Internode

TG-789 Broadband Gateway

Quick Setup Guide

Before you get started

Make sure you have an email or SMS from us advising that your internet service is provisioned and ready to use.

Your Internode broadband is ready to use.
Username: example@internode.on.net
For support call 13 66 33. Ref: A1234567

Dear Internode Customer,

We are pleased to advise that your Internode broadband service is now provisioned. Please quote Service ID A1234567 if you need to contact us for support.

What are you setting up today?

How to find out which type of internet you have:

Check your email and/or SMS from us about your internet order
or check the service details section of your customer invoice

Get to know your modem's lights

1	2	3	4	5	6	7	8	9	10
STATUS	WAN	INTERNET	2.4GHz	5GHz	WPS	ETHERNET	USB	PHONE	WIRELESS BUTTON
			└─ WiFi ─┘						

Get to know your modem's lights

Light	State	Meaning
STATUS	Off	Modem has no power.
	Red	Modem is offline.
	Green	Modem is online.
	Orange	Modem is rebooting or powering up. Flashes during firmware upgrade.
WAN	Off	No connection or modem has no power.
	Green	Modem has a connection. Flashes during connection activity.
Internet	Off	Modem has no power.
	Red	Modem is offline.
	Green	Modem is online. Flashes during connection activity.
Wireless 2.4GHz or 5GHz	Off	WiFi off/disabled or modem has no power.
	Green	WiFi enabled. Flashes during WiFi activity and when rebooting.

Light	State	Meaning
WPS	Off	WPS not in use or modem has no power.
	Red	WPS connection failed - try again.
	Green	WPS connection successful.
	Orange	WPS search mode on or WPS connection in progress. Flashes.
Ethernet	Off	Nothing connected to LAN ports or modem has no power.
	Green	Ethernet connection to any LAN port. Flashes during connection activity.
USB	Off	No USB device detected.
	Green	USB device detected. Flashes during connection activity.
NodePhone	Off	VoIP disabled or modem has no power.
	Green	VoIP enabled. Flashes during calls.
WiFi Button	N/A	A button you can press to turn WiFi capability on/off.

Plug in for NBN™ FTTN/FTTB and Naked ADSL

1. Using the power cable supplied, connect your modem's **Power port** to a power outlet. Press the **Power button** on the back of the modem to turn it on.

2. Use the supplied Phone cable to connect your modem's grey **DSL port** directly to the phone socket on the wall (remove any other phone or fax devices). Do not use a line filter.

3. If you wish to use your VoIP phone service, connect a phone handset to your modem's **Phone1 port**.

4. You can use an additional Ethernet cable to connect your computer to any of your modem's 4 **LAN ports**. Alternatively, follow the steps later in this guide to connect devices via WiFi.

Phone Cable
Plug into handset
(Optional)

Ethernet Cable
Plug into your computer's Ethernet Port (Optional)

Phone Cable
Plug into the phone socket on the wall

Power Cable
Plug into a power outlet

Plug in for NBN™ FTTC

1. Using the power cable supplied, connect your modem's **Power port** to a power outlet. Press the **Power button** on the back of the modem to turn it on.

2. Use the supplied Ethernet cable to connect your modem's red **WAN port** to the yellow **GATEWAY** port on your NBN™ Connection Device.

3. If you wish to use your VoIP phone service, connect a phone handset to your modem's **Phone1 port**.

4. You can use an additional Ethernet cable to connect your computer to any of your modem's 4 **LAN ports**. Alternatively, follow the steps later in this guide to connect devices via WiFi.

   Turn to **Page 14** to continue setup.
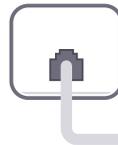
Phone Cable
Plug into handset
(Optional)

Ethernet Cable
Plug into your computer's
Ethernet Port (Optional)
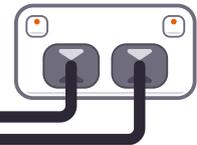
Phone Cable
Plug into the phone
socket on the wall

NBN™ Connection Device
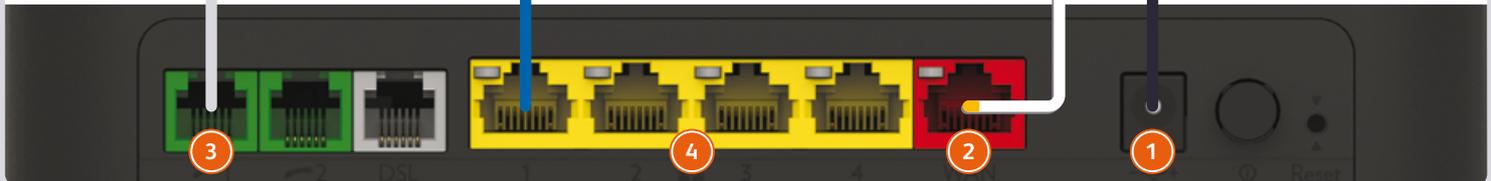Connects to your modem via
Ethernet to the WAN Port

Power Cables
Plug into 2 power outlets

Plug in for NBN™ HFC

1. Using the power cable supplied, connect your modem's **Power port** to a power outlet. Press the **Power button** on the back of the modem to turn it on.

2. Use the supplied Ethernet cable to connect your modem's red **WAN port** to the **UNI-D 1 port** on your NBN™ Connection Box (note that some boxes may have one yellow LAN port instead).

3. If you wish to use your VoIP phone service, connect a phone handset to your modem's **Phone1 port**.

4. You can use an additional Ethernet cable to connect your computer to any of your modem's 4 **LAN ports**. Alternatively, follow the steps later in this guide to connect devices via WiFi.

   Turn to **Page 14** to continue setup.

Phone Cable
Plug into handset
(Optional)

Ethernet Cable
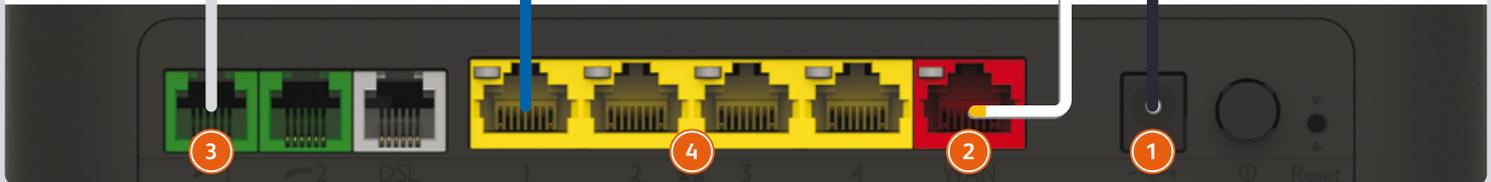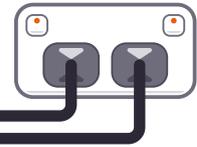Plug into your computer's
Ethernet Port (Optional)

Cable Socket
Connects to NBN™
Connection Box

NBN™ Connection Box
Connects to your modem via
Ethernet to the WAN Port

Power Cables
Plug into 2 power outlets

Plug in for NBN™ Fibre to the Premises

1. Using the power cable supplied, connect your modem's **Power port** to a power outlet. Press the **Power button** on the back of the modem to turn it on.

2. Use the supplied Ethernet cable to connect your modem's red **WAN port** to the **UNI-D 1 port** on your NBN™ Connection Box. If UNI-D1 doesn't work, try each UNI-D port before contacting us for a hand.

3. If you wish to use your VoIP phone service, connect a phone handset to your modem's **Phone1 port**.

4. You can use an additional Ethernet cable to connect your computer to any of your modem's 4 **LAN ports**. Alternatively, follow the steps later in this guide to connect devices via WiFi.

Phone Cable
Plug into handset
(Optional)

Ethernet Cable
Plug into your computer's Ethernet Port (Optional)

NBN™ Connection Box
Connects to your modem via Ethernet to the WAN Port

Power Cables
Plug into 2 power outlets

UNI-V1 UNI-V1   UNI-D 1 UNI-D 2 UNI-D 3 UNI-D 4   POWER

Plug in for NBN™ Wireless

1. Using the power cable supplied, connect your modem's **Power port** to a power outlet. Press the **Power button** on the back of the modem to turn it on.

2. Use the supplied Ethernet cable to connect your modem's red **WAN port** to the **UNI-D 1 port** on your NBN™ Connection Box. If UNI-D1 doesn't work, try each UNI-D port before contacting us for a hand.

3. If you wish to use your VoIP phone service, connect a phone handset to your modem's **Phone1 port**.

4. You can use an additional Ethernet cable to connect your computer to any of your modem's 4 **LAN ports**. Alternatively, follow the steps later in this guide to connect devices via WiFi.

Phone Cable
Plug into handset
(Optional)

Ethernet Cable
Plug into your computer's
Ethernet Port (Optional)

NBN™ Connection Box
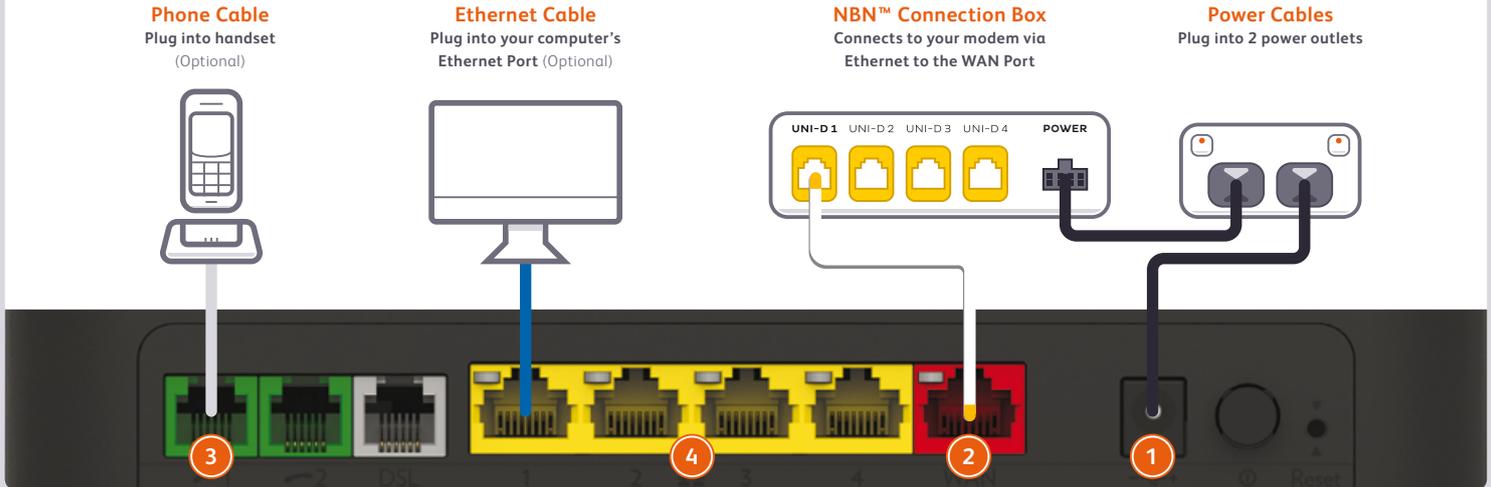Connects to your modem via
Ethernet to the WAN Port

Power Cables
Plug into 2 power outlets

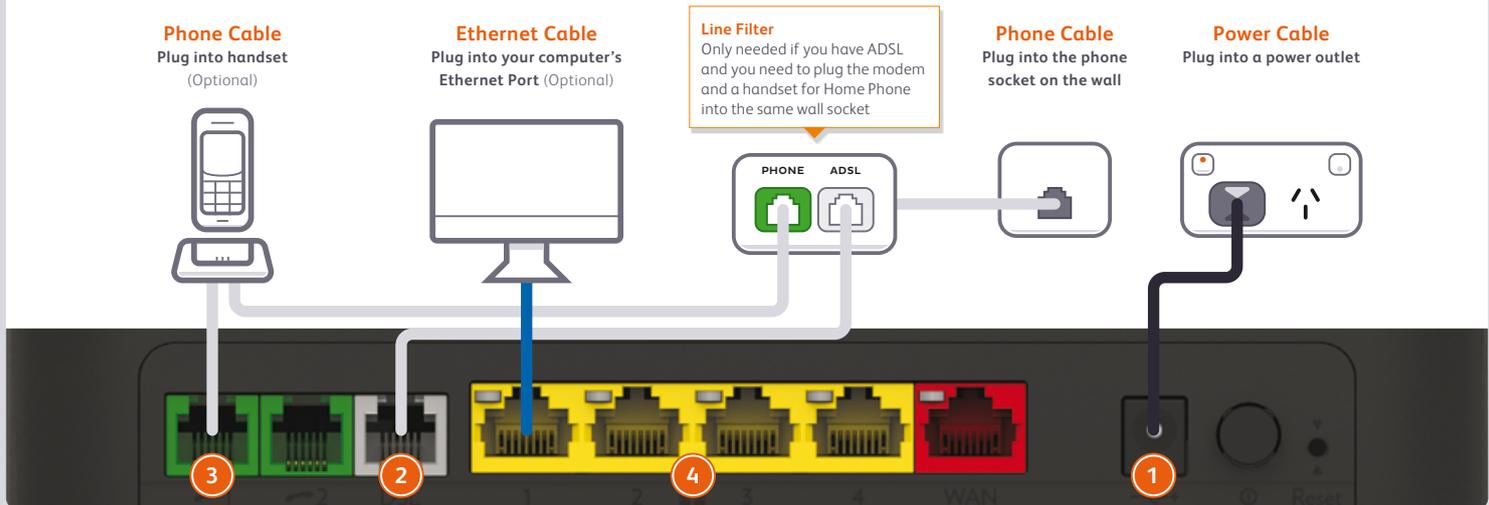UNI-D 1   UNI-D 2   UNI-D 3   UNI-D 4   POWER

Plug in for Standard ADSL2+

1. Using the power cable supplied, connect your modem's **Power port** to a power outlet. Press the **Power button** on the back of the modem to turn it on.

2. Use the supplied Phone cable to connect your modem's grey **DSL port** directly to the phone socket on the wall OR the ADSL port on the line filter, then plug the line filter into the wall. **Note:** Devices plugged into any other phone sockets in your home should have a line filter.

3. If you wish to use your VoIP phone service, connect a phone handset to your modem's **Phone1 port**.

4. You can use an additional Ethernet cable to connect your computer to any of your modem's 4 **LAN ports**. Alternatively, follow the steps later in this guide to connect devices via WiFi.

Phone Cable
Plug into handset
(Optional)

Ethernet Cable
Plug into your computer's Ethernet Port (Optional)

Line Filter
Only needed if you have ADSL and you need to plug the modem and a handset for Home Phone into the same wall socket

PHONE   ADSL

Phone Cable
Plug into the phone socket on the wall

Power Cable
Plug into a power outlet

3   2   4   1

Plug in for Fibre Estates (OptiComm or OPENetworks)
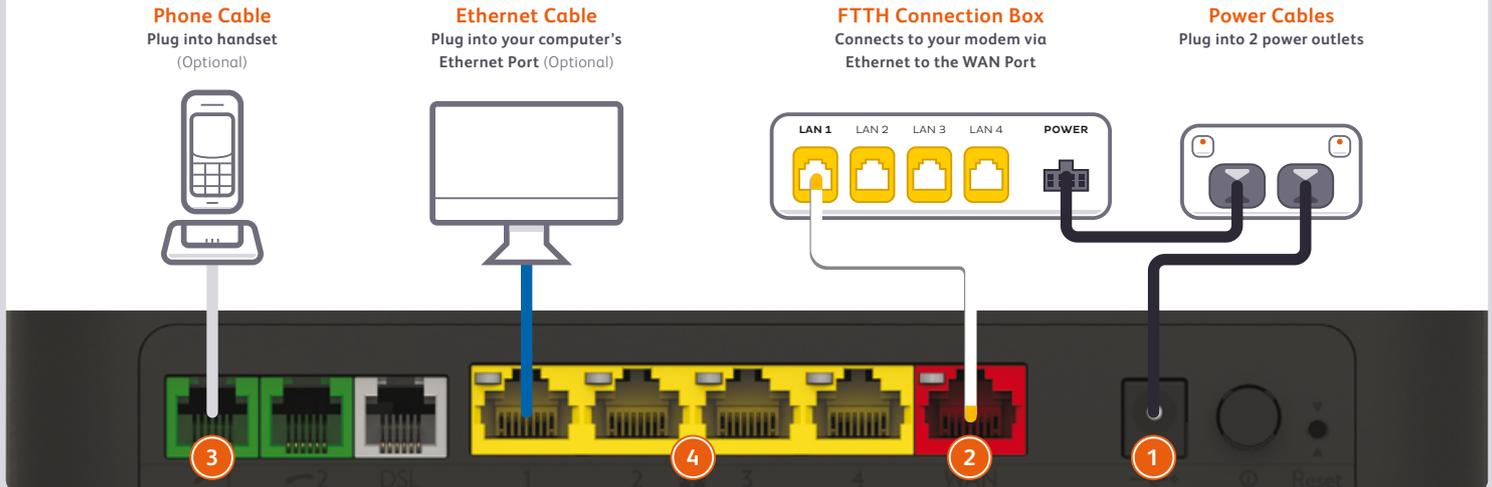
1. Using the power cable supplied, connect your modem's **Power port** to a power outlet. Press the **Power button** on the back of the modem to turn it on.

2. Use the supplied Ethernet cable to connect your modem's red **WAN port** to the **LAN1 port** on your Fibre Connection Box. OPENetworks FTTN services will simply have a wall socket to plug into instead.

3. If you wish to use your VoIP phone service, connect a phone handset to your modem's **Phone1 port**.

4. You can use an additional Ethernet cable to connect your computer to any of your modem's 4 **LAN ports**. Alternatively, follow the steps later in this guide to connect devices via WiFi.

Phone Cable
Plug into handset
(Optional)

Ethernet Cable
Plug into your computer's Ethernet Port (Optional)

FTTH Connection Box
Connects to your modem via Ethernet to the WAN Port

Power Cables
Plug into 2 power outlets

LAN 1   LAN 2   LAN 3   LAN 4   POWER

Getting Online

By default, your broadband settings should be pre-configured, or they should configure automatically once your internet service is ready 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 20** of this guide for more details.

Is the internet light off?

Ensure that you received an email from us advising that your internet service is fully provisioned.

- If you have, please turn to the next page to attempt a manual configuration.

- If you haven't received the email, your internet connection isn't ready 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 us with any concerns.

STATUS	WAN	INTERNET	2.4GHz	5GHz	WPS	ETHERNET	USB	PHONE	WIRELESS BUTTON

WiFi

1 · INTERNET

2 · PHONE

Manual Configuration (1 of 4)

You can log in to your modem settings to configure your connection, or simply adjust your WiFi settings.

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 password, which can be found under "GUI Login" on your modem's barcode sticker.

3. The Setup Wizard should run; if not, simply click **Setup Wizard** on the dashboard.

4. Select your provider from the **Internet Service Provider** list. For the rest of the settings, **refer to the table on the next page** for the type of internet that you have.

5. Click **Next**. If you have an active NodePhone (VoIP) service, you can enter its details here. If you have Internode NBN Phone, VoIP with another provider, or your NodePhone service isn't ready yet, click "I don't have VoIP". You can set up VoIP later with the steps on **page 20**.

6. Click **Next**, and then turn to **page 15** to continue with your manual configuration.

```
TG789vac v2
Wireless VoIP Smart Ultra Broadband Gateway

_____ Wireless user codes _____

     2.4GHz Network name:  internodeD1234F

       5GHz Network name:  internodeD1234F - 5G

           Wireless Key:  3X4mple123


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

Manual Configuration (2 of 4)

The different settings for different types of internet.

Type of Internet	WAN Interface	WAN Type	VLAN Enabled	Other Settings
ADSL / Naked	ADSL	PPP over Ethernet	Off	VPI 8 / VCI 35
NBN™ HFC & FTTC	Ethernet	You'll also need to enter your username and password as shown on the email from us advising that your broadband service has been fully provisioned.	On	VLAN ID 2
NBN™ FTTP	Ethernet		Off	N/A
NBN™ FTTB / N	VDSL		Off	N/A
NBN™ Wireless	Ethernet		Off	N/A
OptiComm and OPENetworks FTTH Estates	Ethernet		Off	N/A
OPENetworks FTTN Estates	VDSL		Off	N/A

Manual Configuration (3 of 4)

If you wish to keep the default WiFi settings, simply leave all boxes blank and click **Next** until you reach the Router Security Settings step in the Setup Wizard, which is covered on the next page.

1. **Wireless 2.4GHz** must be turned **ON** in order to connect to this network. 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.

2. The **2.4Hz SSID Broadcast name** is the name of your 2.4GHz WiFi network. You can change this to anything you'd like.

3. Click **Next** and make sure **Security Key Type/Security Mode** is set to **WPA+WPA2 PSK**.

4. The **2.4GHz Security Key** is the password for your 2.4GHz WiFi network. Change this to something that's hard for others to guess but easy for you to remember. You may wish to write down your new WiFi details for future reference.

5. Click **Next** and run through steps 1-4 again for your 5GHz WiFi network. Your modem has 2 WiFi networks which broadcast on different frequencies. If your device(s) can't connect to the latest 5GHz network, use the 2.4GHz one.

6. Click **Next** and turn to the next page to continue with your manual configuration.

> ⚠ **WiFi tip**
> If you're having trouble connecting to the WiFi, check the WiFi lights on your modem. If they're off, your modem's Wireless on/off button may have been pressed accidentally and turned off the WiFi. Press the Wireless button again to turn the WiFi back on.
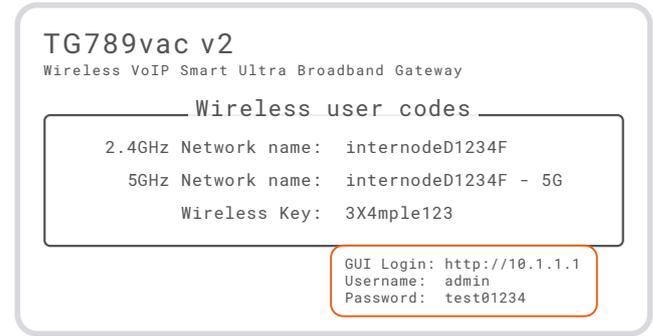
The Setup Wizard allows you to change the username and password used to log in at **http://10.1.1.1**. This can be handy if you have tenants or meddling teens and you don't want them to change your modem settings.

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.

```
TG789vac v2
Wireless VoIP Smart Ultra Broadband Gateway

                    Wireless user codes
    2.4GHz Network name:  internodeD1234F

      5GHz Network name:  internodeD1234F - 5G

           Wireless Key:  3X4mple123


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

Internet address:	http://10.1.1.1
Default username:	admin
Default password:	Printed on the sticker on the base of your modem

Connecting via WiFi

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:  internodeD1234F             │
│    5GHz Network name:  internodeD1234F - 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. We recommend using the 5GHz network for the best experience, but if your device(s) can't connect to the latest 5GHz network, use the 2.4GHz one.

Setting up VoIP

If you didn't set up VoIP in the Setup Wizard or you have a third party VoIP provider, please follow the instructions on the next page. If you have VoIP from a third party provider, you'll need to contact them to confirm the correct VoIP settings.

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 internet 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.

Phone 1

Setting up NodePhone

Please note these instructions do not apply to Internode NBN Phone.

1. On your connected computer or WiFi device, log in at **http://10.1.1.1**. The default username and password can be found under "GUI Login" on your modem's barcode sticker.

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. For NodePhone, enter 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

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.

Notes

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.

Warranty Information

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. You can contact us on 1300 788 233 or via email to support@internode.com.au if you have any questions regarding this warranty.

1.11 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 logo]

Internode Support

7ᴀᴍ - 10pm (ᴄsᴛ) 7 days

1300 788 233

support@internode.com.au

ABN 82 052 008 581

Moving house?

Don't leave your broadband behind!
Call our movers team on 13 66 33