose a random password when enabling remote assistance, enter the password that you provided instead.

### How to disable remote assistance

In the **Assistance** card, click the switch to put it in the  position.

## 4.3 Setup wizard

---

### Introduction

The Setup wizard is a tool that will guide you through the configuration of:

- Your broadband connection
- Your telephone service (if applicable)
- The wireless settings of your TG-789 Gateway
- The login settings of your TG-789 Gateway

### Running the Setup wizard

Proceed as follows:

- 1 Browse to the TG-789 Gateway GUI.  
For more information, see “4.1 Access from your local network” on page 29.
- 2 In the upper-right corner of the page, you see the user name that you used to sign in.



iinet  
connect better



Gateway

Broadband

Internet

Wireless

- 3 The TG-789 Gateway appears. You can now follow the instructions from the Setup wizard.

## 4.4 Account settings

In the upper-right corner of the page, you see the user name that you used to sign in.



When you click the arrow next to your user name, the following options appear:

- **Change my password**

Click this option to change your password. The **Change Password** page appears.

The 'Change password' form is a white box with an orange border. It has a title 'Change password' at the top. Below the title are three password input fields, each with a lock icon to its left. The first field is labeled 'Your old password', the second 'Your new password', and the third 'Repeat new password'. At the bottom of the form are two orange buttons: 'Cancel' and 'Change password'.

Type your current password in the first box, type your new password in the last two text boxes and then click **Change Password**.



It is recommended to change the default password settings.

Choose a password that you can easily remember or write it down. If you forget your password the only option is to reset your TG-789 Gateway. For more information, see *“7.4 Reset to factory defaults” on page 64*.

- **Sign out**

Click this option to close the session and sign out.

## 4.5 Cards

---

### Overview

The home page contains the following cards:

- **Gateway**  
For more information, see “4.5.1 Gateway” on page 35.
- **Broadband**  
For more information, see “4.5.2 Broadband” on page 36.
- **Internet**  
For more information, see “4.5.3 Internet” on page 37.
- **Wireless**  
For more information, see “4.5.4 Wireless” on page 38.
- **Local Network**  
For more information, see “4.5.4 Wireless” on page 38.
- **Devices**  
For more information, see “4.5.6 Devices” on page 40.
- **WAN Services**  
For more information, see “4.5.7 WAN Services” on page 41.
- **Firewall**  
For more information, see “4.5.8 Firewall” on page 42.
- **QoS**  
For more information, see “4.5.9 QoS” on page 43.
- **Telephony**  
For more information, see “4.5.10 Telephony” on page 44.
- **Diagnostics**  
For more information, see “4.5.11 Diagnostics” on page 45.
- **Assistance**  
For more information, see “4.5.12 Assistance” on page 46.
- **Management**  
For more information, see “4.5.13 Management” on page 47.
- **Content Sharing**  
For more information, see “5 Sharing content” on page 49.
- **Time of Day.**  
For more information, see “6.1 Time of Day (ToD) access control” on page 55

### Launch buttons

When pointing to a header, the following icons may appear:

Button	Description
	Click this button to view additional information.
	Click this button to view or change the settings.

## Toggle buttons

Some cards have an on/off switch in the header:

Button	Description
	The service is currently enabled. Clicking this button will disable the service.
	The service is currently disabled. Clicking this button will enable the service.

## 4.5.1 Gateway

---

### The Gateway card



The **Gateway** card displays:

- The software version currently installed on the TG-789 Gateway.
- The serial number of your TG-789 Gateway.
- The uptime. This is the time that has elapsed since power on of the TG-789 Gateway.

### The Gateway page

To open the **Gateway** page, click the **Gateway** card.

The **Gateway** page allows you to:

- View basic information about the TG-789 Gateway.
- View or change the time settings used by the TG-789 Gateway.
- Restart the TG-789 Gateway.
- Reset the TG-789 Gateway to factory defaults.  
For more information, see *“7.4 Reset to factory defaults” on page 64.*
- Export your current configuration.
- Import a previously saved configuration.
- Upgrade the firmware of the TG-789 Gateway (if available).

## 4.5.2 Broadband

---

### Connection types

The TG-789 Gateway allows you to connect to the Internet using one of the following methods:

- DSL

The TG-789 Gateway is directly connected to the DSL network.

- Ethernet WAN

The TG-789 Gateway is connected to an Internet Access Device (IAD). The IAD brings the Internet into your home and the TG-789 Gateway acts as a local router.

### The Broadband card



The **Broadband** card displays the status of the DSL or Ethernet WAN connection.

If the DSL line is connected, the **Broadband** card will also display the upload and download bandwidth in Megabits per second (Mbps).

### The Broadband page

To open the **Broadband** page, click the **Broadband** card.

The **Broadband** page displays more detailed information about your broadband connection.

## 4.5.3 Internet

---

### The Internet card



The **Internet** card displays:

- The current status of your Internet connection.
- The WAN IP address  
This is the IP address that the TG-789 Gateway uses for communication on the Internet.

### The Internet Access Page

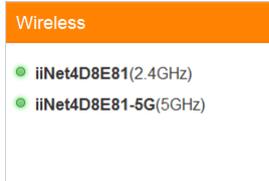
To open the **Internet Access** page, click the **Internet Access** card.

The **Internet Access** page has two tabs:

- **IPv4 Configuration** groups all the settings related to IPv4.
- **IPv6 Configuration** groups all the settings related to IPv6.

## 4.5.4 Wireless

### The Wireless card



The **Wireless** card displays the network names (SSIDs) used by the wireless access points

### The Wireless page

Click the **Wireless** card header to open the **Wireless** page.

On the left of the **Wireless** page you can select the access point that you want to configure. The access points are grouped by interface (2.4 GHz and 5GHz access points). Each of these groups contains two access points:

- The first access point is the **main access point** and allows you to connect your home network devices.
- The second access point is the **guest access point** and allows you to provide wireless Internet access to guests. For more information see “3.5 Using the guest access point” on page 27.



The guest access point is disabled by default

For each of these access points, you can:

- View or change the wireless interface settings.
- View or change the access point settings.
- Start a WPS push button configuration.
- Generate a QR code to connect a wireless device.

### Configuration examples

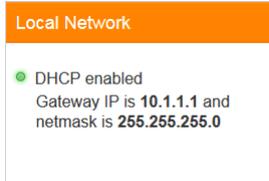
In this User Manual you can find information on how to:

- Change the wireless security settings.  
For more information, see “3.4 Changing the wireless security settings” on page 24.
- Configure and use WPS.  
For more information, see “3.1 Connecting your wireless client via WPS” on page 20.
- Use the QR code.  
For more information, see “3.3 Connecting your wireless client by scanning a QR code” on page 23.

## 4.5.5 Local Network

---

### The Local Network card



The **Local Network** card displays:

- The status of the DHCP server (enabled or disabled).
- The local IP address and netmask of the TG-789 Gateway.

### The Local Network page

To open the **Local Network** page, click the **Local Network** card header.

On the left of the **Local Network** page, you can select the local network that you want to configure:

- **lan** is the local network used by devices connected to:
  - ▶ The *main* access point
  - ▶ One of the Ethernet ports
  - ▶ One of the USB ports
- **Guest1** is the local network used by devices connected to the *guest* access point

For each of these networks you can:

- View or change the IP address of the TG-789 Gateway.
- View or change the DHCP settings of TG-789 Gateway

The **lan** network also allows you to add or remove static DHCP leases for devices

## 4.5.6 Devices

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### The Devices card



The **Devices** card displays the number of devices connected to:

- The Ethernet interface.
- Wireless interface.

### Viewing additional settings

To open the **Devices** page, click the **Devices** card.

The **Devices** page allows you to:

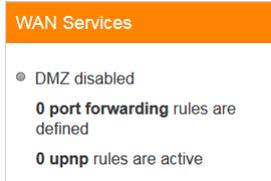
- View a list of all devices in your local network.
- Configure Internet access rules for the devices in your local network.  
For more information, see *"6.1 Time of Day (ToD) access control" on page 55.*

To update the list, click **refresh data** in the upper-right corner.

## 4.5.7 WAN Services

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### The WAN Services card



The **WAN Services** card displays:

- The DMZ status  
For more information, see *“6.2 DMZ” on page 58*.
- The number of port forwarding rule that are defined.  
Port forwarding allows you to forward incoming Internet traffic arriving on a specific port to a local device.
- The number of UPnP rules that are active.  
UPnP-enabled games and applications automatically create port the necessary forwarding rules to run services on that device.

### The WAN Services page

To open the **WAN services**, click the **WAN Services** card.

The **WAN Services** page allows you to:

- View or change the port forwarding rules
- View the active UPnP rules.

### Advanced WAN Services settings

On the **WAN Services** page, click **show advanced** in the upper-right corner to:

- Configure a DMZ host.  
For more information, see *“6.2 DMZ” on page 58*.
- Enable or disable UPnP services
- Configure Dynamic DNS  
The dynamic DNS service allows you to assign a dynamic DNS host name (for example mywebpage.dyndns.org) to a broadband connection even if it is using a dynamic IP address. As soon as the device gets a new IP address, the dynamic DNS server updates its entry to the new IP address.

## 4.5.8 Firewall

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### Introduction

The TG-789 Gateway comes with an integrated firewall that helps you protect your network from attacks from the Internet. This firewall has a number of predefined levels to allow you to adjust the firewall to your needs.

The default mode is **normal**. In **normal** mode, the firewall will:

- Allow all outbound connections and will silently drop all unknown incoming connections.
- Protect your TG-789 Gateway and local network against intrusions.

### The Firewall card



The **Firewall** card displays current firewall level used.

### The Firewall page

Click **Firewall**. The **Firewall** page appears and allows you to:

- Change the firewall level.
- Enable or disable response to Internet pings.
- Enable or disable the SIP ALG.

## 4.5.9 QoS

---

### Introduction

Not all Internet traffic is equal. Streaming HD video or having a stutter-free Skype call is probably more important to you than downloading a big file. The Quality of Service feature on your router lets you prioritize the things you care about, so they happen faster than the things you don't.

Quality of Service (QoS) allows your TG-789 Gateway to divide the available bandwidth between applications.

### The QoS card



The **QoS** card displays:

- The number of active queues.
- The number of classify queues.

### The QoS page

Click **QoS**. The **QoS** page appears and allows you to:

- Configure the QoS queues.
- Configure the QoS classification.



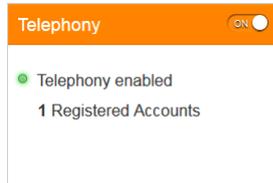
Do not change the QoS settings. This is for technicians only.

Changing the QoS settings without exactly knowing what you are doing may impact the performance of your services.

## 4.5.10 Telephony

---

### The Telephony card



The **Telephony** card displays:

- The status of your voice subscriptions.
- The number of accounts that have been registered at your service provider.

### The Telephony page

To open the **Telephony** page, click the **Telephony**.

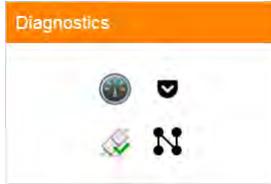
The **Telephony** page allows you to:

- Configure your voice service and options.
- View the call log.

## 4.5.11 Diagnostics

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### The Diagnostics card



Click the **Diagnostics** card to use one of the following diagnostics tools:

- View DSL connection statistics (if applicable)
- Run ping and trace route test
- Run connection checks
- View port state and network statistics

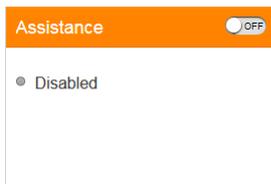
## 4.5.12 Assistance

---

### Introduction

Remote assistance allows you to make the TG-789 Gateway GUI accessible from the Internet.

### The Assistance card



The **Assistance** card displays whether remote assistance is enabled or not.

If remote assistance is enabled, the following information is also displayed:

- The port number that needs to be used to access the TG-789 Gateway GUI from the Internet.
- The user name and password that has to be used when signing in from the Internet.



The user name and password are randomly generated.

### The Assistance switch

If the switch in these **Assistance** card header is set to:

- **ON** then the temporary or permanent remote assistance is enabled. Clicking the switch will disable it.
- **OFF** then the remote assistance is disabled. Clicking the switch will enable temporary remote assistance with a random password.

## 4.5.13 Management

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### The Management card



### The Management page

To open the Management page, click the **Management** card.

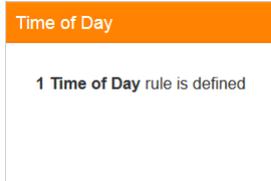
The **Management** page has two tabs:

- The **User manager** tab you to manage the user accounts for the TG-789 Gateway GUI.
- The **Log viewer** tab displays the log messages of your TG-789 Gateway.

## 4.5.14 Time of Day

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### The Time of Day card



The **Time of Day** card displays the number of access controls that are defined.

For more information, about Time of Day, see *"6.1 Time of Day (ToD) access control" on page 55.*

## 5 Sharing content

### Introduction

If you connect a USB storage device to the TG-789 Gateway's USB port, you can share the content on your USB storage device(s) with other devices that are connected to your local network (mostly computers).

### Features

- The TG-789 Gateway supports USB 2.0
- The following file systems are supported:
  - ▶ NTFS
  - ▶ FAT32
  - ▶ FAT16
  - ▶ HFS+
  - ▶ EXT2/3/4
- You can connect up to five USB storage devices (via a USB hub).

### Content Sharing Servers

The TG-789 Gateway offers two types of services to share your content. The following table gives you a brief overview of the main functions:

	File server	DLNA server
Function	Store and access your data on your local network.	Make media files available for DLNA capable devices like Media players, set-top boxes from your local network.
Access	Read and write	<i>Read-only</i>
Accessible from	Local network	Local network
Type of content shared	<i>All files</i> from all partitions and disks that are connected.	Only the <i>media</i> files (music, movies and pictures) from all partitions and disks that are connected.

## Configuration

Both the file and the DLNA server are **enabled by default**. The only thing that you need to do is to plug your memory stick or external hard disk in (one of) the USB port(s) of your TG-789 Gateway.



## Customizing the settings

To change the default settings, proceed as follows:

- 1 Browse to the TG-789 Gateway GUI.  
For more information, see *“4.1 Access from your local network” on page 29.*
- 2 Click **Content Sharing**. The **Content Sharing** page appears. Under **General status**, you can change the following settings:
  - ▶ **File Server enabled:**  
Allows you to enable or disable the file sharing server.
  - ▶ **DLNA enabled:**  
Select this option to enable the DLNA server.
- 3 If you click **show advanced** the following settings will also become available for configuration:
  - ▶ **File Server name:**  
Your TG-789 Gateway will share the content to the devices under this name.
  - ▶ **File Server workgroup:**  
Enter the same workgroup as used by your computer(s).
  - ▶ **File Server description:**  
Enter a description for this file server.
  - ▶ **DLNA name:**  
Your TG-789 Gateway will share the content with other DLNA devices under this name.
- 4 Click **Apply**.
- 5 All users connected to the TG-789 Gateway can now access the data stored on the storage device(s) that are connected to the TG-789 Gateway.

## 5.1 Accessing the file server

### Introduction

The file server allows you to share the content on your USB storage device(s) with other devices that are connected to your local network (mostly computers).

These devices have read and write access to the shared content.

### Accessing the file server on Windows

Proceed as follows:

- 1 Open (File) Explorer and then click **Network**.
- 2 The **Network** window appears. Double-click **Home\_Network\_Gateway**.



 You can also access the device by entering **\\10.1.1.1** in the address bar.



- 3 Open the **usbdisk** folder.
- 4 The storage devices that are attached to your TG-789 Gateway are listed as folders.

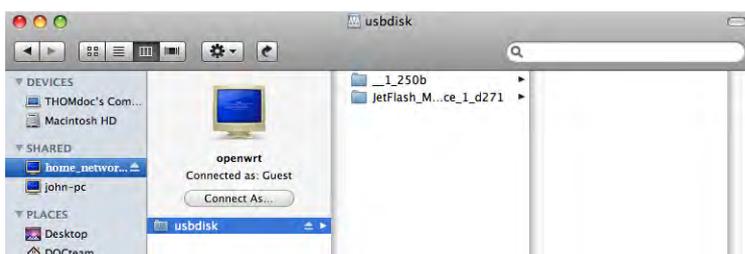


- 5 If you plan to frequently use this folder, it might be useful to map this folder as a network drive. For more information, see the help of your operating system.

### Accessing the file server on Mac

Proceed as follows:

- 1 Open a **Finder** window. Under **SHARED** click **home\_network\_gat** and then click **usbdisk**.



- 2 The storage devices that are attached to your TG-789 Gateway are listed as folders.

## 5.2 Accessing the DLNA server

### Introduction

The DLNA server lists all audio, video and picture files located on the connected USB storage device. All DLNA-certified renderers (for example, a DLNA-certified set-top box) that are connected to your network are able to view this list and play or view items from this list.

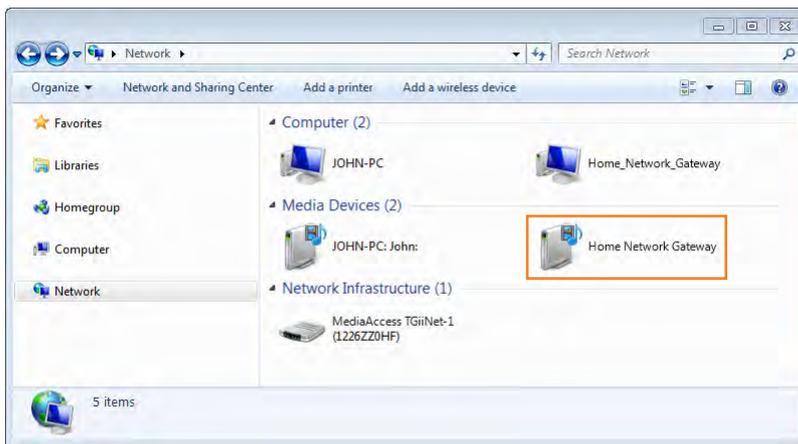
On your DLNA renderer, the TG-789 Gateway's DLNA media server will be listed as **Home Network Gateway**.

### Windows 10, Windows 8 and Windows 7

Windows 10, Windows 8 and Windows 7 have native support for DLNA. They automatically detect DLNA and make your media files available for playback on your Windows Media Player and Windows Media Center.

Proceed as follows:

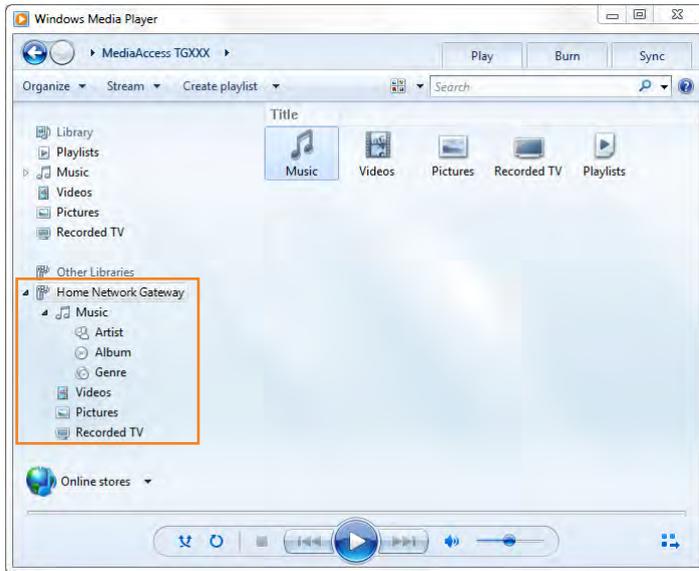
- 1 Open (File) Explorer and then click **Network**.
- 2 The **Network** window appears:



Under **Media Devices** you will find the TG-789 Gateway's DLNA media server (displayed as **Home Network Gateway**).

- 3 Double-click **Home Network Gateway** to access your media files.

## 4 Windows Media Player starts up.



Your TG-789 Gateway's DLNA media server (displayed as **Home Network Gateway**) is listed in the tree structure on the left. This entry allows you to browse your media files.

## 6 Internet security

---

### Overview

The TG-789 Gateway offers various options to secure your network and network connection:

Topic	Page
6.1 Time of Day (ToD) access control	55
6.2 DMZ	58

## 6.1 Time of Day (ToD) access control

### Introduction

Time of Day allows you to create **access schedules for Internet access**.

By default, all devices have permanent access to the Internet without any restriction. Time of Day allows you to limit a device's Internet access to specific times and days.

### Warning

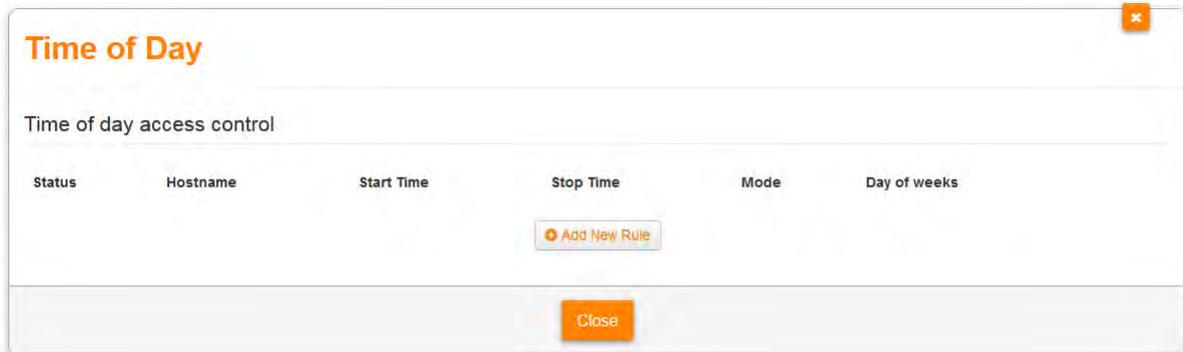
Make sure that:

- The persons using these devices are aware of the time schedule. This to avoid the loss of data or unexpected service interruption.
- You protected the TG-789 Gateway with a password. If not, all users would be able to change the access control rules.

### Creating an access control rule for a device

Proceed as follows:

- 1 Browse to the TG-789 Gateway GUI.  
For more information, see *"4.1 Access from your local network"* on page 29.
- 2 Click **Time of Day**. The **Time of Day** page appears. Click **Add New Rule**.



3 The **Time of day access control** section appears.

4 Make sure that the **Enabled** box is selected.

5 In the **Hostname** box, type one of the following:

- ▶ The host name of the device
- ▶ The current IP address of the device
- ▶ The MAC address of the device



As soon as you start the typing, the TG-789 Gateway will provided a list of possible devices.

If the device appears in the list, click on the device to select it.



To see the full device list, click the **Devices** card on the home page.

For more information, see *"4.5.6 Devices" on page 40.*

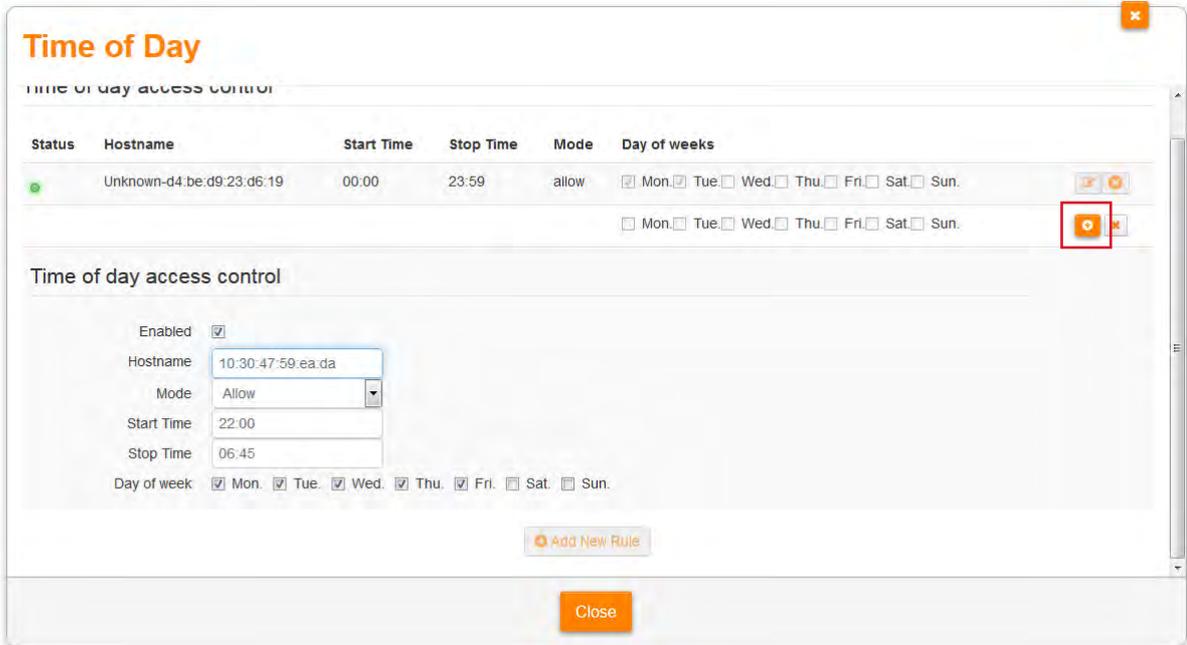
6 In the **Mode** list, click

- ▶ **Allow** if you want to specify when this device is allowed to access the Internet.
- ▶ **Block** if you want if you want to specify when this device is allowed to access the Internet.

7 Enter the **Start Time** and **Stop Time** as h:mm (for example: **8:10**, **23:59**).

8 Next to **Day of Week**, select the days on which you want this rule to be applied.

9 Click .



**Time of Day**

Time of day access control

Status	Hostname	Start Time	Stop Time	Mode	Day of weeks
	Unknown-d4.be:d9:23:d6:19	00:00	23:59	allow	<input type="checkbox"/> Mon. <input checked="" type="checkbox"/> Tue. <input type="checkbox"/> Wed. <input type="checkbox"/> Thu. <input type="checkbox"/> Fri. <input type="checkbox"/> Sat. <input type="checkbox"/> Sun.

Time of day access control

Enabled

Hostname

Mode

Start Time

Stop Time

Day of week  Mon.  Tue.  Wed.  Thu.  Fri.  Sat.  Sun.

### Deleting an access control rule for a device

By removing the access control rule, the device will regain permanent access to the Internet.

Proceed as follows:

- 1 Browse to the TG-789 Gateway GUI.  
For more information, see “4.1 Access from your local network” on page 29.
- 2 Click **Time of Day**. The **Time of Day** page appears.
- 3 Click  next to the access control rule that you want to remove.

## 6.2 DMZ

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### Introduction

The TG-789 Gateway allows you to configure one local device as a De-Militarized Zone (DMZ) host. This means that:

- None of the TG-789 Gateway firewall rules will be applied to this device.
- All traffic originating from the Internet will be forwarded to this devices unless there is a port forwarding rule defined for this type of traffic. Port forwarding rules always have higher priority.

### Use a static address for the DMZ host

Make sure that your DMZ host uses a fixed IP address. If you do not do this, the device might get a new IP address after some time and the port forwarding rule will no longer be applied to the device and another device may suddenly be acting as DMZ host.

### How to configure a device as DMZ host

- 1 Browse to the TG-789 Gateway GUI.  
For more information, see *“4.1 Access from your local network” on page 29.*
- 2 Click **WAN Services**. The **WAN services** page appears.
- 3 In the upper-right corner, click **show advanced**. The **DMZ** section appears.
- 4 Switch **Enabled** to  ON .
- 5 In the **Destination** box, type the IP address of the device that you want to use as DMZ host.
- 6 Optionally, you can make exceptions on the DMZ by creating port mappings to direct specific traffic to other devices. To do this, click **Add new port mapping** under **Port forwarding table**.
- 7 Click **Save**. The DMZ is now active.

## 7 Troubleshooting

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### Introduction

This chapter suggests solutions for issues that you may encounter while installing, configuring or using your TG-789 Gateway.

If the suggestions do not resolve the problem, contact your service provider.

### Topics

This chapter describes the following topics:

Topic	Page
<i>7.1 General TG-789 Gateway troubleshooting</i>	60
<i>7.2 Ethernet connection troubleshooting</i>	61
<i>7.3 Wireless connection troubleshooting</i>	62
<i>7.4 Reset to factory defaults</i>	64

## 7.1 General TG-789 Gateway troubleshooting

### None of the LEDs light up (TG-789 Gateway does not work)

Make sure that:

- The TG-789 Gateway is plugged into a power socket outlet.
- You are using the correct power supply for your TG-789 Gateway device.
  -  The power requirements for your TG-789 Gateway are clearly indicated on the identification label of the TG-789 Gateway. Only use the power adaptor supplied with your TG-789 Gateway.
- The TG-789 Gateway is turned on via the push button or rocker switch on the back panel.

### The WAN LED does not light up or is blinking

Make sure that:

- The DSL cable is correctly connected. For more information, see “2.1 Connecting the TG-789 Gateway to your service provider’s network” on page 12.
- The DSL service is enabled on your telephone line. For more information, contact your Internet Service Provider.
- Check the **Broadband** settings on the TG-789 Gateway GUI. Proceed as follows:
  - a Browse to the *The TG-789 Gateway GUI*.  
For more information, see “4.1 Access from your local network” on page 29.
  - b In the **Broadband** card header, make sure that the switch is in the  position.
  - c Click **Broadband** and then click **show advanced**. If you are using the TG-789 Gateway as:
    - DSL gateway, make sure that **ADSL2+** or **VDSL** is selected. Make sure to select the correct DSL type.
    - Local router, make sure that **Ethernet** is selected.
  - d Click **Switch connection mode**.
  - e After a few minutes the **Status** should switch to connected. If needed click **refresh data** first.

### The Internet LED does not light up

Make sure that Internet access is enabled.

Proceed as follows:

- 1 Browse to the *The TG-789 Gateway GUI*.  
For more information, see “4.1 Access from your local network” on page 29.
- 2 In the **Internet** card header, make sure that the switch is in the  position.

### TG-789 Gateway unreachable

If you can not access your TG-789 Gateway via your web browser, you might consider a hardware reset as described in “7.4 Reset to factory defaults” on page 64.

## 7.2 Ethernet connection troubleshooting

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### Ethernet LED does not light up

Make sure that:

- The Ethernet cable is correctly connected to the Ethernet port on your TG-789 Gateway and your computer.
- You are using the correct cable type for your Ethernet equipment, that is at least UTP CAT5 with RJ-45 connectors.

## 7.3 Wireless connection troubleshooting

### Forgot your wireless key?

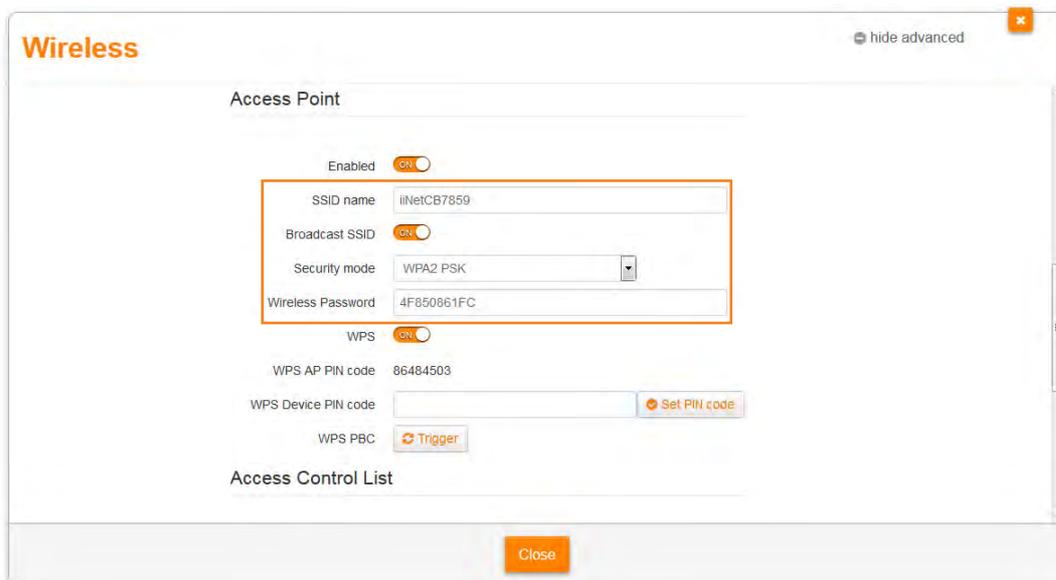
If you have changed the wireless settings manually and you don't remember your settings, try one of the following:

- 1 Use a computer that is already connected to your network.



If none of your computers is connected to the wireless network, connect one with an Ethernet cable. For more information, see “2.3 Connecting your wired devices” on page 15.

- 2 Browse to the TG-789 Gateway GUI.  
For more information, see “4.1 Access from your local network” on page 29.
- 3 Click **Wireless**. The **Wireless** page appears.
- 4 On the left menu, select the access point to which you want to connect the wireless client to.
- 5 Under **Access Point**, you can find the network name (SSID) and wireless key (password).



### The TG-789 Gateway does not appear in your wireless client's access point list

- Make sure that the TG-789 Gateway wireless interface is enabled.
  - a Browse to the *The TG-789 Gateway GUI*.  
For more information, see “4.1 Access from your local network” on page 29.
  - b In the **Wireless** card header, make sure that the switch is **ON**.
- If the signal is low or not available, try to reposition the TG-789 Gateway for optimal performance.
- *Change the wireless channel.*

### The TG-789 Gateway access point no longer available

If you were able to connect in the past, but can't connect anymore:

- Make sure that the wireless client adapter is enabled (message like “radio on”).
- Make sure that the wireless client is still using the correct wireless settings (network name (SSID), security settings).

## Poor Wireless Connectivity or Range

Try the following:

- Check the signal strength, indicated by the wireless client manager. If the signal is low, try to reposition the TG-789 Gateway or (if available) redirect the antenna(s) of the TG-789 Gateway for optimal performance.
- *Change the wireless channel.*

## Change the wireless channel

Proceed as follows:

- 1 Browse to the *The TG-789 Gateway GUI*.  
For more information, see “4.1 Access from your local network” on page 29.
- 2 Click **Wireless**. The **Wireless** page appears.
- 3 On the left menu, select the access point to which you want to connect the wireless client to.
- 4 In the **Channel** list under **Interface**, click a channel other than displayed in **Current channel**.
- 5 Click **Save**.

## Cannot connect via WPS

Make sure that WPS is enabled on the TG-789 Gateway. Proceed as follows:

To enable WPS proceed as follows:

- 1 Browse to the *The TG-789 Gateway GUI*.  
For more information, see “4.1 Access from your local network” on page 29.
- 2 Click **Wireless**. The **Wireless** page appears.
- 3 On the left menu, select the access point to which you want to connect the wireless client to.
- 4 If the **WPS** switch under **Access Point**, is switched to:
  - ▶ , then WPS is already enabled. No further actions are needed.
  - ▶ , then WPS is disabled. Click  to switch it to  and then click **Save**.

If you are having trouble connecting your wireless client via WPS, try to configure it manually. For more information, see “3.2 How to manually connect a wireless client” on page 22.

## 7.4 Reset to factory defaults

### Resetting your TG-789 Gateway

If at some point you can no longer connect to the TG-789 Gateway or you want to make a fresh install, it may be useful to perform a reset to factory defaults.



A reset to factory default settings deletes all configuration changes you made. Therefore, after the reset a reconfiguration of your TG-789 Gateway will be needed.

Also your wireless clients will have to be re-associated, as described in “3 Wireless networking” on page 19.

### Methods

You can choose between:

- *Resetting the TG-789 Gateway via the TG-789 Gateway GUI*
- *Reset the TG-789 Gateway via the Reset button*

### Resetting the TG-789 Gateway via the TG-789 Gateway GUI

Proceed as follows:

- 1 Browse to the *The TG-789 Gateway GUI*.  
For more information, see “4.1 Access from your local network” on page 29.
- 2 Click **Gateway**. The **Gateway** page appears.
- 3 Click **Reset**.
- 4 The TG-789 Gateway restores the factory default configuration and restarts.

### Reset the TG-789 Gateway via the Reset button

Proceed as follows:

- 1 Make sure the TG-789 Gateway is turned on.
- 2 Push the **Reset** button for at least 7 seconds and then release it.



- 3 The TG-789 Gateway restarts.



Your system administrator may have disabled the physical reset button of the TG-789 Gateway. In this case, a hardware reset to defaults is not possible.

# Support

## iiNet Support

Available 24/7  
13 22 58  
[support@iinet.net.au](mailto:support@iinet.net.au)

## Westnet Support

Available 24/7  
1300 786 068  
[support@westnet.com.au](mailto:support@westnet.com.au)



If you have any issues with your set up or technology just isn't your strong point, you can always call our friendly staff for a hand.