



# GETTING CONNECTED

## Installation instructions for your Home Network Gateway (HNG) TG799

This guide is designed to help you get started with your new HNG. It relates to services being delivered over NBN FTTB and FTTN connections. Please make sure you keep it in a safe place, as you may find you need to refer to it again at a later date.

# IMPORTANT: READ BEFORE YOU START

For your new HNG to operate successfully with your existing ADSL broadband service until you change over to the NBN, you will need to re-establish your current ADSL broadband service on the HNG using your existing user ID and password details. If you need assistance, please contact your service provider.

In most cases an NBN technician will not need access to your premises in order to connect you to the NBN. If access is required, then your service provider will contact you to arrange a suitable time.

Once connected to the NBN, your new home phone or broadband service will be delivered directly from the HNG. This means the existing internal home wiring connected to your phone wall sockets (telephone outlets) may no longer deliver a working phone service. For your NBN home phone or broadband service to work properly, the NBN connection from your home's main telephone socket needs to be directly connected only to the HNG, with all other cabling and existing devices disconnected.

If required, a qualified licensed cable installer or electrician can carry out any changes required to your internal home cabling and reconnect your existing devices to the HNG.

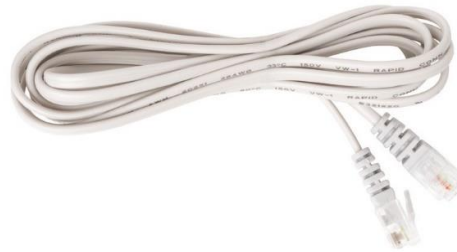
# CONTENTS

- 01. Home Network Gateway (HNG)
- 02. WAN Ethernet cable (white with red ends)
- 03. LAN Ethernet cable (white with yellow ends)
- 04. Telephone cables (grey) x 3
- 05. Power supply adaptor and cable
- 06. Wi-Fi Information label (sample)



01.

04.



02.



05.



03.

06.

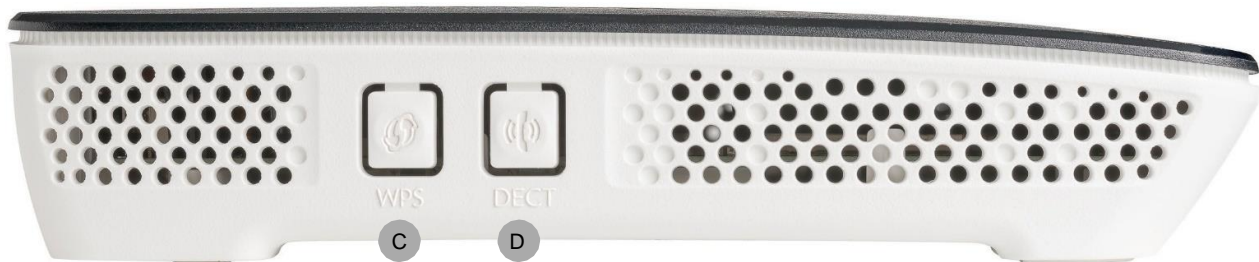


# LIGHTS ON THE HNG



Light	Definition	Function	Notes
Status	Status Indicator (Status has no other button functionality)	<b>Off</b> – No power <b>Green Solid</b> – Normal operation <b>Green Flashing</b> – Device starting up <b>Red</b> – No internet connection	
WAN	Wide Area Network	<b>Off</b> – No network connection <b>Green Solid</b> – Network connection established <b>Green Fast Flashing</b> – Data activity <b>Green Slow Flashing</b> – Trying to detect network connection	
Internet	Internet	<b>Off</b> – No internet connection <b>Green Solid</b> – Internet connection established <b>Green Flashing</b> – Data activity <b>Red</b> – Connection or configuration error	Internet light will turn on solid green when the HNG has acquired an IP address and can connect to a DNS server. It doesn't mean you'll have access to the internet unless provisioned by your Service Provider.
Wi-Fi 2.4GHz	Wireless Network 2.4GHz	<b>Off</b> – Wi-Fi disabled <b>Green</b> – Wireless device(s) connected, no data activity <b>Green Flashing</b> – Wireless device(s) connected, data activity	Your wireless device has to be compatible with 2.4G and 5G Wi-Fi standards.
Wi-Fi 5GHz	Wireless Network 5GHz		
WPS	Wi-Fi Protected Setup	<b>Off</b> – WPS not being used <b>Green</b> – WPS setup successful <b>Orange Flashing</b> – WPS setup in progress <b>Red</b> – WPS setup failed	The WPS button (C) can be used to add a new wireless device also equipped with WPS capability to your network without the need to enter any of your wireless settings manually.
Ethernet	Ethernet	<b>Off</b> – No network connection <b>Green Solid</b> – Network connection established <b>Green Fast Flashing</b> – Data activity	
Phone 1	Phone 1	<b>Off</b> – No phone service connection established <b>Green Solid</b> – Phone service connection established <b>Green Fast Flashing</b> – Phone service activity	
Phone 2	Phone 2		
DECT	DECT – Cordless Phone Base Station	<b>Off</b> – DECT Service not available/cordless phone paired <b>Green Solid</b> – DECT service available/cordless phone paired <b>Orange Slow Flashing</b> – DECT pairing in progress	The HNG can be put in DECT cordless phone pairing mode by pressing the DECT button (D) on the side of the device for a few seconds until the DECT LED is flashing. Note: a compatible DECT cordless phone handset is required to enjoy all the features (DECT cordless phone handset not provided here).

# BUTTONS ON THE HNG



	Button	Definition	Function
A	Reset	Reset Button	When pressed for more than seven seconds it will reset the HNG to its factory settings. Any configuration changes you have made previously will be lost.
B	⏻	Power Switch	To turn the HNG on or off
C	WPS	WPS – Wi-Fi Protected Setup	When pressed, the HNG will search for wireless devices with WPS capability and in WPS mode to register. You will have two minutes to put the other wireless devices in WPS mode.
D	DECT	DECT Paging/Registration Button	When pressed briefly the HNG will page all paired DECT cordless phones. When pressed for 5 seconds the HNG enters into pairing mode.
	📶	Wi-Fi Button (on front of the HNG)	Wi-Fi can be enabled (short press) or disabled (long press) by pressing and holding the Wi-Fi button. When Wi-Fi is disabled the Wi-Fi LEDs will be off.

# SOCKETS ON THE HNG

## PSTN

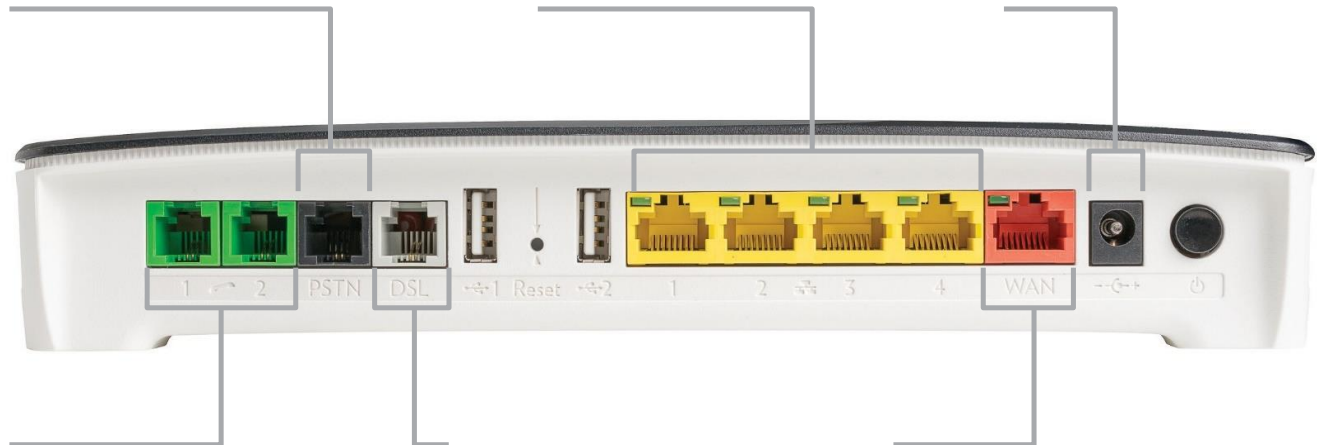
Before cutover to an NBN service, your phone line can be connected here to enable DECT and the phone ports.

## Ports

Connect your data devices (PC, laptop, smart TV) to these Ethernet ports.

## Power

Connect the Power Supply Adaptor cable here.



## Phone 1 and 2

Connect your analogue device(s) or home wiring to the phone ports.

## DSL

This socket is used when your NBN service is provided from your phone socket.

## WAN

This socket is used when your NBN service is provided from an NBN Connection Box.

# STEP-BY-STEP GUIDE TO INSTALLING THE HNG

- 1.** Follow the connection configuration instructions given on the following pages. The configuration will vary according to the type of NBN connection and the existing services you have. Your service provider can provide more information if you are unsure.
- 2.** Plug the Power Supply Adaptor cable into the HNG power inlet on the back of the device. Then, plug the adaptor into a power outlet, turn it on, and push the ON/OFF button to turn the HNG on.
- 3.** Allow up to five minutes for the HNG to power on and perform the start up sequence. Various lights will be flashing as the device starts up (see the 'Lights on the HNG' on page 3 to see their functions). Wait for the status light to remain solid green before going to the next step. If the status light is not solid green, contact your service provider for assistance.
- 4.** If you have ordered a home phone service as part of your NBN connection, you can now connect your telephone device to either of the two GREEN phone ports at the back of the HNG using one of the GREY telephone cables provided.
- 5.** If you have ordered a broadband service as part of your NBN connection, you can now connect your PC or laptop to any of the four YELLOW LAN ports at the back of the HNG using the Ethernet cable (with yellow ends) provided. If you need to reconnect to your existing working ADSL broadband service before the changeover to the NBN, you will need to re-activate your ADSL broadband service using your user ID and password supplied by your current ADSL broadband service provider.
- 6.** With your home phone and/or broadband service connected to the NBN and working, you can now connect your Wi-Fi devices.

The HNG has two Wi-Fi networks: 2.4G and 5G. The factory default network IDs and passwords for these Wi-Fi networks can be found on the Wi-Fi information label provided in the box, and on the label attached to the back of the HNG device. The wireless network ID and password can be changed via the user interface if you need.

A Wi-Fi connection can be achieved by entering the password on your wireless device (once the wireless device detects the HNG wireless network, identified by the network ID), or by pressing the WPS key on your HNG. Pressing the WPS key on the HNG will put it in Wi-Fi protected setup mode. You will have approximately two minutes to press the WPS on the other Wi-Fi enabled device to complete the connection.
- 7.** To pair your DECT cordless phones (not supplied), and to set up any other advanced settings available on the HNG, refer to the information on advanced features which can be found on page 15 of this guide.

**Important: Your service provider will provide you with connection configuration instructions with your HNG that explain how to connect your device. If you have not received these instructions, please contact your service provider immediately.**

# HNG CONNECTION CONFIGURATIONS

The following section includes connection configurations for your new HNG.

If you are not sure which of these configurations apply to you, contact your service provider for assistance.

I am:	Refer to:
Connecting a new NBN broadband and home phone service (I didn't previously have a broadband or home phone service at this address)	Page 8
* Changing my existing home phone and ADSL broadband service to an NBN broadband and home phone service	Page 9
* Changing my existing ADSL broadband service to an NBN broadband service only	Page 11
* Changing my existing home phone service to an NBN home phone service only	Page 12
Connecting a new NBN broadband service only (I didn't previously have a broadband service at this address)	Page 13
Connecting a new NBN home phone service only (I didn't previously have a home phone service at this address)	Page 14

\* Note:

- These connection configurations assume that you previously had a home phone and/or broadband service with your service provider.
- During the changeover from your existing services to your new services on the NBN, there may be a short period of time when neither your existing nor your new broadband and/or home phone services are available.
- Because the new NBN services will operate over the same wiring as your old services, then the old services will no longer operate after the changeover to the NBN.

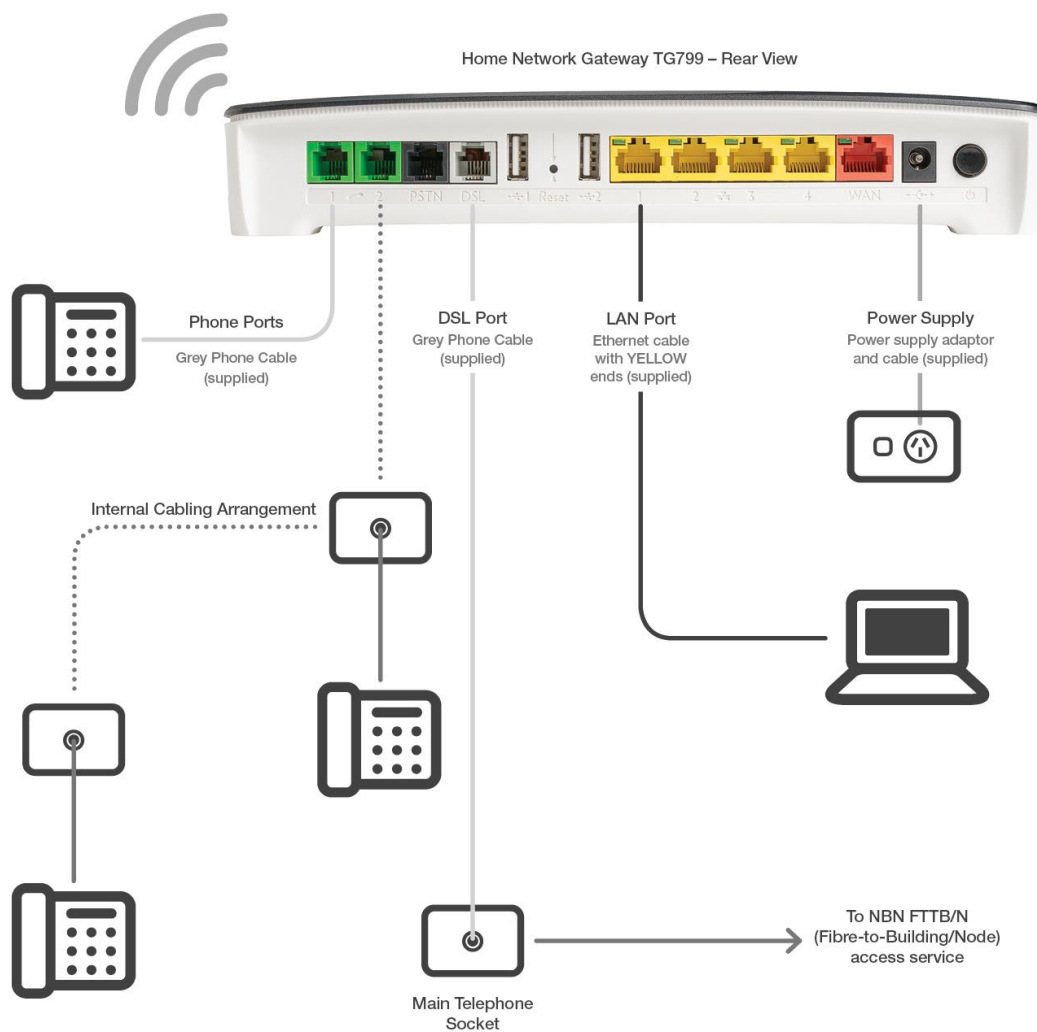


# FIGURE 1 – PHONE AND BROADBAND SERVICES (FTTB OR FTTN)

This configuration is for new home phone and broadband services delivered over an NBN FTTB or FTTN connection when there are no existing working ADSL broadband or home phone services in the premises.

1. Connect your HNG as shown in the figure below. Then follow the instructions under 'Step-by-Step Guide to Installing the HNG' on page 6.
2. To avoid interference and performance degradation, the HNG must be connected to the main telephone socket in your premises, on its own, with all other internal cabling and existing telecommunications equipment disconnected (e.g. facsimile and security alarms).

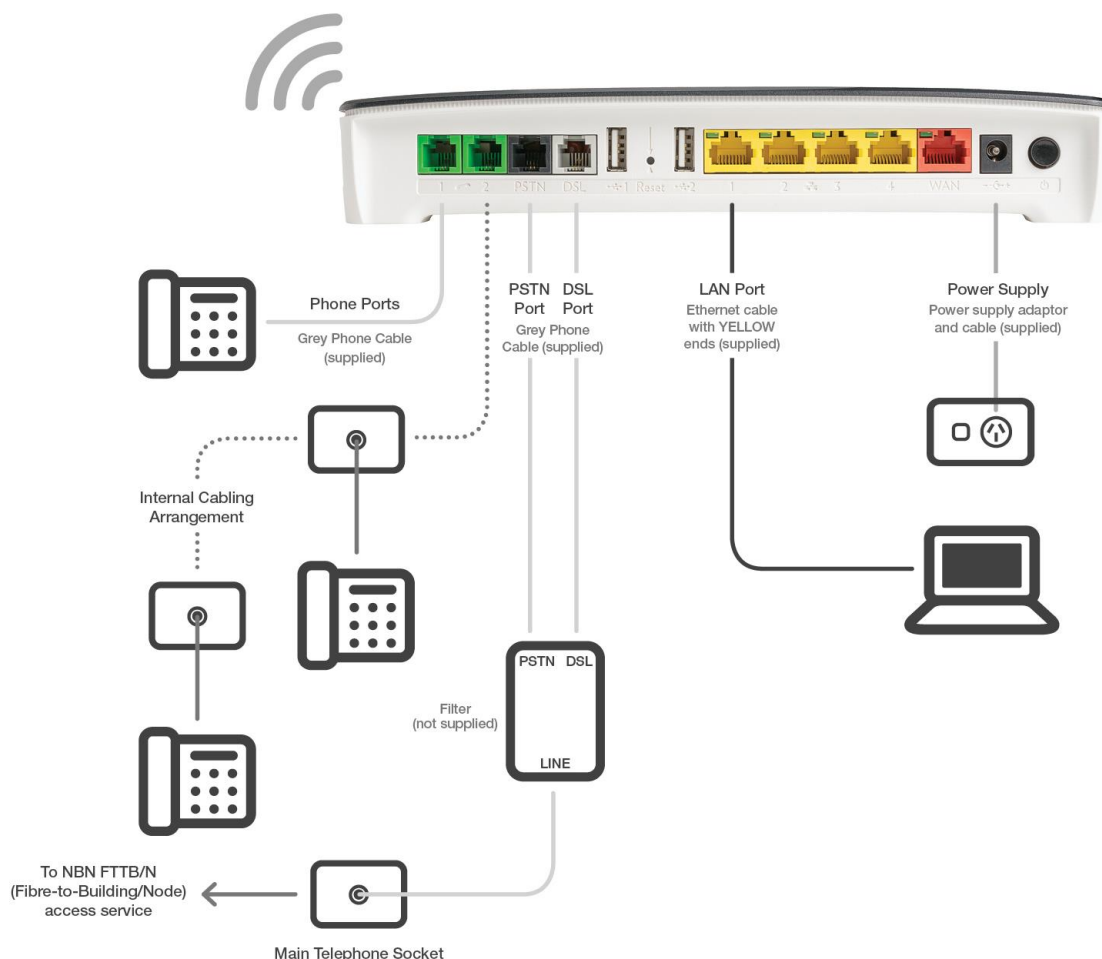
If required, a qualified licensed cable installer or electrician can re-connect your internal in-home cabling as shown in the diagram with a dotted line.



# FIGURE 2 – NBN READY FOR TRANSITION: PHONE AND BROADBAND SERVICES (FTTB OR FTTN)

The NBN-ready configuration (for existing working ADSL broadband and home phone services before the changeover to the NBN) is relevant only if you have an existing working ADSL broadband and home phone service and you want it to work with your new HNG device before you change over to the NBN.

1. Connect your HNG as shown in the figure below. Then follow the instructions under 'Step-by-Step Guide to Installing the HNG' on page 6.
2. To avoid interference and performance degradation, the HNG must be connected to the main telephone socket in your premises on its own, with all other internal cabling and existing telecommunications equipment disconnected (e.g. facsimile and security alarms). If required, a qualified licensed cable installer or electrician can re-connect your internal in-home cabling as shown in the diagram.
3. If you want your new HNG to operate with your existing ADSL broadband service, you will need to have your user ID and password details for your existing ADSL broadband service. If you need assistance, contact your Service Provider.
4. After the changeover to the NBN, your new home phone and broadband service will operate directly from the HNG. Your old ADSL broadband and home phone service will now no longer be active.
5. The filter is now no longer required so you can now connect your HNG DSL port directly to the main telephone socket, using the same grey phone cable. The grey phone cable to the HNG PSTN port can also now be disconnected.

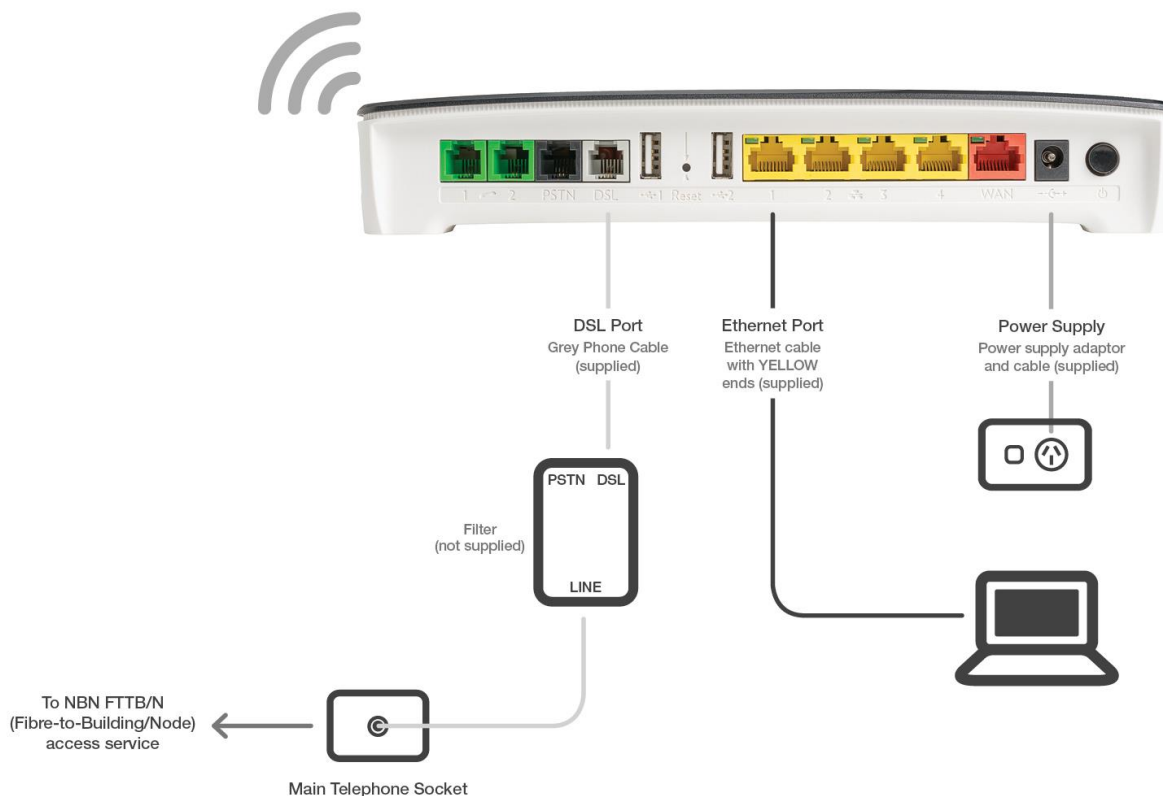


# OTHER SCENARIOS

# FIGURE 3 – NBN READY FOR TRANSITION TO BROADBAND SERVICE ONLY (FTTB OR FTTN)

**This configuration applies if you have an existing working ADSL broadband service and you want it to work with your new HNG device before the changeover to the NBN.**

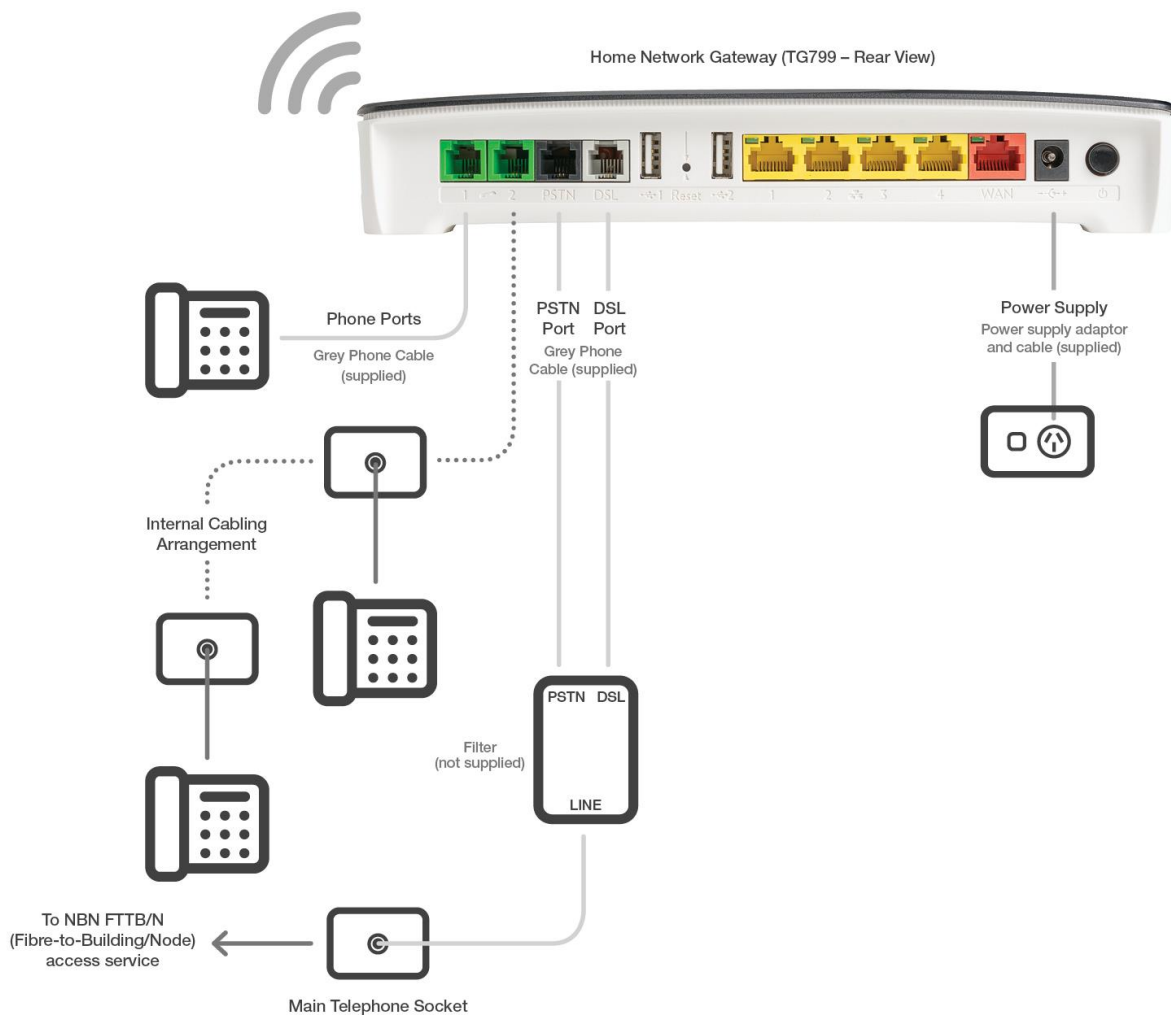
1. Connect your HNG as shown in the figure below. Then follow the instructions under 'Step-by-Step Guide to Installing the HNG' on page 6.
2. To avoid interference and performance degradation, the HNG must be connected to the main telephone socket in your premises on its own, with all other internal cabling and existing telecommunications equipment disconnected (e.g. facsimile and security alarms). If required, a qualified licensed cable installer or electrician can re-connect your internal in-home cabling.
3. If you want your new HNG to operate with your existing ADSL broadband service, you will need to have the user ID and password details for your existing ADSL broadband service. If you need assistance, contact your Service Provider.
4. After the changeover to the NBN, your new broadband service will operate directly from the HNG. Your old ADSL broadband service will now no longer be active.
5. The filter is now no longer required so you can now connect your HNG DSL port directly to the main telephone socket, using the same grey phone cable.



# FIGURE 4 – NBN READY FOR TRANSITION TO PHONE SERVICE ONLY (FTTB OR FTTN)

**This configuration applies if you have an existing working home phone service and you want it to work with your new HNG device before the changeover to the NBN.**

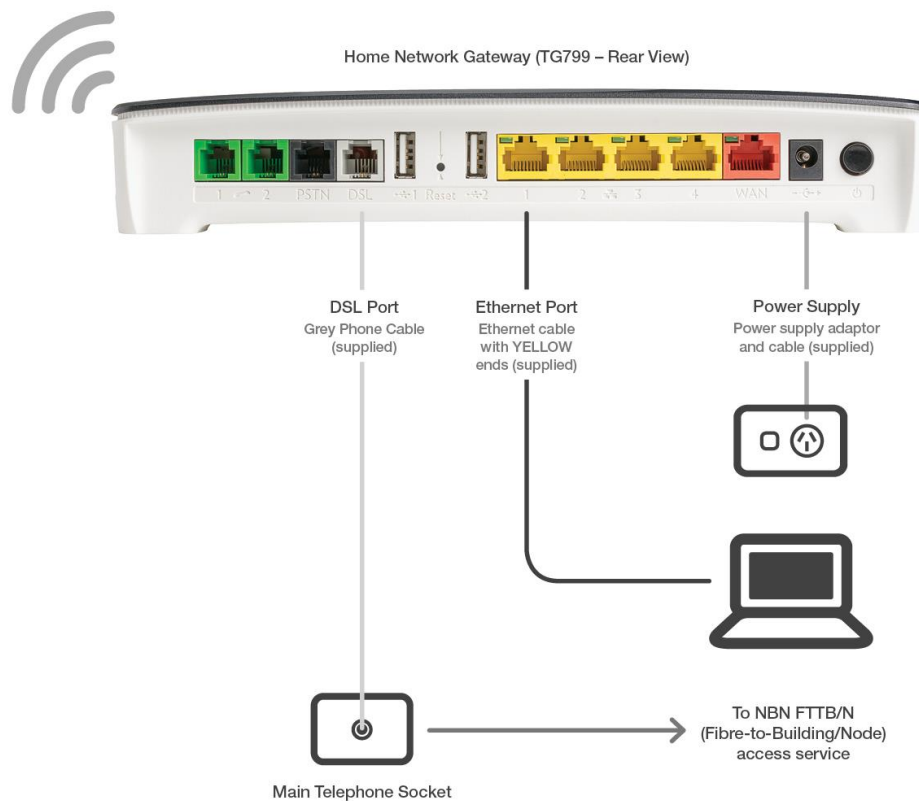
1. Connect your HNG as shown in the figure below. Then follow the instructions under 'Step-by-Step Guide to Installing the HNG' on page 6.
2. To avoid interference and performance degradation, the HNG must be connected to the main telephone socket in your premises on its own, with all other internal cabling and existing telecommunications equipment disconnected (e.g. facsimile and security alarms). If required, a qualified licensed cable installer or electrician can re-connect your internal in-home cabling as shown in the diagram with a dotted line.
3. After transition to the NBN, your new home phone service will operate directly from the HNG. Your old home phone service will now no longer be active.
4. The filter is now no longer required so you can now connect your HNG DSL port directly to the main telephone socket, using the same grey phone cable. The grey phone cable to the HNG PSTN port can also now be disconnected.



# FIGURE 5 – BROADBAND SERVICE ONLY (FTTB OR FTTN)

**This configuration is for new broadband services delivered over an NBN FTTB or FTTN connection when there are no existing working services in the premises.**

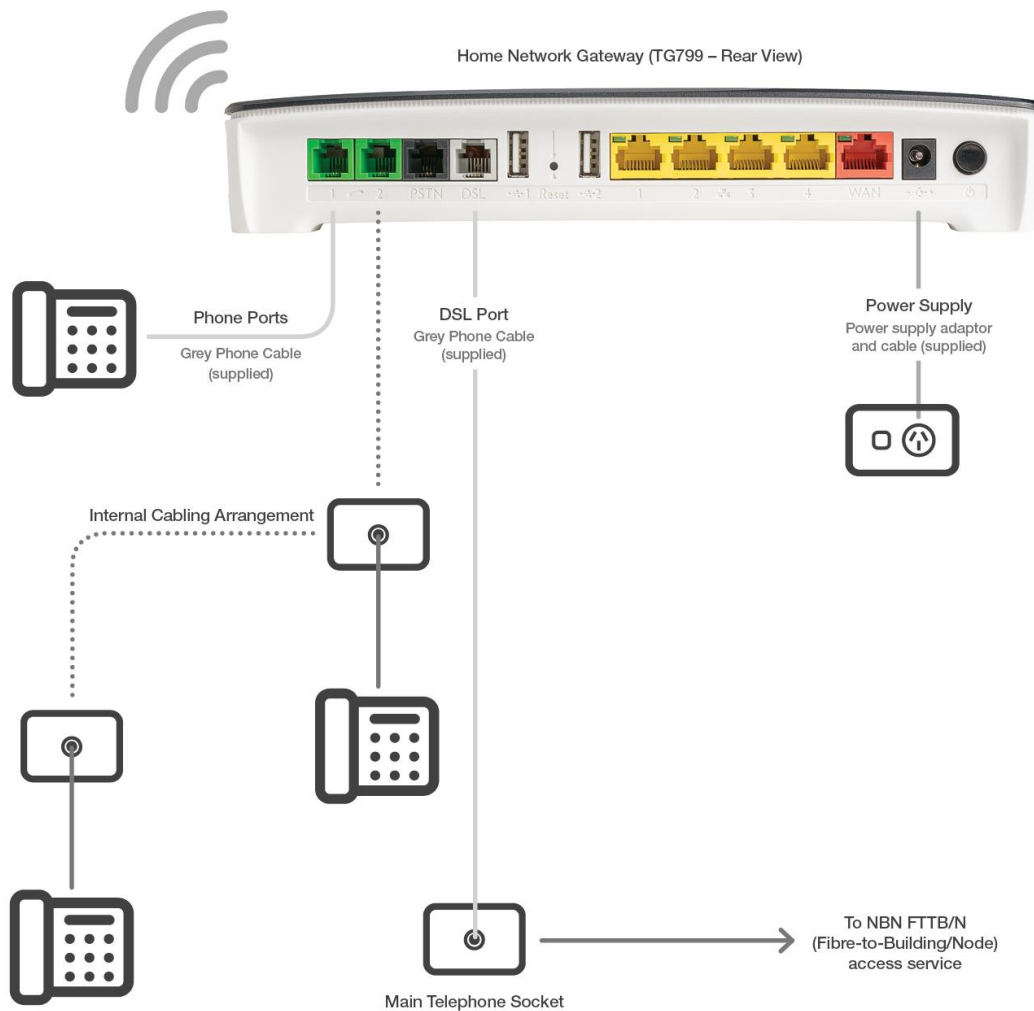
1. Connect your HNG as shown in the figure below. Then follow the instructions under 'Step-by-Step Guide to Installing the HNG' on page 6.
2. To avoid interference and performance degradation, the HNG must be connected to the main telephone socket in your premises on its own, with all other internal cabling and existing telecommunications equipment disconnected (e.g. facsimile and security alarms). If required, a qualified licensed cable installer or electrician can re-connect your internal in-home cabling.



# FIGURE 6 – PHONE SERVICE ONLY (FTTB OR FTTN)

**This configuration is for new phone services delivered over an NBN FTTB or FTTN connection when there are no existing working services in the premises.**

1. Connect your HNG as shown in the figure below. Then follow the instructions under 'Step-by-Step Guide to Installing the HNG' on page 6.
2. To avoid interference and performance degradation, the HNG must be connected to the main telephone socket in your premises on its own, with all other internal cabling and existing telecommunications equipment disconnected (e.g. facsimile and security alarms). If required, a qualified electrician or licensed cable installer can re-connect your internal in-home cabling as shown in the diagram with a dotted line.



# ADVANCED FEATURES

## **HNG Graphical User Interface**

The user interface of your HNG supports a number of advanced features, including media sharing, firewall/parental control, USB device support, DECT cordless base station, and Wi-Fi wireless network settings for 2.4G and 5G wireless local area networks.

**To access the user interface, enter //10.0.0.138/ or //mygateway/ in your internet browser's address window.**

## **DECT Cordless Phone Pairing**

DECT Cordless Phone Pairing can be established without accessing the user interface by simply pressing the DECT button continuously for five seconds.

This action puts the DECT cordless base station in pairing mode – the DECT light will flash Orange. Next, activate the pairing on your compatible DECT cordless phone to complete the action. Once paired the DECT light will turn a steady green.

Pressing the DECT button briefly will page all paired DECT cordless phones – you can pair up to five DECT cordless phones.

Note: a compatible DECT cordless phone is required to enjoy all the features available from your HNG (DECT cordless phone is not supplied).