

Let's go

Getting started with
your Telecom Business
Broadband Gateway



telecom^{NZ}

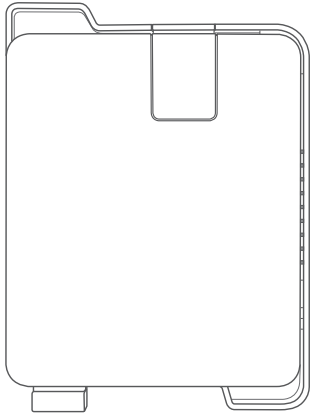


Contents

- 1 Equipment Check 2
- 2 Getting Started 3
- 3 Connect to filter 4
- 4 Connect your computer 5
- 5 Connect to power 6
- 6 Connect to broadband 7
- 7 Connect to WiFi (wireless networking) 8
- 8 Connect to WiFi using WPS enabled devices (optional) 9
- 9 Securing your gateway 10
- 10 Applying a Static IP (optional) 12
- 11 Advanced settings 17
- 12 Important Tips 18
- 13 Problems? 19

1 Equipment Check

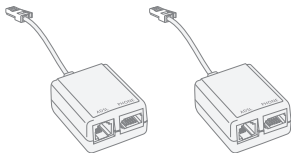
Let's check everything is here.



Pace V5542 Gateway

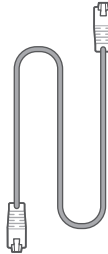


1 x WiFi Network Information Sticker

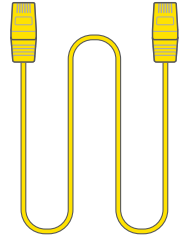


2 x ADSL Filters

2



1 x ADSL Cable (grey)



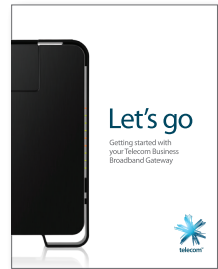
1 x Ethernet Cable (yellow)



1 x Power Supply



1 x FXS Splitter (black)



1 x User Guide

2 Getting Started

To set up your internet connection, you'll initially need to use the ethernet cable. Your computer needs to be within reach of the phone socket.

Once you've established your internet connection, you'll then be able to go on to set up a wireless connection if you choose.

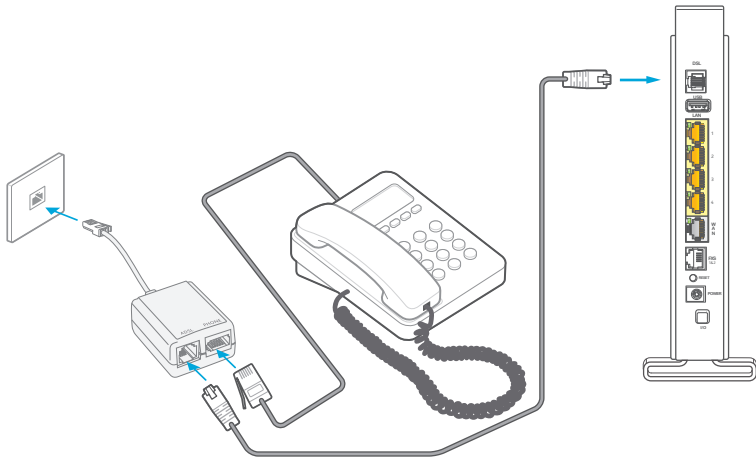
Important: If you are running an alternative DHCP server on your network, contact your IT support specialist before progressing. (DHCP is enabled by default on the gateway and this will conflict with your existing DHCP server).

3 Connect to filter

ADSL filters are required for every phone socket in use, including phone lines, EFTPOS terminals, faxes or digital TV decoders. Filters remove interference on your phone lines and improve your broadband service.


If you use 4 or more phone sockets in your premise, or if you have a PABX, monitored security or medical alarm, you must have a Central Splitter installed. Call Telecom on 0800 BUSINESS (0800 2874 6377) to arrange installation.

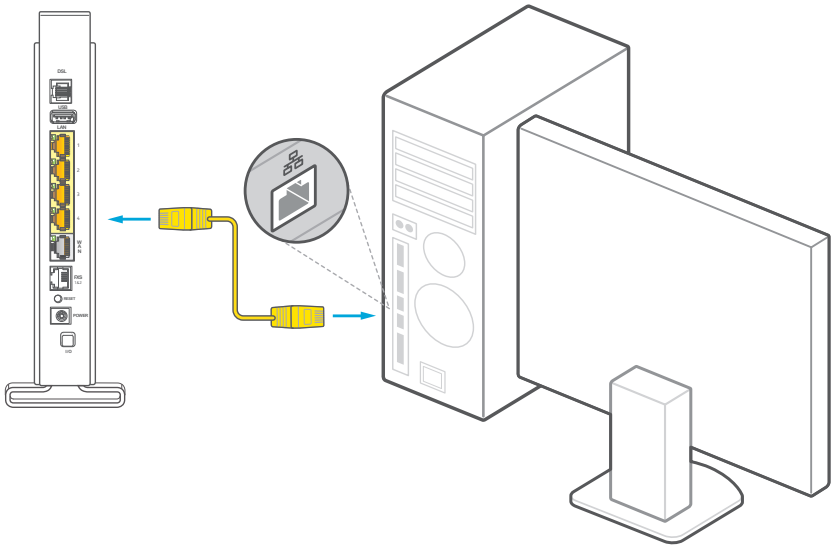
- a. Connect the ADSL filter to the phone socket.
- b. If you use a telephone, fax machine or EFTPOS terminal etc. at the same phone socket, connect that device into the ADSL filter socket marked PHONE.
- c. Connect the ADSL cable into the ADSL filter socket marked ADSL.
- d. Connect the other end of the ADSL cable into the gateway port marked DSL.



4 Connect your computer

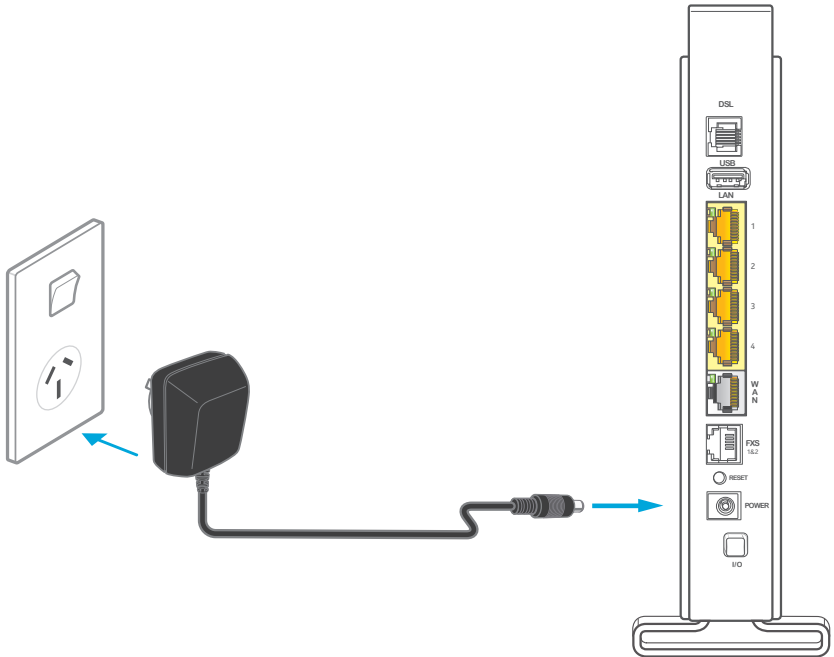
- Connect the ethernet cable into any of the numbered LAN ports (1 to 4) in the gateway.
- Connect the other end of the ethernet cable into the ethernet port on your computer.

Look for this symbol  on your computer if you are not sure.



5 Connect to power

- Plug in the power supply to the electrical power socket. Plug other end of the power cable into the POWER socket in the gateway.
- Ensure the power is turned on at the wall, and push in the ON/OFF button on the back of the gateway to turn the gateway on.



6 Connect to broadband

Please wait up to 5 minutes for the gateway to establish a broadband connection. Your gateway lights will tell you when the connection is working correctly. If the **POWER** light is off - check Step 5.

The lights should be as follows:

The **POWER** and **BROADBAND** lights should be solid **GREEN** not blinking.

The **ETHERNET** and **INTERNET** lights should be **GREEN** and blinking.

When the gateway lights are correct, open a web browser on your computer such as Internet Explorer, Safari, Firefox or Chrome. If your connection is working you will see a valid web page and be able to surf the internet.

If not, restart your computer and open an internet browser and try again.

If after 5 minutes the **BROADBAND** light is off or flashing - check Step 3. If the light remains off or flashing, you may have a faulty phone socket. Try connecting using another phone socket.

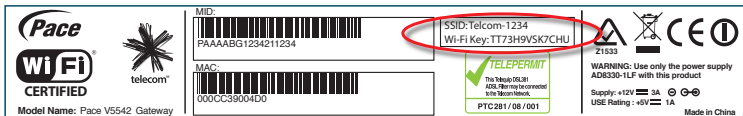
If the **ETHERNET** light is off - check Step 4. Ensure the ethernet cable is correctly connected to the ethernet port of your computer, and a LAN port on your gateway.

If you continue to experience problems, call our Business Broadband helpdesk on **0800 BUSINESS (2874 6377)**.

7 Connect to WiFi (wireless networking)

Before you begin, ensure you can connect to the internet using the Ethernet connection.

Your gateway has a WiFi network ready to use out of the box. Your gateway has a unique **SSID** (or Network Name) and **WiFi Key** (or Wireless Password or Key) to make connecting using WiFi easy. These details are found on the information label on the side of the gateway and on the WiFi sticker supplied in the box.



The WiFi network is designed to provide a strong level of network security. To keep your network secure, keep your SSID/WiFi Key out of public view.

To connect a wireless enabled device (computer, tablet, mobile phone etc) using the default SSID and WiFi Key, complete the following steps:

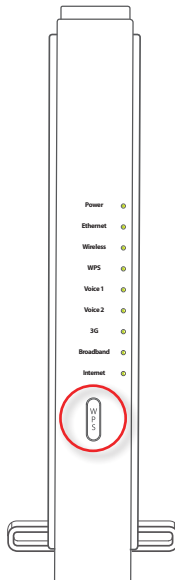
1. Use your device's network connection manager or wizard to search for your WiFi network. If you are not sure how to do this, refer to the help function for your device's operating system, or the manufacturer's web site or help desk.
2. Find and select your wireless SSID. Example: **Telecom-1234**
3. When prompted enter your WiFi Key. Example: **TT73H9VSK7CHU**
4. If the device connection manager allows you to save your SSID and WiFi Key details then do so. Otherwise you may have to repeat these steps each time you connect.
5. On your device open a web browser such as Internet Explorer, Safari, Firefox or Chrome. If the a web page loads correctly and you can surf the internet, you are connected to your WiFi network.

8 Connect to WiFi using WPS enabled devices (optional)

This gateway supports WPS (WiFi Protected Set-Up) which is a quick method of connecting a WPS enabled device to the gateway. The connecting device must support WPS and have wireless turned on. Check your device manual or the manufacturer's website to confirm WPS support.

To connect, press the WPS button on the front of gateway below the indicator lights and within 1 minute, press the WPS button on the connecting device. The WPS button will be a physical button on a device like a printer, or virtual or such as a software button on a computer, mobile phone or tablet.

The two devices will establish a connection and the connection and the gateway will recognise the wireless device.



9 Securing your gateway

The most effective method to keep your gateway secure is to keep your gateway and Wifi password details in a safe place and protect against unauthorised physical access to your gateway.

Your gateway settings are password protected with an administrator login. Telecom recommends you create a unique password to protect access to your gateway. To do this, you need to access use the gateway's User Interface so complete the following steps:

1. Open a web browser, type **192.168.1.254** into the address bar and press enter. This will take you to the User Interface.
2. Click on the **Administrator** tab on upper menu to access the Administrator menu; then click on **Management** on the left side menu to display all sub-options; then click on **Administration**.

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End User **Administrator** Business Center »

Gateway

- Services Status
- Applications
 - Gateway Configuration
 - Telephony
 - WiFi
- BUSINESS NETWORK**
 - Connected Equipment
 - Configure Business Center
 - UPnP AV Media Server
 - Hard Drive
 - Printer
 - Call History
- ADMINISTRATION**
 - Management**
 - Restart
 - Reset
 - Update

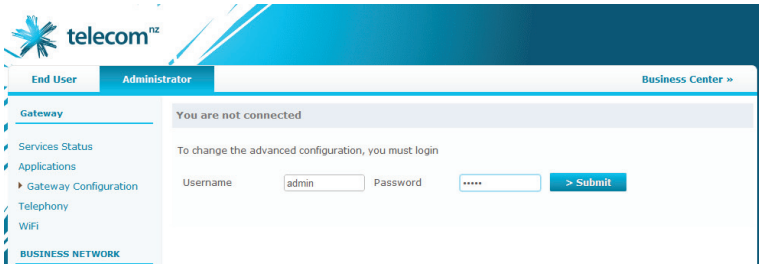
Welcome to your configuration interface

The gateway is configured to deliver the very best in terms of both performance and security. You can also connect various accessories to the gateway - so they can be shared by multiple computers and also to give them Internet access.

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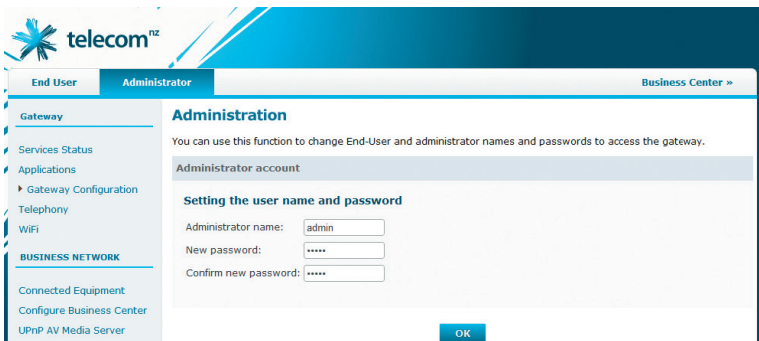
Gateway	Business Network	Support
Service Status: Check the availability of my services (Internet, Wifi, telephony)	Connected Equipment: Manage your business network.	Gateway Diagnostics: View comprehensive troubleshooting statistics
Firewall: Authorise my application and games to interact with Internet.	Wifi : Manage my wireless connection	
Router : Manage advanced parameters		

- When prompted, enter the gateway Administrator **Username** and **Password** into the appropriate fields then click **Submit**.
The default Username is **admin** (lower case), the default Password is **admin** (lower case).



The screenshot shows the Telecom NZ gateway administrator interface. The top navigation bar includes 'End User', 'Administrator', and 'Business Center'. The left sidebar lists 'Gateway', 'Services Status', 'Applications', 'Gateway Configuration', 'Telephony', 'WiFi', and 'BUSINESS NETWORK'. The main content area displays 'You are not connected' and a message: 'To change the advanced configuration, you must login'. Below this, there are input fields for 'Username' (containing 'admin') and 'Password' (containing '****'), followed by a blue '> Submit' button.

- Enter an Administrator username and password of your choosing, then click **OK**.



The screenshot shows the 'Administration' page in the Telecom NZ gateway administrator interface. The top navigation bar and left sidebar are the same as in the previous screenshot. The main content area is titled 'Administration' and contains the text: 'You can use this function to change End-User and administrator names and passwords to access the gateway.' Below this, there is a section titled 'Administrator account' with a sub-section 'Setting the user name and password'. This section contains three input fields: 'Administrator name:' (containing 'admin'), 'New password:' (containing '****'), and 'Confirm new password:' (containing '****'). A blue 'OK' button is located at the bottom right of the form.

The next time you want to change your gateway settings you must log in using your unique Administrator username and password.

Note: If you forget your Administrator credentials you will need to reset the gateway to factory default, via the Reset button on the back of the gateway. Telecom does not have visibility of your gateway settings.

10 Applying a Static IP (optional)

If you have a static IP from Telecom, you must follow the steps below.

Note: you need your Telecom unique registered broadband username and password to complete this step.

1. Open a web browser, type **192.168.1.254** into the address bar and press enter. This will take you to the User Interface (or UI).
2. Click on **Administrator** tab in the upper menu; then click on **Gateway Configuration** in the left hand menu to display the sub-menu; then click on **Internet**.

The screenshot shows the Telecom NZ Business Center configuration interface. The top navigation bar has 'End User' and 'Administrator' tabs, with 'Administrator' selected and circled in red. The left-hand menu has 'Gateway Configuration' and 'Internet' circled in red. The main content area displays a welcome message and a table with three columns: Gateway, Business Network, and Support.

Gateway	Business Network	Support
Service Status: Check the availability of my services (Internet, Wifi, telephony)	Connected Equipment: Manage your business network	Gateway Diagnostics: View comprehensive troubleshooting statistics
Firewall: Authorise my application and games to interact with Internet		
Wifi : Manage my wireless connection		

3. If prompted, enter your Administrator credentials username and password and click Submit.
Note the default Username is **admin** and Password is **admin** unless you have changed it.
Note: See the previous Step 9 if you need help with these details.

4. On the Internet Access Configuration page, scroll down to Main Internet Access and locate PPP Parameters.

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End User Administrator Business Center »

Internet access configuration

This page enables you to configure your main internet connection parameters and a 3G backup access.

Connection mode

Physical Link xDSL Ethernet

Connection protocol for ADSL : PPPoA PPPoE
Connection protocol for VDSL : PPPoE
Connection protocol for Ethernet : PPPoE

Main internet access

ADSL parameters

ADSL Mode : ADSL_mode/VDSL_mode

WARNING : changing ADSL Mode will automatically reboot the gateway

VPI / VCI : /

Encapsulation

Max. MTU

PPP Parameters

PPP Login :

PPP Password :

PPP On Demand Timeout:

PPP Holdoff Timeouts:

EoA / IPOA parameters

Obtain DNS address automatically
 Use the following DNS address:
DNS server

3G Parameters

3G parameters Disabled Enabled

5. Enter the your **Telecom Broadband Username** for your static IP address into the **PPP Login** field, replacing the default example `user.xdsl@xtrabb.co.nz` completely.
- 5.1. Enter the **Password** for your username into the **PPP Password** field.
- 5.2. Click on the **OK** button.

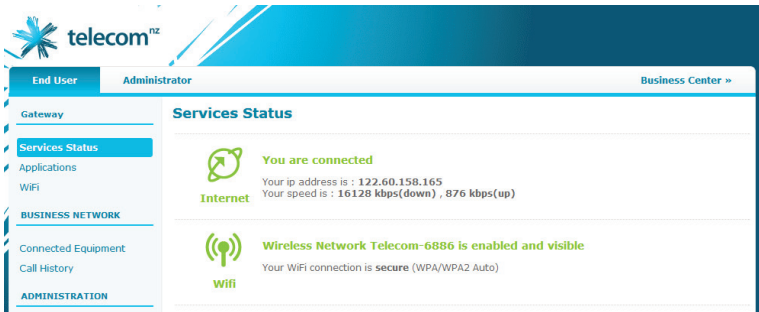
The screenshot shows a web interface for configuring PPP parameters. On the left is a navigation menu with categories like 'Connected Equipment', 'Configure Business Center', and 'ADMINISTRATION'. The main content area is titled 'PPP Parameters' and includes fields for 'PPP Login' (with a placeholder 'your_username@'), 'PPP Password' (masked with dots), 'PPP On Demand Timeout' (set to 'Disable' and '600'), and 'PPP Holdoff Timeouts'. Below this is the 'EoA / IPoA parameters' section with radio buttons for 'Obtain DNS address automatically' (selected) and 'Use the following DNS address:'. At the bottom, there is a '3G Parameters' section with a toggle for '3G parameters' currently set to 'Disabled'. An 'OK' button is located at the bottom right of the configuration area.

The gateway will reconnect to the internet on your static IP address if your Broadband details have been entered correctly. You will see the internet light on the gateway turn off for a few seconds then turn back on.

- Click **Home** to return to the main menu to validate your IP address.

- In the Gateway menu click on **Services Status: Check the availability of my services**

- In the Services Status page, your static IP address should be displayed in the **Internet** section.



If your static IP address is not listed, repeat this section to ensure you have entered your Telecom Broadband username and password correctly.

If you still do not receive your static IP address or if the **Internet** light on the gateway is RED, turn the gateway OFF for 15 seconds then ON again.

If problems persist call our Business Broadband helpdesk on **0800 BUSINESS (2874 6377)**

11 Advanced settings

To access advanced features or to customise the gateway, open a web browser and type **192.168.1.254** into the address bar and press enter to access the gateway interface.

For specific help on advanced settings, visit our website www.telecom.co.nz/business/bbguides for a wide range of help topics information including step-by-step tutorials.

If you need to open port 25 to support a mail server connected to your gateway, call our Business Broadband helpdesk on **0800 BUSINESS (2874 6377)**

12 Important Tips

- Many issues with a broadband connection can be resolved by turning the gateway off for 30 seconds and turning it back on. It can take up to 5 minutes for the connection to re-establish.
- Users running Microsoft Windows operating systems should also reboot their computers at the same time they reboot the gateway.
- Operate the gateway on a flat surface and ensure the gateway is not covered by anything and has adequate ventilation at all times.
- Use the DSL cable provided with the gateway.
 - DO NOT use phone extension cables as these cause stability problems.
- If you want to network additional devices using the ethernet LAN ports, you will require one ethernet cable for each device. Additional cables can be purchased from electronics retailers.
- Many wireless issues are caused by out of date operating systems and drivers – so keep them up to date.
 - If you need support for your wireless device or operating system, contact the supplier or manufacturer or visit their web site.
- WiFi signal strength and range is dependent on physical and environmental factors outside of Telecom's control.
- The following tips will help you optimise your WiFi signal:
 - Dense obstacles such as walls, floors, ceilings, hot water cylinders, aquariums etc. limit WiFi performance and range.
 - Do not place the gateway near electronic devices such as microwave ovens, cordless phones or wireless transmitters.
 - Do not place the gateway in an enclosed space such as a cupboard or under a desk.
 - To benefit from the speed offered by the 802.11n standard, it is recommended to connect using 802.11n wireless devices only. Connecting older 802.11b or 802.11g wireless devices may slow down the speed of your whole WiFi network.
 - If you have WiFi coverage issues, products such as WiFi range extenders may help. These can be purchased from electronic retailers.

13 Problems?

If you have any difficulties you can:

Visit our website www.telecom.co.nz/business/bbguides
for a wide range of help topics including step-by-step tutorials.

Call our Business Broadband helpdesk on **0800 BUSINESS (2874 6377)**



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