

# TP-Link TD-W9970

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.



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 manage your account online.

# Get to know your modem



Power



DSL



Internet



WiFi



WPS



USB



LAN 1



LAN 2



LAN 3



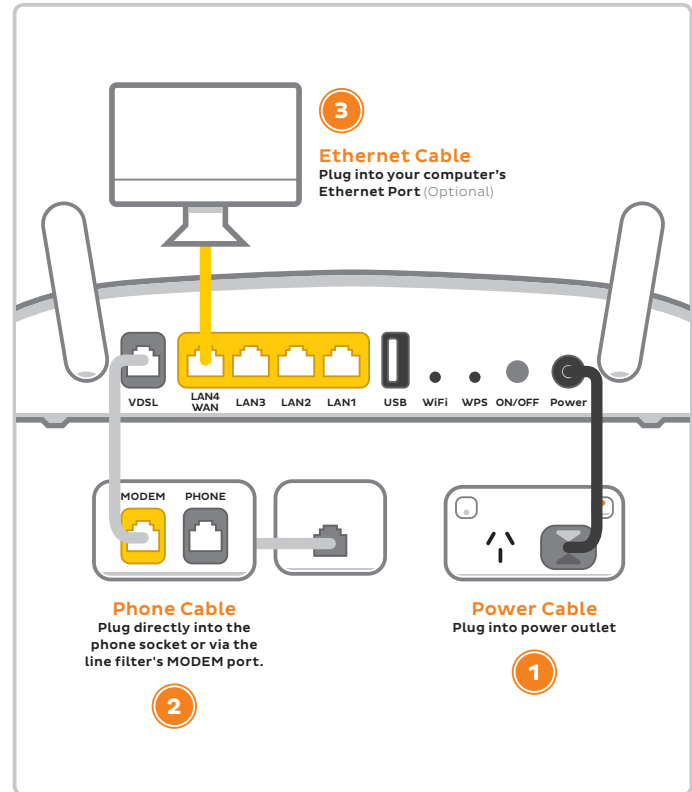
LAN 4

Light	State	Meaning
Power	On	Modem has power. Flashes while booting up or during updates.
	Off	Modem has no power.
DSL	On	Modem has established a connection. Flashes during connection attempt.
	Off	Modem has no connection.
Internet	On	Modem is online.
	Off	Modem is offline.
WiFi	On	WiFi is enabled.
	Off	WiFi is disabled.

Light	State	Meaning
WPS	On	Flashes during a WPS connection attempt (may take up to 2 minutes). Remains on for ~5 minutes after successful connection.
	Off	WPS mode not in use.
USB	On	USB device is ready to use. Flashes while a new USB device is booting up.
	Off	No USB device plugged into the USB port.
LAN 1-4	On	Device(s) plugged into modem's LAN ports.
	Off	No device(s) plugged into modem's LAN ports.

## Plug in for ADSL2+

1. Use the supplied power cable to connect the **power port** to a power outlet and ensure it is turned on.
2. Use the supplied Phone cable to connect your modem's grey **VDSL port** directly to the phone socket on the wall OR the MODEM 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. 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.
4. Turn to next page to continue setup.



# Powering on your Modem



Switch your modem on using the power button located on the back. By default, your broadband settings should configure automatically once your Broadband service is active and your modem is powered on for 15 minutes.



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

## Is the internet light off?

Ensure that you received an email from us advising that your Broadband service is ACTIVE.

If you haven't received the email, your Broadband service is not ACTIVE 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 with any concerns.

If you have, please use the contact details on the back cover of this guide to call our Support Team for assistance.



# WiFi (Wireless) Setup

Your modem's WiFi has been pre-configured. You'll find the WiFi network name (SSID) and password 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 exactly as printed on the sticker.



# WiFi Customisation

1. After logging into the modem interface at **http://192.168.1.1**, you can customise your WiFi network details by selecting **Basic > Wireless**.
2. **Wireless** must be set to **Enable**. If **Enabled SSID Broadcast** is not ticked, your network name will not be visible to WiFi devices and you'll have to enter it manually to connect.
3. **SSID1** is the name of your primary WiFi network. You can change this to anything you'd like and click **Save**.
4. Select **Wireless > Wireless Security** and make sure your WiFi network is selected in the **SSID** drop-down menu.
5. Select **WPA/WPA2 - Personal** with Authentication Type **WPA2-PSK** and **AES** Encryption.
6. Change the **Wireless Password** to something that's hard for others to guess but easy for you to remember. Make sure you write down your new WiFi details, otherwise you may need to factory reset your modem if you forget them. Click **Save**.
7. After changing your WiFi details, you may need to reconnect your WiFi device(s) using the new name/password.

WiFi-1AB2  
Connected



LAN Solo



Ye Olde Interweb



Web Slinger



Cartoon Network



Wu-Tang LAN



Searching...



# Router Security Settings

If desired, you can change your modem's administrative username and password. This can be handy if you have tenants or meddling teens and you don't want them to change your modem settings.

Simply select **System Tools > Manage Control**. You can change the username and/or password in the **Account Management** section.

## Here's a tip:

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.

Internet address:	<b>http://192.168.1.1</b>
Default username:	<b>admin</b>
Default password:	<b>admin</b>







# 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](mailto:support@iinet.net.au)**

### **Westnet:**

- **Phone: 1300 786 068**
- **Email: [support@westnet.com.au](mailto: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](mailto: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

- 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.



ACN 068 628 937



## Moving house?

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

## Support

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### 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)