

Getting connected

Installation Instructions for your
Home Network Gateway (HNG) Model 5356



Important Read before you start

For your new Home Network Gateway (HNG) to operate successfully with your existing ADSL service, you will need to re-establish your ADSL/internet service using your existing user ID and password details. If you need assistance, please contact your Service Provider.

Once connected, your new phone or broadband service will be delivered directly from the Home Network Gateway. This means the existing phone wall sockets (telephone outlets) connected to your internal home wiring may no longer work. For your NBN phone or broadband service to work optimally, the connection into your home needs to be directly connected to the Home Network Gateway with all other cabling and existing devices isolated.

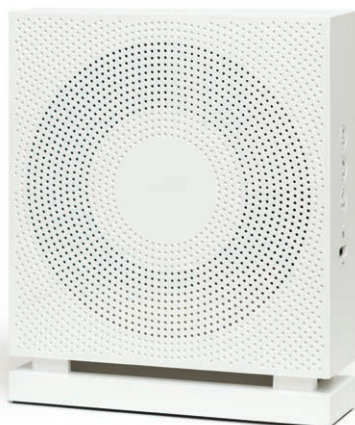
If required, a qualified licensed cable installer (electrician) can determine any changes required to your internal in-home cabling and reconnect your existing devices to the Home Network Gateway.

This guide is designed to help you get started with your new Home Network Gateway (HNG). 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.

Equipment

1. Home Network Gateway (HNG)
2. WAN Ethernet cable (white with yellow and red ends)
3. LAN Ethernet cable (white with yellow ends)
4. Telephone cables (white with grey ends) x 2
5. Power supply adaptor
6. Wi-Fi Information label

1.



2.



3.



4.



5.



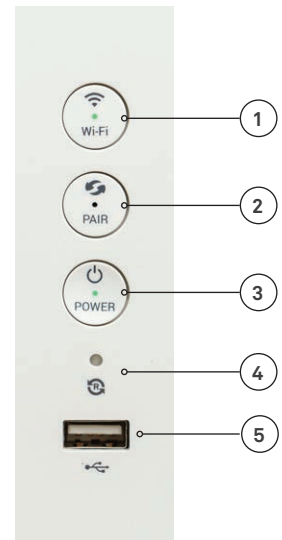
6.

Your Wi-Fi Details

Wi-Fi Name
5GHz SGM5356_xxxxxx-5G
2.4GHz SGM5356_xxxxxx
Wi-Fi Password
xxxxxxxxxxxx

Buttons and LED lights on the front panel

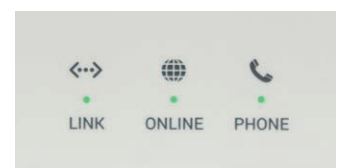
Function	LED Colour	Description of Operation
Power	Off	Power switched off
	Green	Powered on
	Blue	Firmware upgrade in progress
	Solid Red	Gateway has overheated
Wi-Fi	Solid Green	2.4GHz or 5GHz Wi-Fi is on
	Off	2.4GHz and 5GHz Wi-Fi is off
Pair	Solid Green	DECT registered/WPS paired
	Flashing White	DECT and WPS in Pairing Mode
	Flashing Blue	DECT paging
	Intermittent fast flashing Red	WPS Session Overlap
	Fast blinking Red	WPS error
	Off	Not Paired



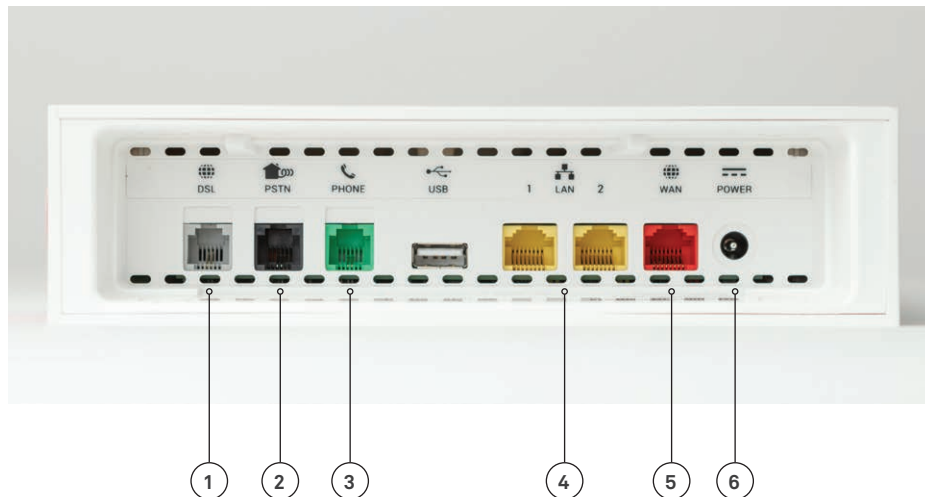
- Wi-Fi (On/Off):** Turn on Wi-Fi (when Wi-Fi is disabled)
- PAIR (DECT):** Short Press (<1s): Page DECT handset
Long Press (>1s): Start DECT and WPS pairing
- POWER (On/Off)**
- Rest Button:** Long press (> 8 sec): Reset gateway to Factory defaults
- USB (2.0) port**

Top LED panel display indicators

Function	LED Colour	Description of Operation
Link	Solid White	Trying to detect DSL carrier signal
	Solid Blue	DSL carrier detected trying to synchronize
	Solid Green	DSL line synchronized / Ethernet WAN link is up
	Off	No physical DSL, No physical Ethernet WAN connection
Online	Solid White	Trying to connect (after LINK LED has turned green)
	Solid Green	Fixed Internet connectivity and user can surf the www
	Solid Red	PPP authentication failed
	Off	No WAN connectivity
Phone	Solid Green	SIP profile is registered and no call in progress
	Solid Blue	Call in progress
	Solid White	Trying to register
	Off	SIP client is not provisioned or disabled



Sockets on the HNG



1. **DSL:** This socket is used when your NBN service is provided from your phone socket (FTTN, FTTB).
2. **PSTN – FXO (Black):** Your phone line can be connected here to enable DECT and phone ports.
3. **PHONE – FXS (Green):** Connect your analogue telephony device or home wiring.
4. **LAN 1 & 2:** These LAN ports are used to connect your data devices (PC, laptop, smart TV).
5. **WAN – (Red):** This socket is used when your NBN service is provided from an NBN Connection Box (FTTP, HFC, FW, FTTC).
6. **POWER:** Connect the power supply adaptor here.

Step-by-step guide to installing the HNG

- 1 **Connect HNG to the network** – Follow the connection configuration instructions given to you by your service provider. The configuration will vary according to the type of NBN access and services you have (your service provider can confirm if you are unsure).
- 2 **Power HNG** – Plug the Power Supply Adaptor into the Home Network Gateway power inlet on the bottom of the device. Then, plug the adaptor into a power outlet, turn the power outlet on, and push the POWER button on the Home Network Gateway to turn it on.
- 3 Allow up to 10 minutes for the Home Network Gateway to power on and perform the start up sequence. Various lights on the HNG will be flashing as the device starts up. Wait for the **Online** 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 **Connect Devices** – If you have ordered a **phone service** as part of your connection, you can now connect your telephone device to the GREEN phone port on the bottom of the HNG using one of the white telephone cables provided.
- 5 If you have ordered a **broadband service** as part of your connection, you can now connect your PC or laptop to any of the two YELLOW Ethernet ports on the bottom of the HNG using the LAN Ethernet cable (with yellow ends) provided. If you are reconnecting your existing working ADSL service before the NBN cut over, you will need to re-activate your service using your user ID and password supplied by your current ADSL service provider.
- 6 With your phone and/or broadband service connected and working, you can now connect your Wi-Fi devices, pair your cordless DECT phones (not supplied) and setup any other advanced settings available on the HNG.

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 them immediately.

HNG Connection configurations

The following section includes connection configurations for your new HNG for the different broadband access technologies.

If you are not sure which of these configurations apply to you, contact your phone Service Provider for assistance.

Figure 1 – Phone & Broadband Services (Fibre to the Node or Fibre to the Building)

1. Connect your Home Network Gateway as shown in this figure. For next steps see 'Step-by-Step Guide to Installing the HNG'.
2. To avoid interference and performance degradation, the HNG must be connected to the first socket/telephone outlet in your premises on its own, with all other internal cabling and existing telephone equipment disconnected (eg. facsimile and security alarms).

If required, a qualified licensed cable installer (electrician) can re-connect your internal in-home cabling.

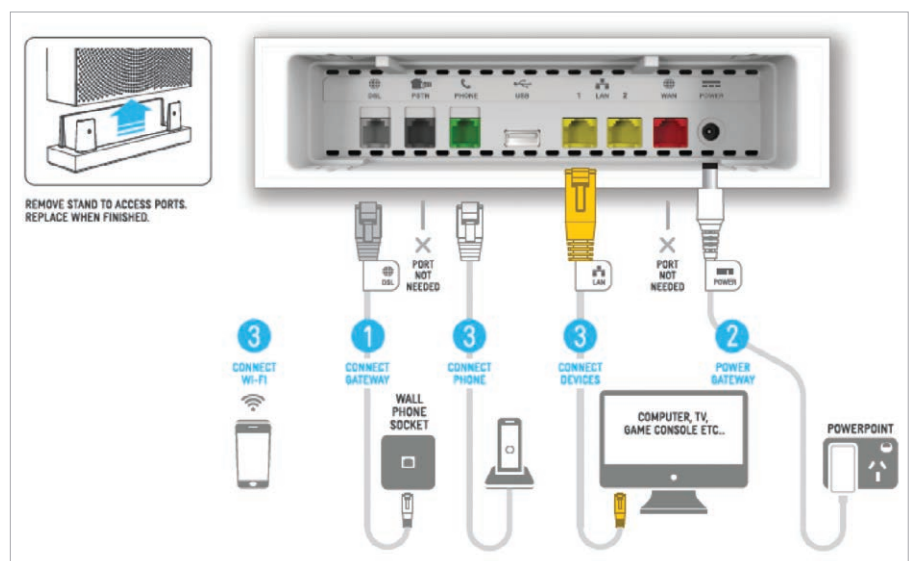
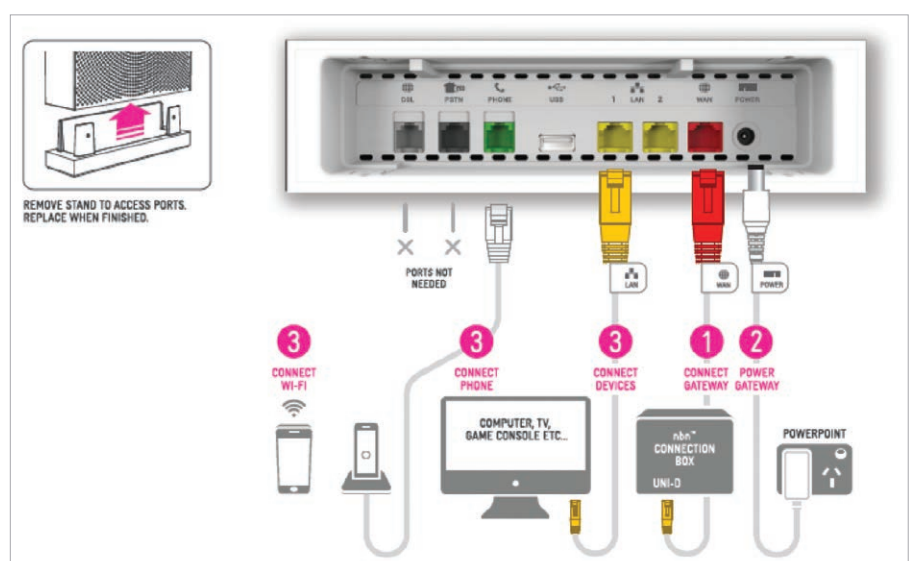


Figure 2 – Phone & Broadband Services (Fibre to the Premises, Fixed Wireless, HFC, FTTC)

1. Connect your Home Network Gateway as shown in this figure. For next steps see 'Step-by-Step Guide to Installing the HNG'.
2. To avoid interference and performance degradation, your internal home cabling must be completely isolated from any remaining PSTN lead-in or external copper cable from the street. If required, a qualified licensed cable installer (electrician) can re-connect your internal in-home cabling.



HNG features

The 5356 HNG is capable of utilising different forms of access technology to access the World Wide Web (www).

HNG Features

- VDSL / Fibre /ADSL2+
- **Wi-Fi 802.11n 2.4Ghz** (2 x 2) – backward compatible with 802.11 b/g
- **Wi-Fi 802.11ac 5Ghz** (3 x 3)
- Two 10/100 BASE-T (Fast Ethernet) LAN Ports to provide wired connectivity (Yellow)
- One 100/1000 GigE **WAN port** – Capable of supporting full 100Mbps throughput for **NBN & FTTP** (Red)
- Hybrid WPA & WPA2 capability
- Wireless Protected Setup (WPS), including a push button switch to activate WPS for simplified and secure wireless setup.
- **2x USB 2.0 Interfaces**
 - x1 USB master port rated at 1000mA on the front of the case (HDD friendly)
 - x1 USB master port rated at 500mA at the bottom
 - Both USB now supports NTFS and FAT32 format
- Built in DLNA (Media Server) capability to provide more simple connectivity and ability to share Multimedia content with DLNA certified internet ready devices (i.e. TVs, Digital Cameras etc) within the Home Network
- This router firewall supports UPnP connections which enable PS3 and Xbox network support
- IPv6 capable – Gateway will be ready for the migration onto the IPv6 environment
- 12vDC 2A plug pack (only to be used with the 5356 HNG)
- 1 FXO analogue port (incoming analogue must be filtered if using a DECT on ADSL connection)
- 1 FXS port supporting legacy analogue CPE like faxes, phones (NBN only)

Advanced features

GUI (Graphical User Interface)

The GUI can be accessed by either Ethernet or wireless with the Telstra default IP address **10.0.0.138** this will bring up the below HOME screen and from here you will be able to configure the Sagemcom 5355 Gateway to meet the customer's requirements

There are 8 main menus:

- Home screen
- Broadband
- Wi-Fi
- Content Sharing
- Parental Control
- Services
- User Settings
- Advanced

From each of these menus you will be able to view sub-menus which will indicate current details and also give you the ability to configure changes where appropriated to achieve the customer's requirements.

Wireless Network Connections (Wi-Fi)

The Home Network Gateway has two Wi-Fi networks, 2.4G and 5G. Factory default network ID (SSID) and passwords (key) for these wireless 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 itself. Wireless network ID & password (key) can be changed via the user interface if needed.

Wireless network connections can be achieved by entering the HNGs password on your wireless device (once the wireless device detects the HNGs wireless network identified by the network ID (SSID)), or by pressing the Wi-Fi (Wi-Fi protected setup) button on your HNG, which will begin to flash orange and then solid green when Wi-Fi is on.

DECT Phone Pairing

DECT Phone Pairing can be established without accessing the user interface by simply pressing the PAIR button continuously for greater than 1 second.

This action puts the DECT base station in pairing mode – the PAIR light will flash White. Next, activate the pairing on your compatible DECT phone to complete the action, when PAIR light will turn solid Green.

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