

**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 manage your account online.

# What are you setting up today?



## How to find out which type of internet you have

- Check your email and/or SMS from us about your internet order
- Check the service details of your customer invoice

### TYPE OF INTERNET

### TURN TO PAGE

#### **NBN™ Fibre to the Node / Building**

Also known as NBN™ FTTN/B

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#### **NBN™ Fibre to the Curb**

Also known as NBN™ FTTC

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Also known as NBN™ Cable

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#### **iiNet FTTB** without a Network Termination Unit (NTU)

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#### **iiNet FTTB** with a Network Termination Unit (NTU)

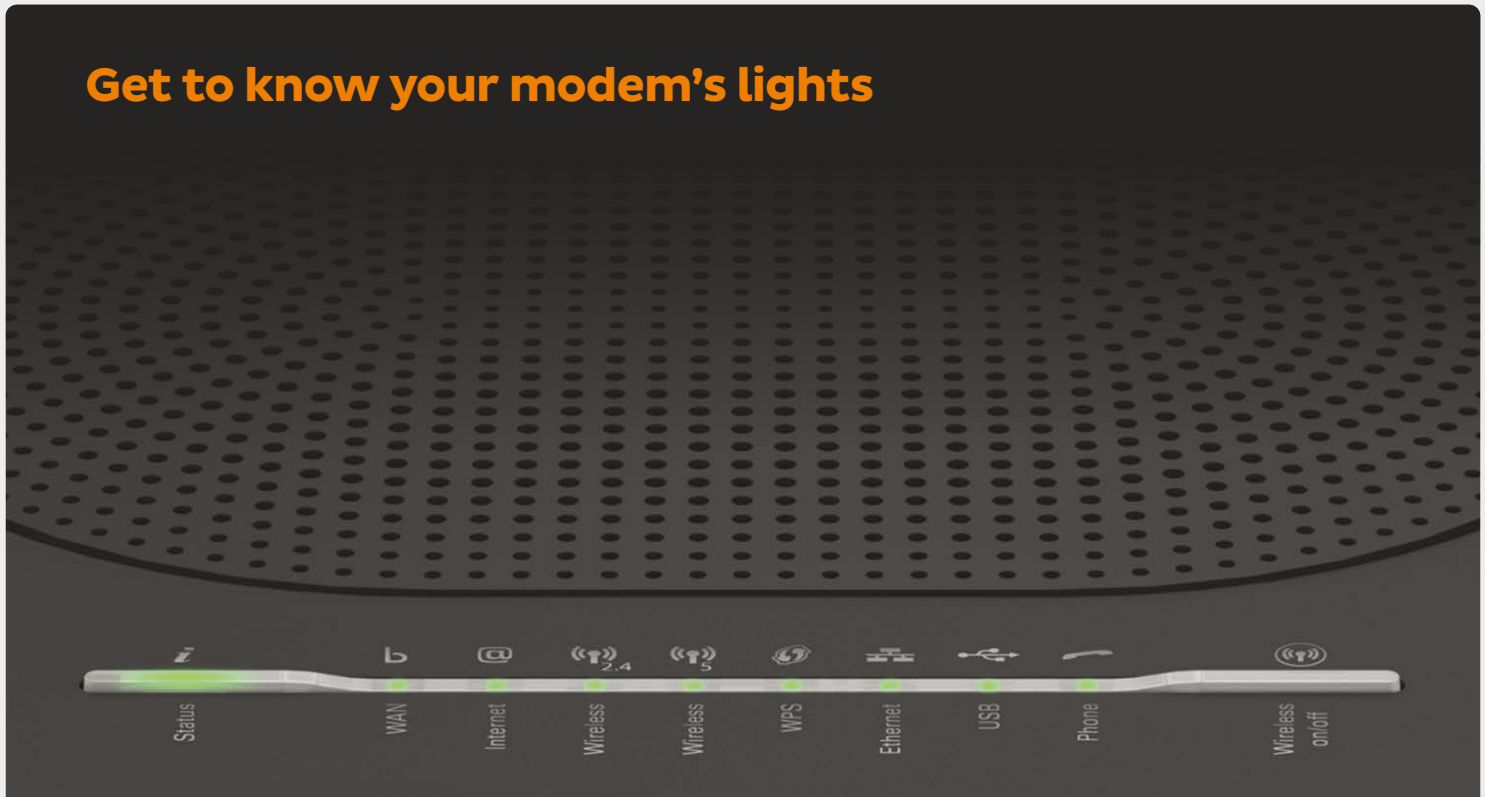
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**Just looking to customise your WiFi network?**

Turn to page **18**.

# Get to know your modem's lights



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Status

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WAN

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Internet

4

2.4GHz

5

5GHz

6

WPS

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Ethernet

8

USB

9

Phone

10

Wireless  
on/off

WiFi

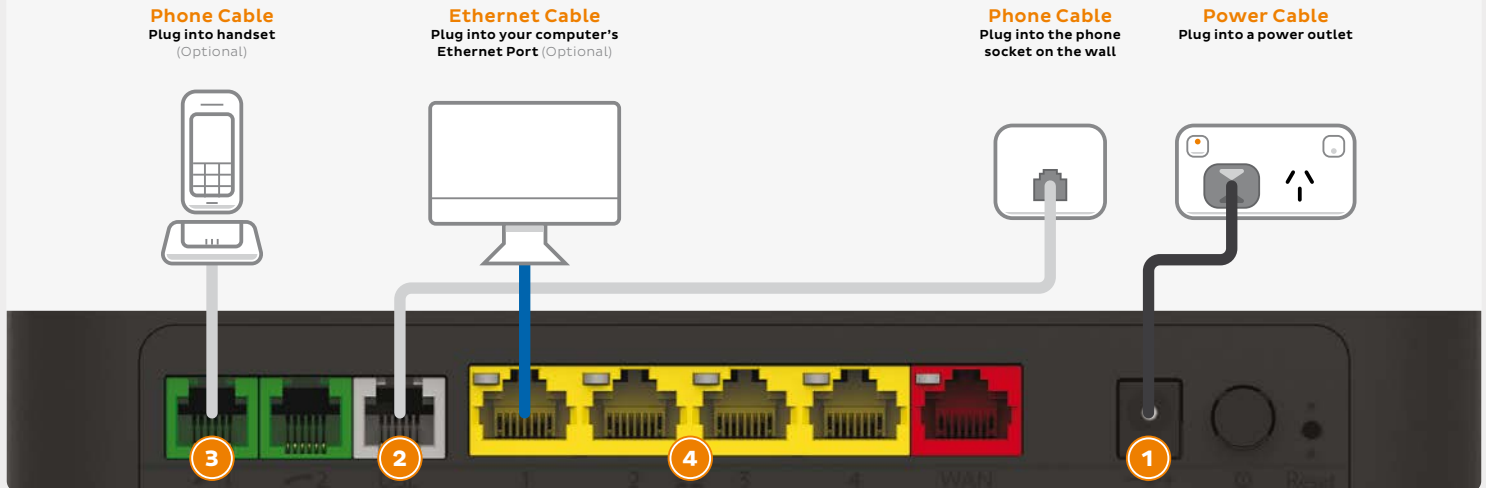
# Get to know your modem's lights

| 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 NBN™ FTTN/FTTB

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



# Plug in for NBN™ FTTC



## Before you get started...

If you received a new NBN™ Connection Box along with your modem, please follow its setup guide to get it plugged in and turned on before you set up your modem.

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.

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

**Phone Cable**  
Plug into handset  
(Optional)



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



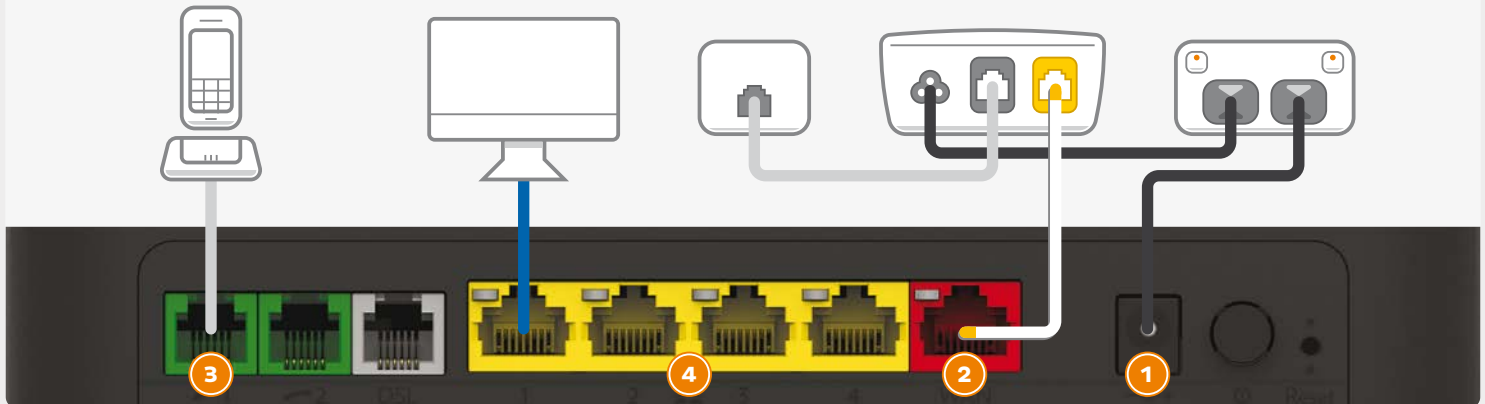
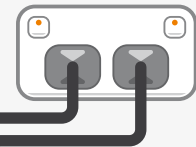
**Phone Cable**  
Plug into the phone  
socket on the wall



**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



## Before you get started...

If you received a new NBN™ Connection Box along with your modem, please follow its setup guide to get it plugged in and turned on before you set up your modem.

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)



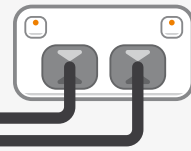
**Cable Socket**  
Connects to NBN™  
Connection Box



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



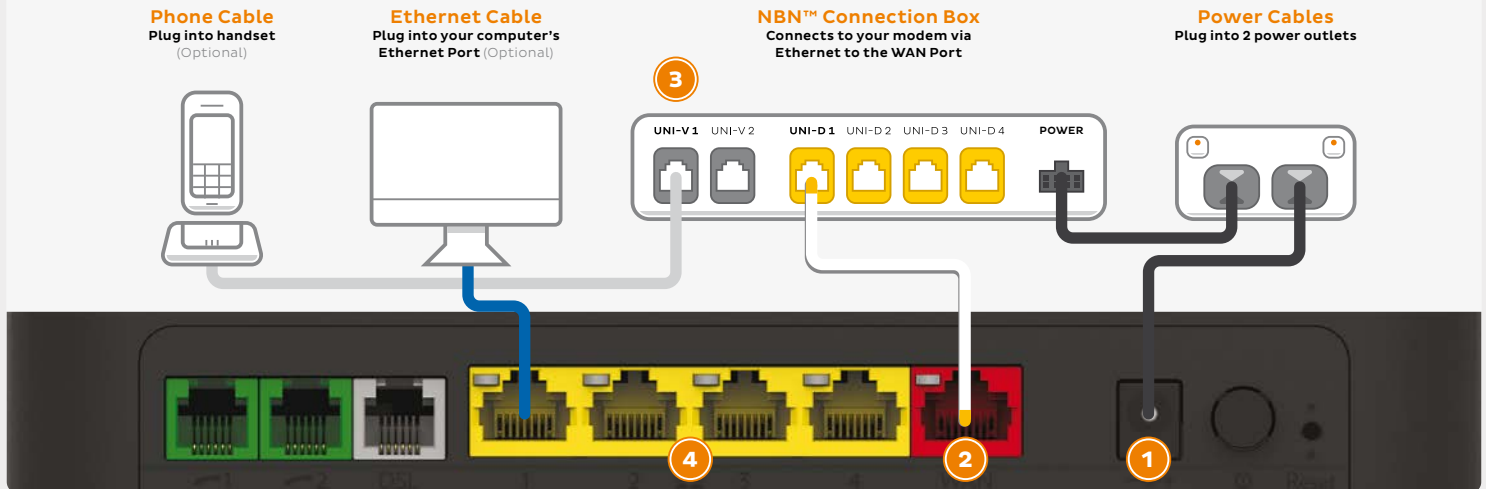
**Power Cables**  
Plug into 2 power outlets





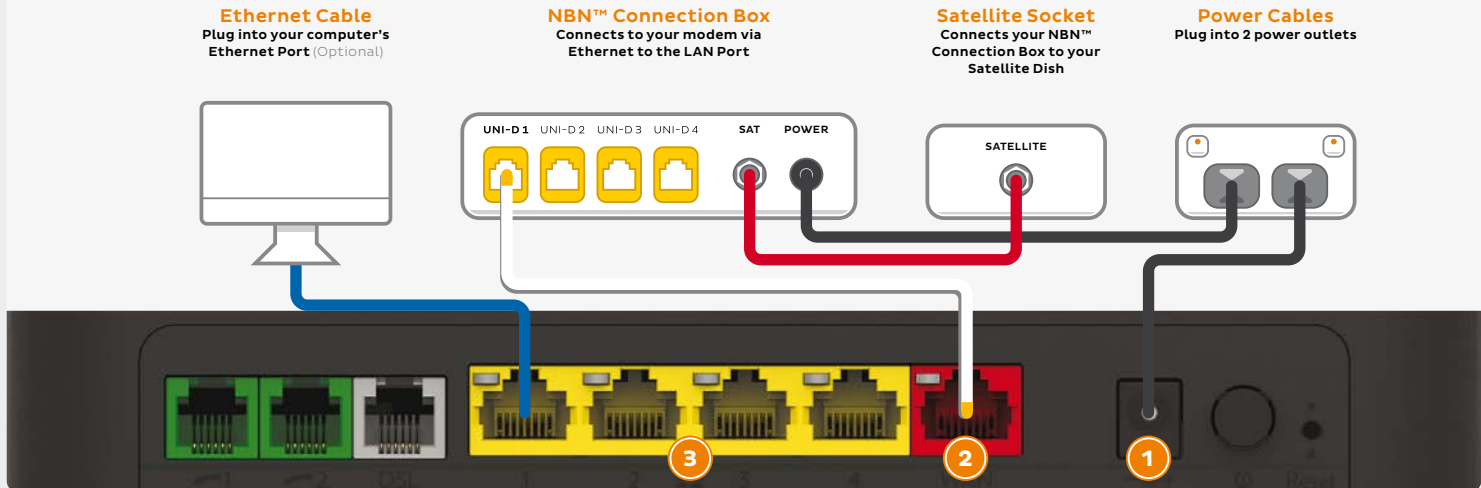
# Plug in for NBN™ Fibre to the Premises

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 Fibre Phone service, connect a phone handset to the **UNI-V 1 port** on your NBN™ Connection Box.
  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.



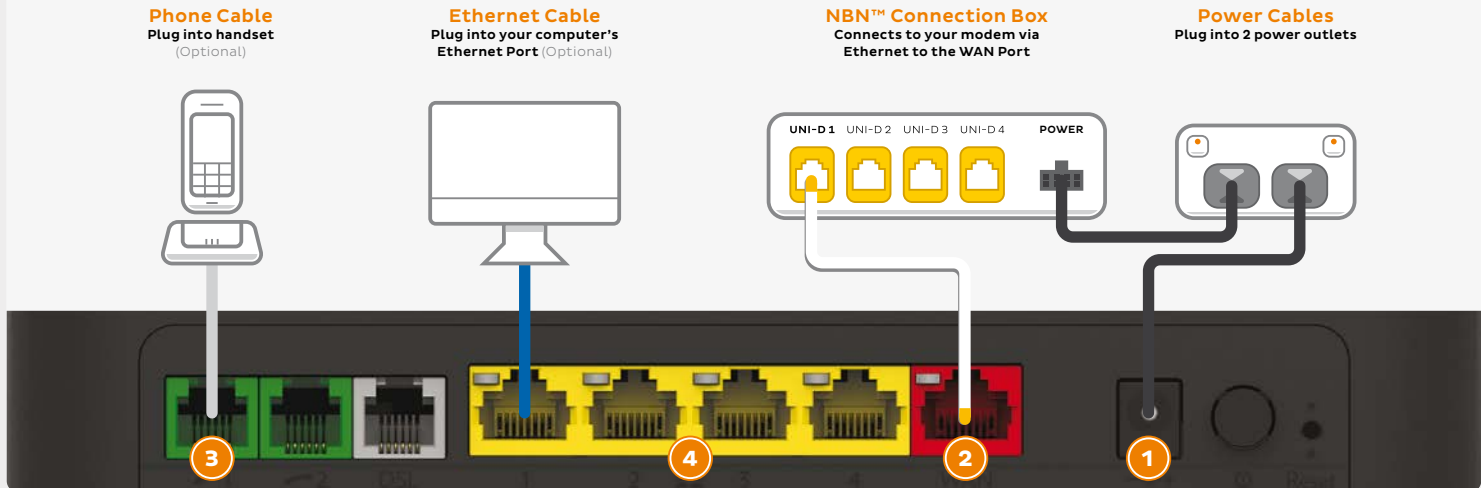
# Plug in for NBN™ Satellite

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



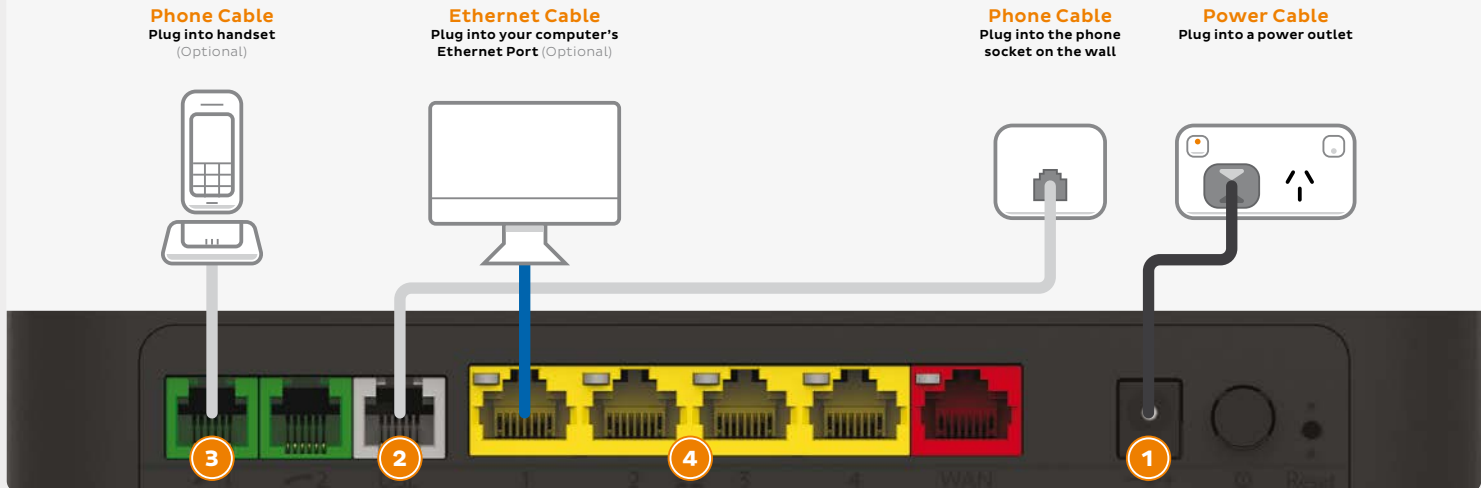
# Plug in for NBN™ Wireless

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



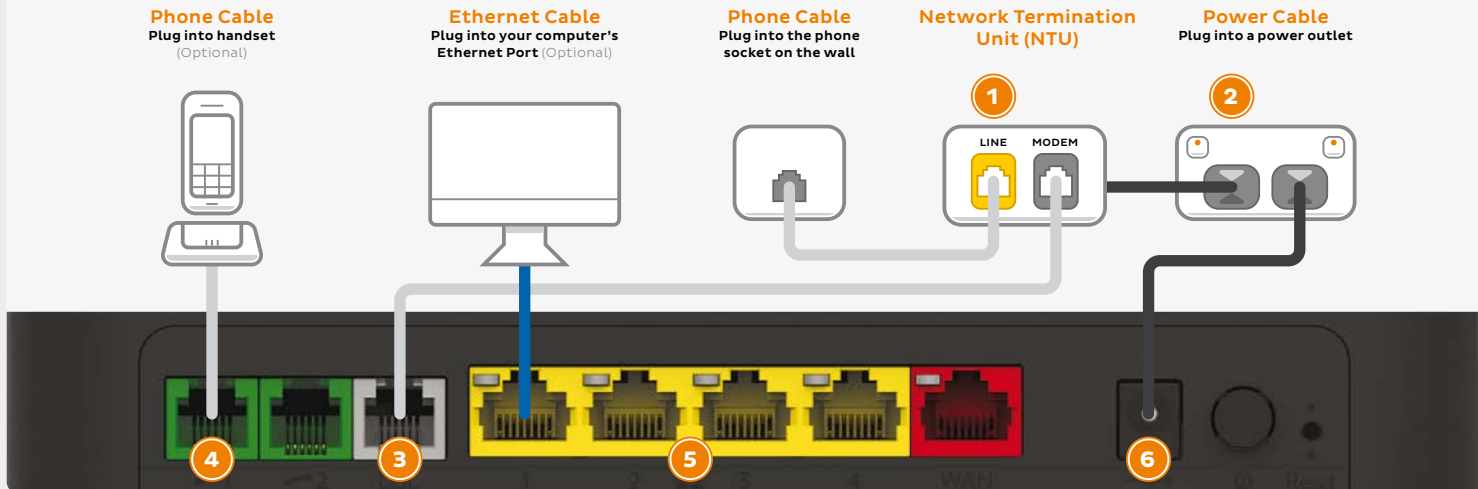
## iiNet FTTB without a Network Termination Unit (NTU)

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 the grey **DSL port** directly to the phone socket on the wall. Do not use a line filter.
  3. If you wish to use your VoIP phone service, connect a handset to the **Phone1 port**.
  4. You can use an additional Ethernet cable to connect a computer to any of the 4 **LAN ports**. Alternatively, follow the steps later in this guide to connect devices via WiFi.
- Turn to **Page 14** to continue setup.



## iiNet FTTB with a Network Termination Unit (NTU)

1. Use the NTU's supplied Phone cable to connect the **UPLINK or LINE port** directly to the phone socket on the wall. Do not use a line filter.
2. Use the NTU's supplied power cable to connect the **power port** to a power outlet and ensure it is turned on.
3. Use the modem's supplied Phone cable to connect the grey **DSL port** to the NTU's **MODEM port**.
4. If you wish to use your VoIP phone service, connect a handset to the **Phone1 port**.
5. You can use an Ethernet cable to connect a computer to any of the 4 **LAN ports**. Or follow the steps later in this guide to connect devices via WiFi.
6. 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. Turn to **Page 14** to continue setup.



# 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 16 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.



# 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: internodeD1234F

5GHz Network name: internodeD1234F - 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.

# VoIP Phone Setup

**By default, your VoIP phone service should set up automatically once your internet and VoIP services are active and your modem is online.**

Simply plug a handset into your modem's Phone1 port as shown. If you have an NBN™ FTTN service, you'll need to plug a handset into the UNI-V1 port on your NBN™ Connection Box. If this port does not work, try UNI-V2.

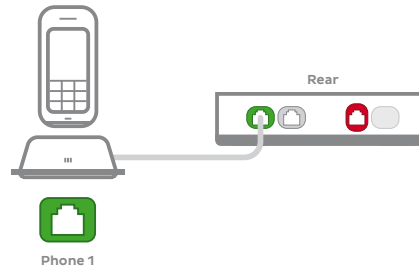
If you can't use your VoIP phone service after setting up, please use the contact details on the back cover of this guide to call our Support Team for assistance.

## 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.

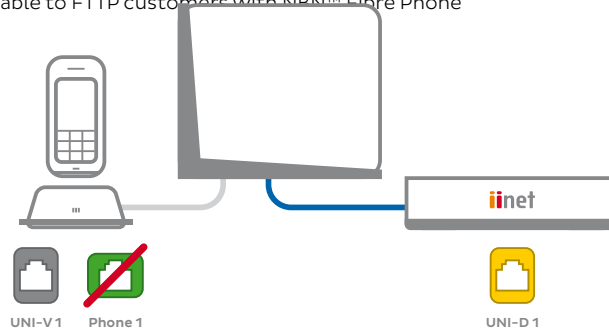
## Connect via Modem

For customers connecting through their modem



## Connect via NBN™ Connection Box

Only applicable to FTTN customers with NBN™ Fibre Phone





# Login & Manual setup

You can log into your modem's interface to customise your WiFi network settings or attempt a manual setup.

1. On a computer or WiFi device that's connected to your modem, 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. Open the **Setup Wizard** and enter the settings for your service as listed below.
4. Click **Next**. After connecting successfully, you may wish to customize your WiFi network and/or GUI Login details by following the steps on the next page of this guide.
5. Can't get online? Please use the details on the back cover of this guide to call our Support Team.

| TECHNOLOGY TYPE           | WAN INTERFACE | WAN TYPE          | VLAN ENABLED | VLAN ID |
|---------------------------|---------------|-------------------|--------------|---------|
| NBN™ FTTN/B               | VDSL          | PPP over Ethernet | On           | 2       |
| NBN™ FTTC, HFC & Wireless | Ethernet      | PPP over Ethernet | On           | 2       |
| NBN™ FTTP & Satellite     | Ethernet      | PPP over Ethernet | On           | 2       |
| iiNet FTTB                | VDSL          | PPP over Ethernet | On           | 2       |

# WiFi Customisation

1. After logging into the modem interface (see steps 1—2 on previous page) you can customize your WiFi network details as part of the Setup Wizard, or by selecting the **Wireless** panel.
2. 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.
3. **Wireless 2.4GHz** or **Wireless 5GHz (WiFi)** must be turned **ON**. 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.
4. The **2.4/5GHz SSID Broadcast names** are the names of your WiFi networks. You can change these to anything you'd like.
5. **Security Key Type/Security Mode** should be set to **WPA+WPA2 PSK**.
6. Your **2.4/5GHz Security Keys/Wireless passwords** are the passwords for your WiFi networks. Change these 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.
7. Click **Save**. After changing your WiFi details, you may need to reconnect your WiFi device(s) using the new name/password.

# Router Security Settings

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

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Default username: **admin**

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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: internodeD1234F  
5GHz Network name: internodeD1234F - 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.

# 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**

**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.







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)