

Actiontec F2250 Setup Guide Date: 12/13/2013

Full Install Setup Guide

Actiontec F2250 Gateway

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Actiontec I	F2250 Gateway
Overview	The Actiontec F2250 Gateway is capable of ADSL single line, bonded and VDSL operation.
	The F2250 Gateway will auto detect the DSL technology. As a result, the F2250 setup steps are the same for any DSL technology. This guide supports provisioning for single line, bonded and VDSL.
Available training	Search in TEDS for the keyword: F2250 Hi MARK KRASZ, what F2250 © Keyword © Title © Code
	Online training focusing on the Actiontec F2250 will continue to be released throughout the year.
Required install steps	 <u>Residential or Dynamic Business Class install</u> Complete the following sections: Initial provisioning Verify service
	Static Business Class install Complete the following sections: 1. Initial provisioning 2. Remote access 3. Static LAN setup 4. Verify service
Good things to know	Repair Escalation Process: • Frontier Service Bulletin 506.2013 "HSI Troubleshooting – Escalation to Tier 2 Support"
	 Resetting F2250 to factory defaults: Hold reset button in until power light turns orange/yellow (about 10 seconds)
	Approved firmware version (12/13/2013): F2250-36.128L.02



Step	A	ction
1	Complete physical connections to the Actiontec F2250 • Power (switch on) • DSL • Laptop via Ethernet (any port 1-4)	Line 2 Line 1
2	Open a browser window, the set be displayed, however if the wi browser to 192.168.254.254 .	tup wizard should automatically zard does not appear, direct the rer, optimized for Bing and MSN
3	The Setup Wizard will start by configuration. Once the Broadbinformation is green, click: Nex Setup Wizard 1: Detect Connection 2: Admin Password 3: Time Zone 4: Wireless 5: Frontier HST Login 6: Summary Au	auto detecting the WAN and, Transport and Connection at. p Wizard - Detect Connection decome to the Frontier Internet Setup e Setup Wizard is detecting your Intendiguration . Please make sure a DSL mected to the gateway. to-detection complete. Dadband: ADSL-ADSL2+ Bonding msport: ATM PVC 0/35 mnection: PPPoE
	Step 1 2 3	Step Addition 1 Complete physical connections to the Actiontec F2250 • Power (switch on) • DSL • Laptop via Ethernet (any port 1-4) • Laptop via Ethernet (any port 1-4) 2 Open a browser window, the see be displayed, however if the withorowser to 192.168.254.254. Image: State of the set of the se



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provisioning	Step	Action
(continued)	4	 Enter the modem password for the admin user. The passwords are as follows: Residential HSI: Enter: admin twice and click: Next Business Class HSI: Enter: fr0nt13r twice and click: Next
	5	Setup Wizard ✓ Detect Connection 2. Admin Password 3. Time Zone 4. Wireless 5. Frontier H51 Login 6. Summary Show Password Cancel Back Next
		Setup Wizard ✓ Detect Connection ✓ Admin Password 3. Time Zone 4. Wireless 5. Frontier HSI Login 6. Summary Cancel Back



Continued

provisioning	Step		Action	
(continued)	6	Configure the desired wireless settingsClick: Next		
		Setup Wizard ✓ Detect Connection ✓ Admin Password ✓ Time Zone 4. Wireless 5. Frontier HSI Login 6. Summary	Setup Wizard - Wireless Please select your wireless network setting below Wireless Radio: Enable Disable SSID (Network Name): Frontier_0032 Broadcast SSID: Enable Disable Channel: Auto Detect Current Channel: 11 Security Type: WPA2-Personal Encryption Type: AES Passphrase/Key: Default s73sx4q89gvb5w Custom Cancel Back Next	
	7	Enter the account U This is the account If you wish to see Show Password Click: Next	sername and Password. * unt's primary e-mail address and password. ee the password as you type it, check the checkbox.	
		Setup Wizard ✓ Detect Connection ✓ Admin Password ✓ Time Zone ✓ Wireless 5. Frontier HSI Login 8. Summary	Setup Wizard - Frontier HSI Login Please enter your Primary E-mail addres provided by your customer service repr process. Username: Password: Confirm Password: Show Password Cancel Back	
		*Note: If the Setup instead show incorrectly p Continue wi	Wizard does not present this screen and ys the screen in step 8, the customer's port i provisioned. th step 8 You'll be directed to fix the	



Continued

provisioning	Step	Action	
(continued)	8	The Wizard w	ill now attempt to establish a connection to the
		Internet. The f	following screen will appear for a short time.
		Setup Wizard	Setup Wizard - Frontier HSI Login
		 ✓ Admin Password ✓ Time Zone 	Attempting to establish a connection to the Internet!
		 Wireless Frontier HSI Login Summary 	
			Cancel
		IF you receive Note: DSL mu	e the screen shown belowClick: Retry ast be up and trained for this step to be successfu Setup Wizard - Frontier HSI Login
		Detect Connection Admin Password Time Zone Wireless Forestice VEV Login	There was a problem establishing an Internet connection! Click retry to re-enter your enter your Primary E-mail address (user name) and password and try again. If you need assistance,please call 1-800-239-4430 for technical
		6. Summary	support.



Continued

orovisioning	Step		Action	
(continued)	9	Once an Interr authentication This Summary click Next in o The browser v	net connection has been est is complete the Summary y page can be saved or prin order to complete the instal will be redirected to the Fro	ablished and page will be displayed ted, however you mus lation process. ntier Welcome Page.
		Click: Next		
		Setup Wizard ✓ Detect Connection ✓ Admin Password ✓ Time Zone ✓ Wireless ✓ Frontier HSI Login	Setup Wizard - Summary Internet connection established!	ext
			Configuration User Name:	admin
			Configuration Password:	admin
			Configuration Passifician	
			Frontier HSI User Name:	dsl1@frontiernet.net
			Frontier HSI User Name: Wireless:	dsl1@frontiernet.net Enabled
			Frontier HSI User Name: Wireless: SSID:	dsl1@frontiernet.net Enabled HDR_F2250
			Frontier HSI User Name: Wireless: SSID: Channel:	dsl1@frontiernet.net Enabled HDR_F2250 Auto
			Frontier HSI User Name: Wireless: SSID: Channel: Security:	dsl1@frontiernet.net Enabled HDR_F2250 Auto WPA2-Personal
			Frontier HSI User Name: Wireless: SSID: Channel: Security: Encryption:	dsl1@frontiernet.net Enabled HDR_F2250 Auto WPA2-Personal AES
			Frontier HSI User Name: Wireless: SSID: Channel: Security: Encryption: Key/Passphrase:	dsl1@frontiernet.net Enabled HDR_F2250 Auto WPA2-Personal AES frontiertesting



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Initial			
provisioning	Step		Action
(continued)	10	 Residential HSI install: Business HSI install: E-s 	Complete E-signature page. signature page is not used.
			Renergyservices Brought to you by Trader Communications NOT ALL SERVICES ADDRARE IN ALL AREAS
		Residential Small Business Enterprise Products	Special Offers
			uCa
		Welcome to	Frontier's High-Speed Internet Service!
		Please enter your	e-mail address: @Frontier.com
		Verify your	e-mail address: @Frontier.com
			SUBMIT
	11	The next step depends on will Username/Password screen	hether the Setup Wizard skipped the back on Initial provisioning , page 5
		Was User/Pass screen skipped?	Go to
		No	Next step (step 12)
		Yes	Fixing connection type (p18)
	12	The next step depends on the	e type of install.
		Residential HSI	Go to Verify service (page 17)
		Dynamic Business Class HS	SIGo to Verify service (page 17)
		Static Business Class HSI	Go to Remote access (page 9)



Continued

Remote access

Step	Action			
1	Direct your browser to: <u>http://192.168.254.254</u>			
	6 Free tire He day Conferentian I I to and Free large antipicated for Directed URN			
	Frontier Modem Configuration - Internet Explorer, optimized for Bing and MSN			
	File Edit View Favorites Tools Help			
2	You may be prompted for the modem's Administrator Username			
	and Password as determined in Initial provisioning: Step 4			
	section above.			
	• Username: admin			
	Password: fr0nt13r			
3	Click: Advanced in the top menu bar.			
	Main Wireless Network Firewall Advanced Status			
1	Click: Remote CIII in the left hand navigation window			
-	Click. Kemble GOT in the left hand havigation window.			
	Advanced			
	▶ Broadband Settings			
	Connection Settings			
	► LAN Settings			
	DHCP Server			
	Routing			
	▶ QoS			
	▶ Utilities			
	Administration			
	Remote GUI Configuration			
	▶ Firmware			
	▶ Logging			
	▶ Reboot			



Continued

(continued)	Step	Action
	5	 Click: Enable Click: Apply Advanced - Remote GUI Remote GUI: CDisable Apply
	6	Remove the default information and enter the following: • Remote User Name: remoteadmin • Remote Password: f+rR3m0te ← f plus r R 3 m zero t e • Click: Apply
		Advanced - Remote GD1 Remote GUI: © Enable Remote User Name: remoteadmin Remote Password: Timeout: Never Remote Port: Remote URL: https://70.100.128.97:443
	7	Static Business Class HSIGo to Static LAN setup (page 11)



Continued

Static LAN
setupThe following table gives the steps for a Static Business Class HSI setup only.For a Static Business Class setup, following actions must be completed:

- **Initial provisioning** (previous section).
- **Remote GUI** (previous section)
- **Static LAN setup** (following section)
- Verify service (later section)

The following steps complete the Static LAN Setup.

Step	Action		
1	Direct your browser to: <u>http://192.168.254.254</u>		
	Frontier Modem Configuration - Internet Explorer, optimized for Bing and MSN		
	File Edit View Favorites Tools Help		
2	You may be prompted for the modem's Administrator Username		
	and Password as determined in Initial provisioning – Step 3		
	(page 3).		
	• Username: admin		
	Password: fr0nt13r		
3	Click: Advanced in the top menu bar.		
	Main Wireless Network Firewall Advanced Status		







Continued on next page



Continued

setup	Step	Action
(continued)	 6 The next step depends on what the customer is expecting. Select the appropriate option (A or B). (Option A is considered the standard option) A. Standard Static Business ClassGo to Verify service <u>Customer device is manually assigned static IPs</u> Customer Device: IP address manually assigned <u>o</u> Static IP address Subnet mask Default gateway Actiontec F2250: Assigns Private IPs Private LAN: Supported (192.168.254.X) Wireless: Supported (can be disabled or enabled) 	
		 B. Modify DHCP for Public LANContinue on to Static Business Class with DHCP on Public LAN (page 14) <u>Customer device is assigned Static IPs by the modem</u> Customer Device: set to obtain IP address automatically Actiontec F2250: Assigns Static IP addresses Private LAN: Not available Wireless: Should be disabled



Continued

Option: Static Business Class with DHCP on	The following table gives the steps for a Static Business Class HSI setup with DHCP enabled on the Public LAN.
Public LAN	For a Static Business Class with DHCP setup, three items must be completed:
	 Complete the Initial provisioning section. Complete the Remote access section.

- Complete the **Remote access** section.
- Complete the **Static LAN setup** section.
- Complete this **Static Business Class with DHCP on Public LAN** section.

Service behavior using this configuration:

- Customer Device: set to obtain IP address automatically
- Actiontec F2250: Assigns Static IP addresses
- Private LAN: Not available
- Wireless: Should be disabled

The following table gives the steps necessary to enable DHCP on the customer's public static LAN block.

Step	Action		
1	Direct your browser to: http://192.168.254.254		
	Frontier Modem Configuration - Internet Explorer, optimized for Bing and MSN Image: State of the		
2	You may be prompted for the modem's Administrator Username and Password as determined in Initial provisioning – Step 3 (page 3). • Username: admin • Password: fr0nt13r		
3	Click: Advanced in the top menu bar.		
	Main Wireless Network Firewall Advanced Status		



Continued





Continued

Option: Static					
Business Class	Step		Action		
with DHCP on Public LAN (continued)	5	 5 Select: Public from the LAN dropdown menu. Note: The IP Range Start, IP Range End, Subnet Mask, and Default Gateway information should be filled out automatica. The Public LAN information will be calculated from the configuration of the Public LAN entered on the LAN Setting Page. Click: Apply 			
		Advanced - DHCP Se	erver		
		DHCP Server:	• Enable O Disable		
		LAN:	Public V		
		IP Range Start:	74.42.36.54		
		IP Range End:	74.42.36.54 or 1 Users		
		Subnetmask:	255.255.255.252		
		Default Gateway:	74.42.36.53		
		DNS Server:	Dynamic 💌		
		Wins Server:			
		Lease Time:	4 Hours O Minutes		
		DHCP Option 66:			
		Additional Option:	Value:		
		Additional Option:			
			··· Enable ··· Disable		
		- Арру			
	6	Dischla minaless			
	0	See the Wireless Settings – 2	Disable wireless section (page 22)		
	7	Go to the Verify service sect	tion (page 17)		
L		1			



Continued

Verify service

Use this table to select the proper service verification steps called out below:

Type of Install	Verification Steps
Residential	Residential / Dynamic Business Class Install
Dynamic Business Class	Residential / Dynamic Business Class Install
Static Business Class	Static Business Class Install > DHCP set to
(Default: Private DHCP)	Private LAN Subnet (default setting)
Static Business Class	Static Business Class Install > DHCP to
(Option: Public DHCP)	Public LAN Subnet

Residential / Dynamic Business Class Install

- 1. Access e-signature page.
- 2. Verification complete!

Static Business Class Install

DHCP set to Private LAN Subnet (default setting)

- 1. Manually assign an IP address from customer's LAN block to your PC
 - IP address: <static LAN block +2>
 - Subnet mask: <as set on page 12, step 5>
 - Default gateway: <static LAN block +1>
 - DNS address: 74.40.74.40
- 2. Go to: http://www.myipaddress.com
 - It should report the IP address you assigned to your PC
- 3. Verification complete!

Static Business Class Install

DHCP to Public LAN Subnet (option)

- 1. Release and renew your PC's IP address
 - ipconfig/release
 - ipconfig/renew
- 2. New IP address should be: <static LAN block +2>
- 3. Go to: <u>http://www.myipaddress.com</u>
 - It should report the IP address you assigned to your PC
- 4. Release customer's IP address from your PC
 - ipconfig/release
- 5. Verification complete!

ation If you passed the Verify service testing, the install is complete.

Installation complete



Fixing Connection Type

Change connection type	The Actiontec F2250 must be on a PPPoE connection.
from DHCP to PPPoE	There are some internal network scenarios that will result in the F2250 selecting to use a DHCP connection type. In these cases, the F2250 must be changed to a PPPoE connection type and the customer's port must be rebuilt by the MCO.

Use the following steps to change to a PPPoE connection type.

IMPORTANT: These steps must be followed in the order they are presented. Any other order can result in the customer's port reverting back to a DHCP connection type.

Step	Action			
1	Direct your web browser to: <u>http://192.168.254.254</u>			
	Frontier Modem Configuration - Internet Explorer, optimized for Bing and MSN			
	File Edit View Favorites Tools Help			
2	Click: Advanced on the top menu bar.			
	Main Wireless Network Firewall Advanced Status			
3	Click: Connection Settings on the left hand menu.			
	Advanced			
	Broadband Settings			
	Connection Settings			
	LAN Settings			
	DHCP Server			



Fixing Connection Type, Continued

Change					
connection type	Step	Action			
from DHCP to PPPoE (continued)	4	 Select: PPPoE from the ISP Protocol drop down menu Enter: customer's PPP username and password Click: Apply 			
		Advanced - Connection Settings			
		1 ISP Protocol: PPPoE			
		PPP Username: labstatic2@frontier.con			
		PPP Password:			
		Confirm PPP Password:			
		✓ Hide Password			
		PPP Auto Connect:			
		No PPP Credentials: OEnable ODisable			
		MTU: OManual			
		Proxy Arp: OEnable ODisable			
		Keep Alive: OEnable ODisable			
		Lcp Echo Failures: 3 (1-30)			
		Lcp Echo Duration: 30 (5-300)			
		Lcp Echo Retry Duration: 5 (5-300)			
		2 DNS Type: ODynamic DNS OStatic DNS			
	5	Authentication is expected to fail			
	5	WAN Conn: will indicate Disconnected			
		Conn Type: will be DDDoE			
		• Conin Type. will be FFFOL • The E2250's Internet light will be red			
		• The F2230's internet right will be red			
		WAN Link: 1: Up 2: Up Link Type: ADSL Bonded Link Speed: N/A WAN Conn: Disconnected Conn Type: PPPoE WAN IP: N/A Wireless: Enabled SSID: Frontier 0005 Encryption: Off			
		Advanced Status			



Fixing Connection Type, Continued

Change					
connection type	Step	Action			
from DHCP to PPPoE	6	Contact MCO to have customer's port rebuilt: 877-626-8990.			
(continued)		Announce to MCO "The Actiontec F2250 selected DHCP connection type. Please rebuild customer's port for a PPPoE connection".			
		Wait for MCO to complete port rebuild.			
	7	Reboot F2250 (power cycle)			
	8	Authentication is expected to succeed. After DSL light/s are green, log into F2250 and verify • F2250 Internet light is blue (blinking is OK) • WAN Conn: is Connected • Conn Type: is PPPoE Log Out WAN Link. 1. 0p 2. 0p Link Type: ADSL Donded WAN Link. 1. 0p 2. 0p Link Type: ADSL Donded WAN Link. 1. 0p 2. 0p Link Type: ADSL Donded WAN IP: 74.42.36.48 Wireless: Direkted CONN Type: PPPoE Encryption: WPA2 - AES			
		Network Firewall Advanced Status			
	9	Go back to Initial provisioning – Step 12 (page Error! Bookmark not defined.)			



Wireless Settings

Step	А	ction	
1	Direct your web browser to: h	ttp://192.168.254.254	
	Frontier Modem Configuration - Internet Explore	r, optimized for Bing and MSN	
	Image: Second secon		
2	Click: Wireless on the top menu bar.		
	Main W	ireless Network	
3	Click: Basic Settings on the le	ft hand menu.	
	 Summary Basic Settings Guest Access 		
4	Click: Enable. Wireless - Basic So	ettings	
5	Configure desired settings and	alialy. Armin	
5	SSID (Network Name):	Frontier 0005	
	Broadcast SSID:	Enable Disable	
	Channel:	Auto Detect Current Channel: 6	
	Security Type:	WPA2-Personal	
	Encryption Type:	AES 💌	
	Passphrase/Key:	Operault t9432engwm9752	
		OCustom	
	Group Key Update Interval:	3600	
	Арріу		

Enable wireless Perform the following steps to enable wireless.



Wireless Settings, Continued

Step	Action		
1	Direct your web browser to: <u>http://192.168.254.254</u>		
2	Click: Wireless on the top menu bar. Main Wireless Network		
3	Click: Basic Settings on the left hand menu. Wireless Settings > Summary > Basic Settings > Guest Access		
4	Click: Disable, and then click: Apply. Wireless Radio: © Enable © Disable Apply		

Disable wireless Perform the following steps to disable wireless.



Revisions

Name	Date	Ver.	Description
Mark Krasz	12/13/2013	1.0	Initial release supporting roll out