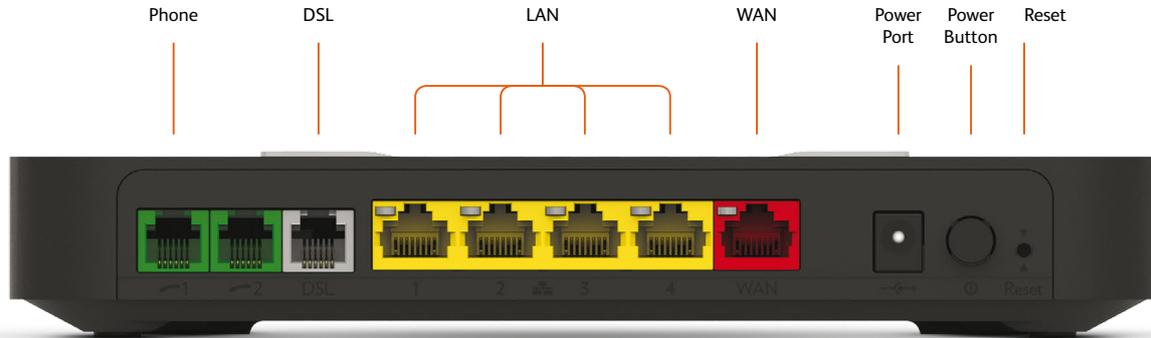


TG-789 Broadband Gateway

Quick Setup Guide

Get to know your modem



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.

Just looking to change your WiFi (Wireless) network settings?
See page 13.



ADSL Broadband

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Configure.....	10



Naked DSL Broadband

Set up.....	6
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NBN™ Fibre to the Node (FTTN)

Set up.....	6
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NBN™ Fibre to the Building (FTTB)

Set up.....	6
Configure.....	12



NBN™ Fibre or other Fibre to the Premises (FTTP)

Set up.....	8
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NodePhone (VoIP)

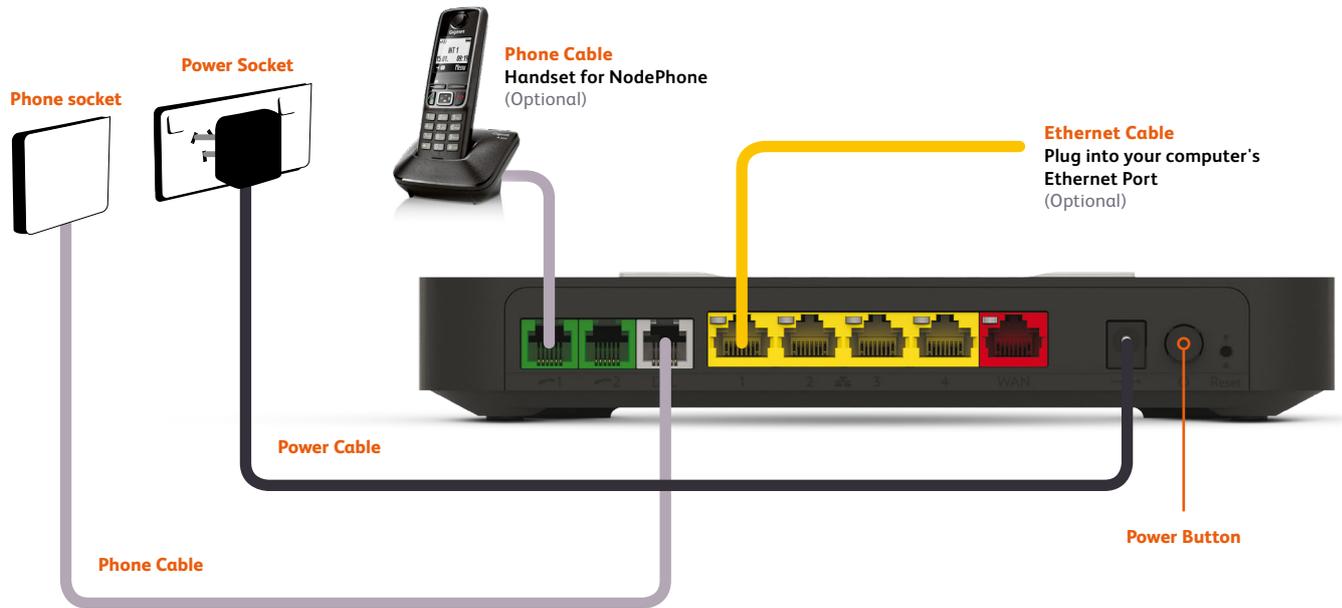
Set up.....	15
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Set up for ADSL

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. WiFi settings are also printed on the sticker on the base of your modem.
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 13.

If you were unable to view a website, please follow the advice on page 10.

Set up for Naked, FTTN, or FTTB



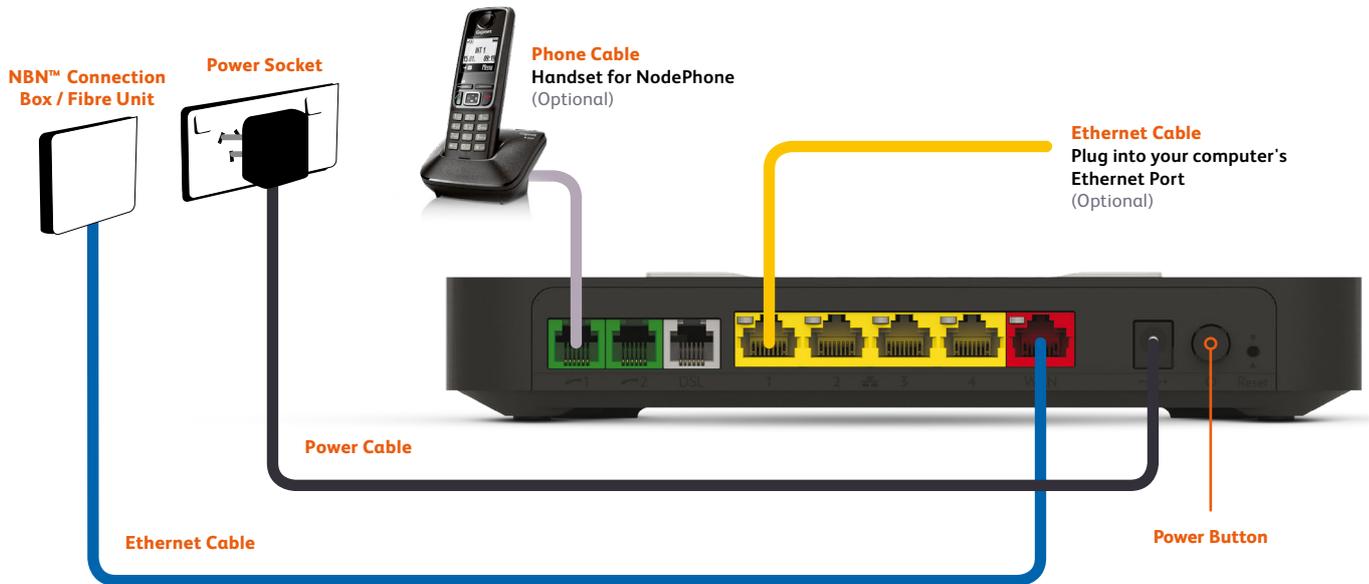
Set up for Naked, FTTN, or FTTB

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. WiFi settings are also printed on the sticker on the base of your modem.
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 13.

If you were unable to view a website, don't panic. Naked broadband users should follow the steps on page 10.

If you have NBN™ Fibre to the Node (FTTN) or Fibre to the Building (FTTB), turn to page 12.

Set up for NBN™ Fibre 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™ Fibre 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. WiFi settings are also printed on the sticker on the base of your modem.
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 13.
7. If you were unable to view a website, simply follow the steps on the next page.

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:

Internet Service Provider: Internode
WAN Interfaces: ADSL
WAN Type: PPP over Ethernet
Username: Your broadband username
(include any "@internode.on.net")
Password: Your broadband password
(case sensitive)
VPI Number: 8
VCI Number: 35

4. Click "I don't have VoIP" for now. You can set up NodePhone (VoIP) or third-party VoIP later with the steps on page 15.
5. Click **Next**, and then turn to page 13 to continue with the WiFi setup.

Setup Wizard

3

Step 1 of 8

Internet Service Provider: Internode

WAN Interfaces: ADSL

WAN Type: PPP over Ethernet

Username:

Password:

VPI Number: 8

VCI Number: 35

Setup Wizard

4

Step 2 of 8

VoIP Netphone Setup

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

Configure for NBN™ Fibre 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:

Internet Service Provider: Internode
WAN Interfaces: Ethernet
WAN Type: PPP over Ethernet

Username: Your broadband username
(include "@internode.on.net")

Password: Your broadband password

4. Click "I don't have VoIP" for now. You can set up NodePhone (VoIP) or third-party VoIP later with the steps on page 15.
5. Click **Next**, and then turn to page 13 to continue with the WiFi setup.



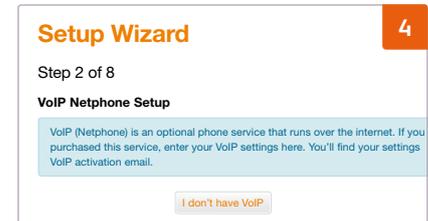
Setup Wizard 3

Step 1 of 8

Internet Service Provider: Internode

WAN Interfaces: Ethernet

WAN Type: Dynamic IP Address



Setup Wizard 4

Step 2 of 8

VoIP Netphone Setup

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

I don't have VoIP

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:

Internet Service Provider: Internode
WAN Interfaces: VDSL
WAN Type: PPP over Ethernet

Username: Your broadband username
(include "@internode.on.net")

Password: Your broadband password

4. Click "I don't have VoIP" for now. You can set up NodePhone (VoIP) or third-party VoIP later with the steps on page 15.
5. Click **Next**, and then turn to page 13 to continue with the WiFi setup.



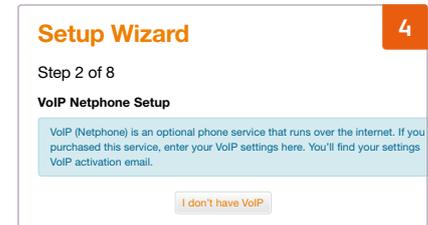
Setup Wizard 3

Step 1 of 8

Internet Service Provider: Internode

WAN Interfaces: VDSL

WAN Type: Dynamic IP Address



Setup Wizard 4

Step 2 of 8

VoIP Netphone Setup

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

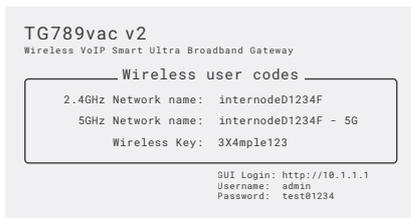
I don't have VoIP

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 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 desired. It's a good idea to write down this new password and keep it somewhere safe.

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.

All done!

See page 15 for NodePhone (VoIP) setup.

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

Setup Wizard
Step 7 of 8
Router Security

In the next pages you will use the quick set-up guide to personalise your Router. 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:

Desired Password:

Retype Password:

Remember to make a note of your username and password

TG789vac v2
Wireless VoIP Smart Ultra Broadband Gateway

Wireless user codes

2.4GHz Network name: internode01234F
5GHz Network name: internode01234F - 5G
Wireless Key: 3X4m1e123

GUI Login: http://10.1.1.1
Username: admin
Password: test01234

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.

Setting up VoIP

Please follow these instructions to set up NodePhone (VoIP) or third-party VoIP.

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*: sip.internode.on.net
Primary Registrar*: sip.internode.on.net
Primary RegistrarPort: 5060
Primary Proxy*: sip.internode.on.net
Primary ProxyPort: 5060
Expire time: 3600

* If you have third-party VoIP, please check their website for their VoIP settings instead. Please note that third-party VoIP configuration and service performance is unsupported.

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)

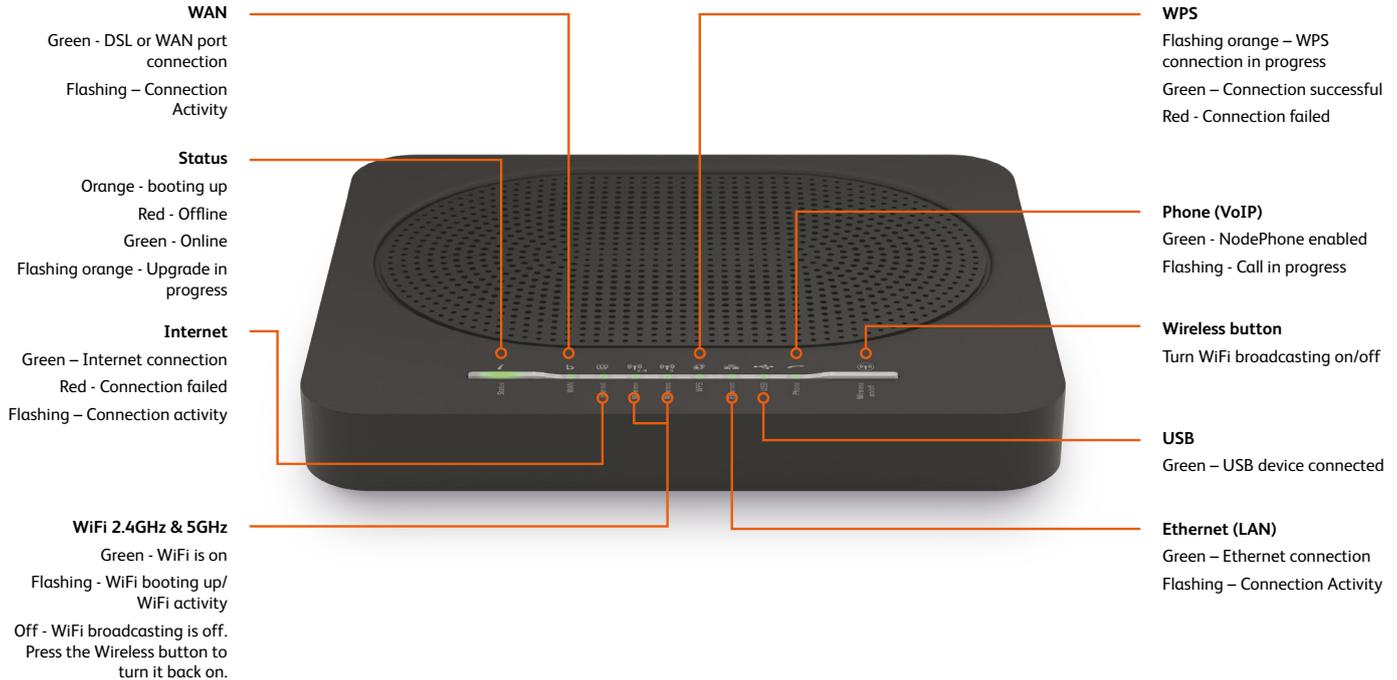
Display Name: Your VoIP number
(no spaces or brackets)

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 1** port.

Get to know your modem's lights



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.

Internode:

Phone: 1300 788 233

Email: 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):
- 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).
- 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 Internode Pty Ltd (ABN 82 052 008 581) of 1/502 Hay Street, Subiaco, WA, 6008.
- 1.11. You can contact us on 1300 788 233 or via email to support@internode.com.au if you have any questions regarding this warranty.
- 1.12. Latest Warranty Information:
<https://www.internode.on.net/pdf/legal/cra/internode-warranty-information-statement.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.

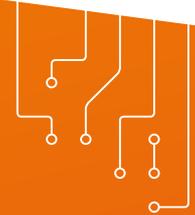


Internode Support

7AM – Midnight (CST) 7 days

1300 788 233

support@internode.com.au



ABN 82 052 008 581