

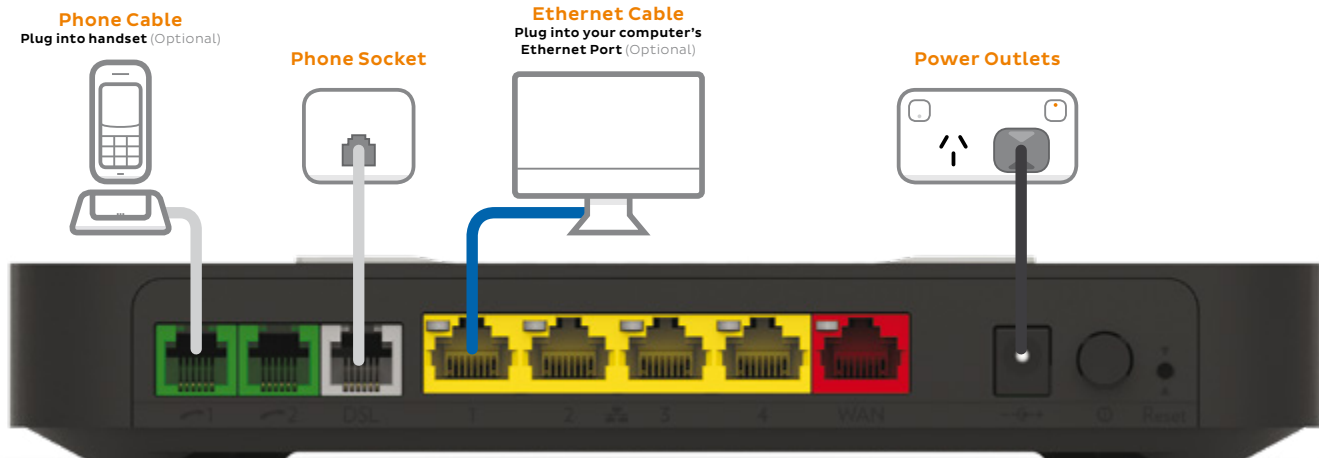
**TG789**

Broadband Gateway

Quick Setup Guide  
for iiNet Fibre to the Building (FTTB)

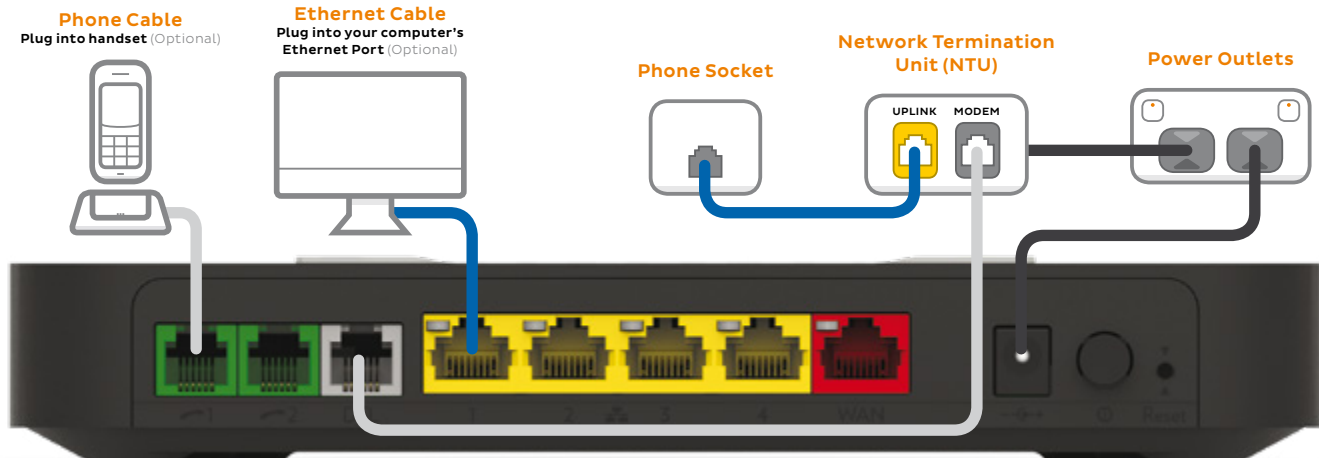
# If you did not receive a Network Termination Unit (NTU)

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 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.



# If you did receive a Network Termination Unit (NTU)

1. Use the NTU's supplied Phone cable to connect the **UPLINK 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 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.
6. Finally, use the modem's supplied power cable to connect the **power port** to a power outlet and ensure it is turned on.



# Powering On Your Modem

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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.

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 6 of this guide for more details.

## Is the internet light off?

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

- If you have, please turn to page 7 to log in to your modem's interface and enter the settings manually.
- If you haven't received the email, your Broadband connection 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.

# WiFi (Wireless) Setup

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**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: iinetD1234F

5GHz Network name: iinetD1234F - 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 services are active and your modem is online.**

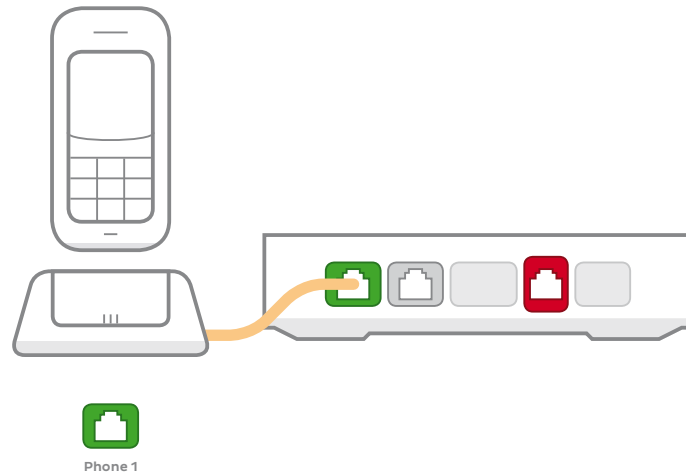
All you have to do is plug a handset into the Phone1 port on the back of your modem.

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 FTTB 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.

**Please DO NOT cancel or make any changes to your old phone service until the transfer is COMPLETE as this can prevent a successful transfer.**



# 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. The Setup Wizard should open. If it doesn't, select **Setup Wizard**.

4. Enter the settings for your service as shown below.
5. 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.
6. If following these manual setup instructions doesn't get you online, please use the details on the back cover of this guide to call our Support Team for assistance.

TECHNOLOGY TYPE	WAN INTERFACE	WAN TYPE	VLAN ENABLED	VLAN ID
<b>FTTB</b>	VDSL	PPP over Ethernet	On	2
PROVIDER	USERNAME	PASSWORD RECOVERY		
<b>iiNet</b>	e.g. "username@iinet.net.au"	iinet.net.au/password		
<b>Westnet</b>	e.g. "username@westnet.com.au"	westnet.com.au/password		

# WiFi Customisation

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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**

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### Wireless user codes

2.4GHz Network name: iinetD1234F

5GHz Network name: iinetD1234F - 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

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## 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.

# Warranty Information

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- 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.



## Moving house?

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

**iiinet**  
connect better

ACN 068 628 937

## 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)