

## TG-789 Broadband Gateway

Quick Setup Guide

## What are you setting up today?

You'll need to plug in a little differently depending on which type of internet service you have. If you're not sure, please check the email and/or SMS from us regarding your internet order.



### ADSL Broadband

Set up - page 4  
Configure - page 6



### VDSL Broadband

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### Naked Broadband

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### NBN™ Fibre to the Node (FTTN)

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### NBN™ Fibre to the Building (FTTB)

Set up - page 8  
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### NBN™ or other Fibre to the Premises (FTTP)

Set up - page 10  
Configure - page 12



### Netphone (VoIP)

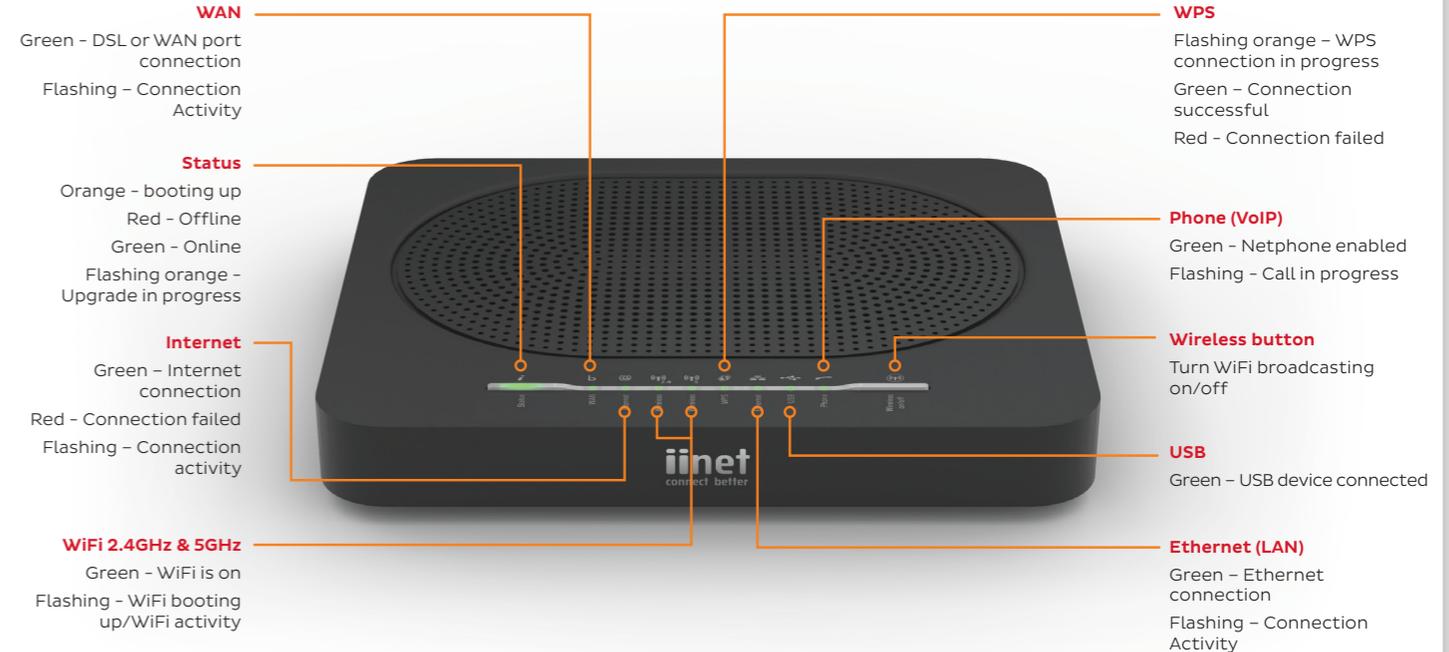
See page 16



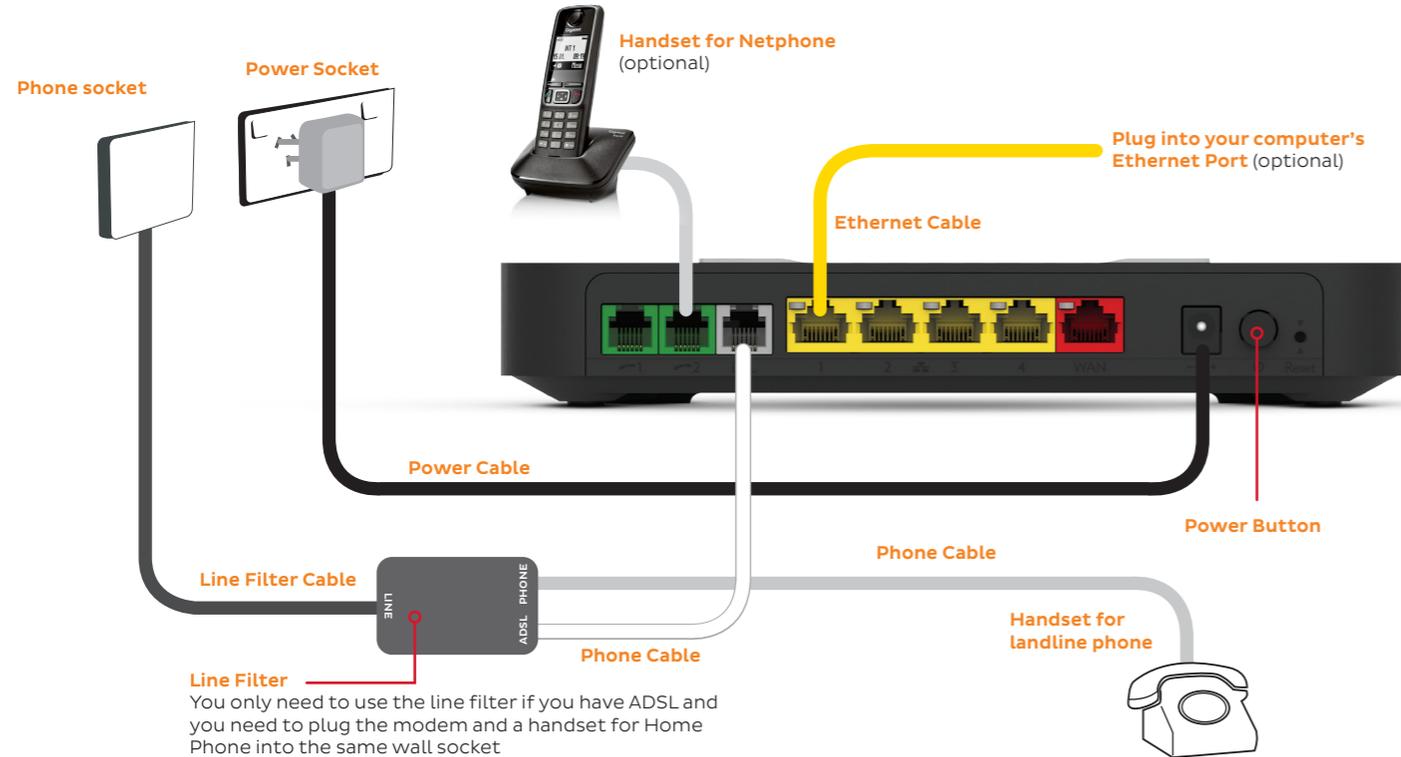
### WiFi (Wireless) Setup

See page 14

## Get to know your modem's lights



## Set up for ADSL and VDSL



## Set up for ADSL and VDSL

1. Take the grey-tipped phone cable and plug it into the grey **DSL port** on the back of your modem.
2. The other end of the cable may be plugged directly into the phone socket on the wall OR into the ADSL port on the line filter if you need to share the phone socket with a landline Home Phone.
3. Plug the black power supply cable into the modem's **Power port** and an available power outlet. Turn the modem on using the **Power button**.
4. You can connect WiFi enabled computers, tablets or smartphones to your modem's WiFi network using the details on the **Default Wireless Settings** card found in the box.
5. Alternatively, use the yellow-tipped Ethernet cable to connect a computer's Ethernet port to any of the yellow **LAN ports**.
6. Let your modem rest for 10-15 minutes. In most cases it will retrieve your settings and get online automatically. Try viewing a website – if it works, you can skip to page 14.

If you were unable to view a website, ADSL users should follow the advice on the next page.

VDSL users (typically former TransACT customers) should see page 7.

## Configure for ADSL or Naked

1. On your connected computer or WiFi device, open your web browser and go to **http://10.1.1.1**
2. Log in with the default username and default password printed on the sticker on the base of your modem.
3. The Setup Wizard should run; if not, simply click **Setup Wizard** on the dashboard. Enter the following details:
  - WAN Interfaces:** ADSL
  - WAN Type:** PPP over Ethernet
  - Username:** Your broadband username (include any "@domain.com.au")
  - Password:** Your broadband password (case sensitive)
  - VPI Number:** 8
  - VCI Number:** 35
4. If you have iiNet Netphone (VoIP), enter your VoIP details on the next page, otherwise click "I don't have VoIP". You can set up VoIP from other providers later with the steps on page 16.
5. Click **Next**, and then turn to page 14 to continue with the WiFi setup.

The screenshot shows the 'Setup Wizard' interface at 'Step 1 of 6'. The title is 'Setup Wizard' with a red '3' in the top right corner. The form contains the following fields: 'WAN Interfaces' (dropdown menu set to 'ADSL'), 'WAN Type' (dropdown menu set to 'PPP over Ethernet'), 'Username' (text field with 'sample@inet.net.au'), 'Password' (text field with masked characters), 'VPI Number' (text field with '8'), and 'VCI Number' (text field with '35'). At the bottom, there are 'Next' and 'Exit' buttons.

The screenshot shows the 'Setup Wizard' interface at 'Step 2 of 6'. The title is 'Setup Wizard' with a red '4' in the top right corner. The section is 'VoIP (Netphone) Setup'. A blue informational box states: 'VoIP (Netphone) is an optional phone service that runs over the internet. If you have purchased this service, enter your VoIP settings here. You'll find your settings in your VoIP activation email.' Below this is a button labeled 'I don't have VoIP'. The form contains: 'VoIP Phone number' (text field with '12345678'), 'VoIP Password' (text field with '12345678'), and 'State/Territory' (dropdown menu set to 'QLD'). At the bottom, there are 'Back', 'Next', and 'Exit' buttons.

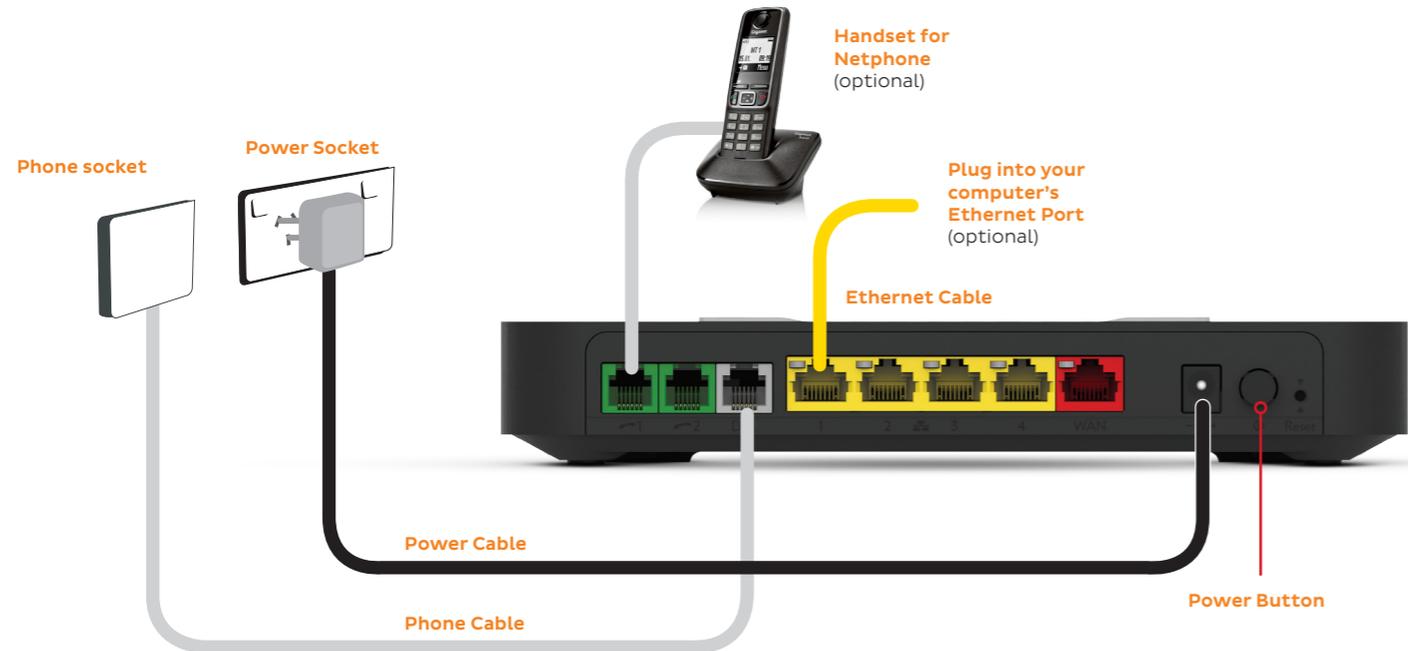
## Configure for VDSL

1. On your connected computer or WiFi device, open your web browser and go to **http://10.1.1.1**
2. Log in with the default username and default password printed on the sticker on the base of your modem.
3. The Setup Wizard should run; if not, simply click **Setup Wizard** on the dashboard. Enter the following details:
  - WAN Interfaces:** VDSL
  - WAN Type:** PPP over Ethernet
  - Username:** Your broadband username (include any "@domain.com.au")
  - Password:** Your broadband password (case sensitive)
4. If you have iiNet Netphone (VoIP), enter your VoIP details on the next page, otherwise click "I don't have VoIP". You can set up VoIP from other providers later with the steps on page 16.
5. Click **Next**, and then turn to page 14 to continue with the WiFi setup.

The screenshot shows the 'Setup Wizard' interface at 'Step 1 of 6'. The title is 'Setup Wizard' with a red '3' in the top right corner. The form contains the following fields: 'WAN Interfaces' (dropdown menu set to 'VDSL'), 'WAN Type' (dropdown menu set to 'PPP over Ethernet'), 'Username' (text field with 'sample@inet.net.au'), and 'Password' (text field with masked characters). At the bottom, there are 'Next' and 'Exit' buttons.

The screenshot shows the 'Setup Wizard' interface at 'Step 2 of 6'. The title is 'Setup Wizard' with a red '4' in the top right corner. The section is 'VoIP (Netphone) Setup'. A blue informational box states: 'VoIP (Netphone) is an optional phone service that runs over the internet. If you have purchased this service, enter your VoIP settings here. You'll find your settings in your VoIP activation email.' Below this is a button labeled 'I don't have VoIP'. The form contains: 'VoIP Phone number' (text field with '12345678'), 'VoIP Password' (text field with '12345678'), and 'State/Territory' (dropdown menu set to 'QLD'). At the bottom, there are 'Back', 'Next', and 'Exit' buttons.

## Set up for Naked, FTTN or FTTB



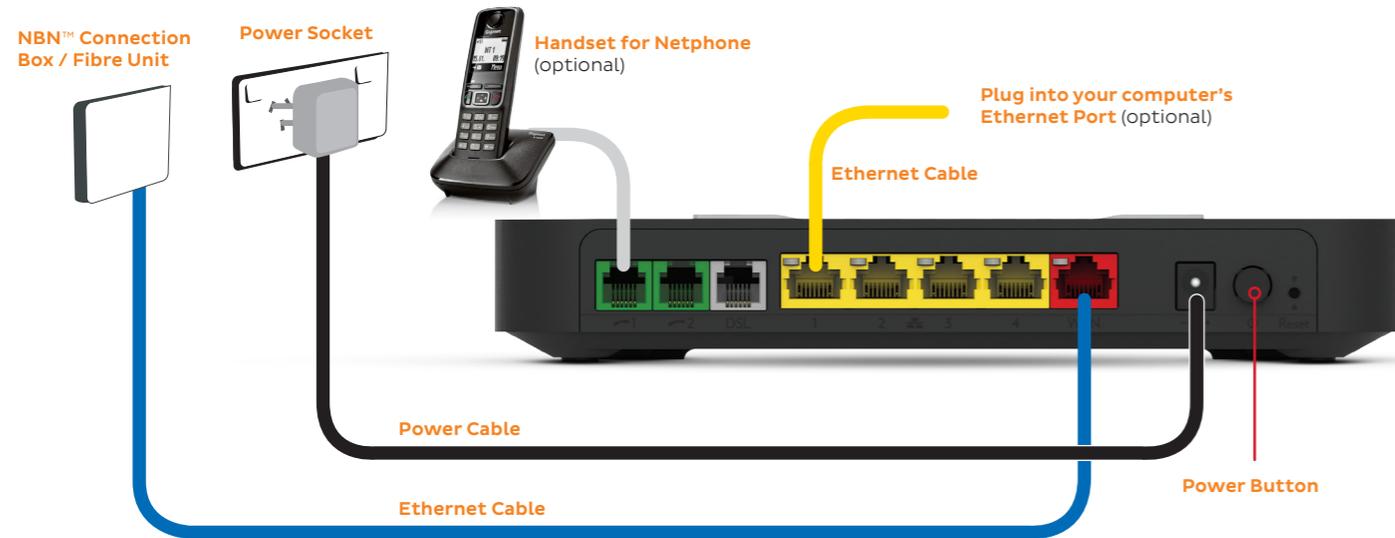
## Set up for Naked, FTTN or FTTB

1. Take the grey-tipped phone cable and plug it into the grey **DSL port** on the back of your modem.
2. Plug the other end of the cable directly into the phone socket on the wall. Do not use a line filter.
3. Plug the black power supply cable into the modem's **Power port** and an available power outlet. Turn the modem on using the **Power button**.
4. You can connect WiFi enabled computers, tablets or smartphones to your modem's WiFi network using the details on the **Default Wireless Settings** card found in the box.
5. Alternatively, use the yellow-tipped Ethernet cable to connect a computer's Ethernet port to any of the yellow **LAN ports**.
6. Let your modem rest for 10-15 minutes. It should retrieve your settings and get online automatically. Try viewing a website – if it works, you can skip to page 14.

If you were unable to view a website, don't panic. Naked broadband users should follow the steps on page 6.

If you have NBN™ Fibre to the Node (FTTN) or Fibre to the Building (FTTB), turn to page 13.

## Set up for NBN™ or other FTTP



### Smart wiring

Some newer homes have internal smart wiring, allowing your NBN™ Connection Box to be plugged into a patch panel in one room, and your modem to be plugged into the corresponding port on a patch panel in another room.

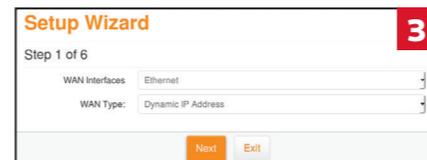
## Set up for NBN™ or other FTTP

1. Take the red-tipped Ethernet cable and plug it into the red **WAN port** on the back of your modem.
2. Plug the other end of the cable directly into the active UNI-D port on your NBN™ Connection Box or fibre unit. This is typically **UNI-D1**. If this doesn't work and you don't know which one to use, please contact us using the details on the back cover of this guide.
3. Plug the black power supply cable into the modem's **Power port** and an available power outlet. Turn the modem on using the **Power button**.
4. You can connect WiFi enabled computers, tablets or smartphones to your modem's WiFi network using the details on the **Default Wireless Settings** card found in the box.
5. Alternatively, use the yellow-tipped Ethernet cable to connect a computer's Ethernet port to any of the yellow **LAN ports**.
6. Let your modem rest for 5-10 minutes. It should retrieve your settings and get online automatically. Try viewing a website – if it works, you can skip to page 14.

If you were unable to view a website, simply follow the steps on the next page.

## Configure for NBN™ or other FTTP

1. On your connected computer or WiFi device, open your web browser and go to **http://10.1.1.1**
2. Log in with the default username and default password printed on the sticker on the base of your modem.
3. The Setup Wizard should run; if not, simply click **Setup Wizard** on the dashboard. Enter the following details:  
**WAN Interfaces:** Ethernet  
**WAN Type:** Dynamic IP Address\*  
  
**\*Note:** South Brisbane, Places Victoria and some OptiComm Fibre services will need WAN Type **PPP over Ethernet** instead. You will also need to enter your broadband username and password.
4. If you have iiNet Netphone (VoIP), enter your VoIP details on the next page, otherwise click "I don't have VoIP". You can set up VoIP from other providers later with the steps on page 16.
5. Click **Next**, and then turn to page 14 to continue with the WiFi setup.



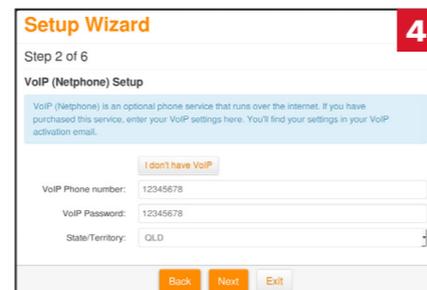
**Setup Wizard** 3

Step 1 of 6

WAN Interfaces: Ethernet

WAN Type: Dynamic IP Address

Next Exit



**Setup Wizard** 4

Step 2 of 6

**VoIP (Netphone) Setup**

VoIP (Netphone) is an optional phone service that runs over the internet. If you have purchased this service, enter your VoIP settings here. You'll find your settings in your VoIP activation email.

I don't have VoIP

VoIP Phone number: 12345678

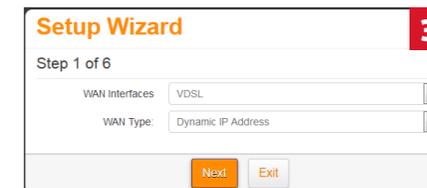
VoIP Password: 12345678

State/Territory: QLD

Back Next Exit

## Configure for NBN™ FTTN and FTTB

1. On your connected computer or WiFi device, open your web browser and go to **http://10.1.1.1**
2. Log in with the default username and default password printed on the sticker on the base of your modem.
3. The Setup Wizard should run; if not, simply click **Setup Wizard** on the dashboard. Enter the following details:  
**WAN Interfaces:** VDSL  
**WAN Type:** Dynamic IP Address\*  
  
**\*Internode customers please set WAN Type to PPP over Ethernet and enter your username and password.**
4. If you have iiNet Netphone (VoIP), enter your VoIP details on the next page, otherwise click "I don't have VoIP". You can set up VoIP from other providers later with the steps on page 16.
5. Click **Next**, and then turn to page 14 to continue with the WiFi setup.



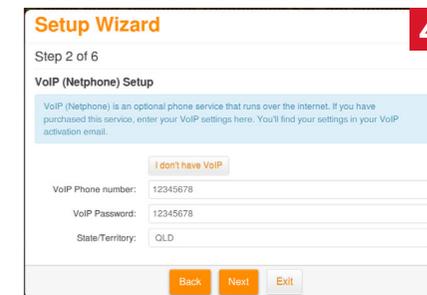
**Setup Wizard** 3

Step 1 of 6

WAN Interfaces: VDSL

WAN Type: Dynamic IP Address

Next Exit



**Setup Wizard** 4

Step 2 of 6

**VoIP (Netphone) Setup**

VoIP (Netphone) is an optional phone service that runs over the internet. If you have purchased this service, enter your VoIP settings here. You'll find your settings in your VoIP activation email.

I don't have VoIP

VoIP Phone number: 12345678

VoIP Password: 12345678

State/Territory: QLD

Back Next Exit

## WiFi settings

### IMPORTANT

**Not all devices are compatible with the latest 5GHz AC WiFi. Switch to the 2.4GHz N WiFi network if you can't connect.**

1. Your modem already has a default WiFi network set up on it. You'll find the network name and password (wireless key) on the base of your modem, as well as your **Default Wireless Settings** card.
2. We recommend leaving the default WiFi settings unchanged – after connecting once, your device will remember the settings for you. Visit our or your device's Support website for WiFi connection advice.
3. If you want, you can change the WiFi settings during steps 3 and 4 of the Setup Wizard, or by clicking the **Wireless** option on the **http://10.1.1.1** dashboard.
4. **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.
5. Change your **SSID Broadcast name** as desired. This is the name of your WiFi network that you'll need to connect to.
6. **Security Key Type** should be set to **WPA+WPA2 PSK**. You can then change your **Security Key** (WiFi password) as It's good to love your neighbour, but not enough to give them free WiFi! You should always set a password for your WiFi network and only share it with people you trust..

**It's good to love your neighbour, but not enough to give them free WiFi! You should always set a password for your WiFi network and only share it with people you trust.**

## Router Security settings

Step 5 of the Setup Wizard allows you to change the username and password used to log in on the **http://10.1.1.1** page. This can be handy if you have tenants or meddling teens and you don't want them to change your modem settings.

**Default username:** admin

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

To keep the defaults, simply retype them in all the text boxes. If you do set a custom username and/or password, you should write it down and keep it somewhere safe.

Setup Wizard  
Step 5 of 6  
Router Security

In the next pages you will use the quick set-up guide to personalize your Router. Please enter a username and password to be used to gain access to your Router Management Console. It is recommended that you choose a unique password for added security.

Desired Username: admin  
Desired Password:  
Retype Password:

Remember to make a note of your username and password

Back Next Exit

### 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.**

### All done!

See page 16 for Netphone (VoIP) setup.

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

## Setting up VoIP

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

1. On your connected computer or WiFi device, log in at **http://10.1.1.1**. The default username and password are both printed on the sticker on the base of your modem.
2. Click **Telephony** on the dashboard. On the **Global** page, underneath SIP Network, click the **Edit** button to the right of the existing **SIP Network** entry. Edit to the following settings:

**SIP Domain:** Your VoIP provider's SIP domain\*

**Primary Registrar:** Your VoIP provider's SIP server\*

**Primary RegistrarPort:** 5060

**Primary Proxy:** Your VoIP provider's SIP server\*

**Primary ProxyPort:** 5060

**Expire time:** 3600

\*You'll find a list of iiNet Group VoIP settings on the **next page**. If your VoIP provider isn't listed, please check their website for their VoIP settings.

## Setting up VoIP

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

**Username:** Your VoIP number (no spaces or brackets)

**URI:** Your VoIP number (no spaces or brackets)

**Password:** Your VoIP password (case sensitive)

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

**SIP Network:** SIP Network

**Port:** FXS

4. Click the **Apply** button to the right to save your settings. If successful, **Registered** will show a green icon.
5. Try making a test call on a handset plugged into your modem's **green** phone port.

### IINET GROUP VOIP SETTINGS

#### iiNet

SIP domain – iinetphone.iinet.net.au

SIP server – sip.STATE\*.iinet.net.au

#### Westnet

SIP domain – sip.westnet.com.au

SIP server – sip.STATE\*.westnet.com.au

#### Internode

SIP domain & server – sip.internode.on.net

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

## 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)**

#### Internode:

- **Phone: 1300 788 233**
- **Email: [support@internode.com.au](mailto:support@internode.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):

- any equipment not supplied by us;
- any interference with or modification to the equipment or a failure to use it in accordance with instructions; or
- damage caused by you or someone who has used the equipment (for example misuse or exposure to liquid or excessive heat); or
- 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:

- you have not used the replacement equipment;
- 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).

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.

# 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)

## **Internode Support**

7am - Midnight (CST) 7 days  
1300 788 233  
[support@internode.com.au](mailto:support@internode.com.au)

**iinet**  
connect better

ACN 068 628 937