swan™

User Manual

fibre box F5366s

Sagemcom

The purpose of this user manual is to give users the functions for operating and managing the equipment. The presented access level (**admin**) is protected by a password and allows one to access all these functions in read and write mode for all network parameters.

Note

Configuration of the gateway by the web interface is described in detail (cf. section 3).

Important

This user manual describes the gateway in the ADSL, ADSL2, ADSL2+ and VDSL2.

All the specificities dealing with FTTH mode are detailed in chapter 7.

To ease legibility of the user manual, the term "gateway" will be used throughout the document to designate the eir fibre box modem.

Guide to symbols used in this manual

Symbols	Definition
Note	Gives you important information which you must take into account.
Important	Warns you not to do an action, or commit a serious omission.

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Introduction

1.1 Presentation

This user manual is dedicated to the eir fibre box product. This equipment is a gateway which gives users broadband Internet access from their computer, tablet, smartphone or game console by various Ethernet or Wi-Fi (IEEE 802.11n or 802.11ac) interfaces via an ADSL/ADSL2/ ADSL2+/VDSL2 and FTTH networks.

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2. Description and hardware installation

2.1 Description

The following figure gives an overview of an eir fibre box.

Figure 2.1 - ***Overview of the eir fibre box***

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2.1.1 Connectors and buttons

Rear View

Side view

Marking	Meaning
WiFi (button)	Press 3 seconds to turn WiFi on/off
WPS (button)	Press to activate WPS pairing mode
⏻	Press this button to switch the gateway on/off.

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Reset	Long press (more than 10 seconds) resets the gateway to the factory configuration. **Note:** The long press deletes the entire personalized configuration of the gateway: password, configuration, etc.
DSL	RJ11 connector used to connect to an ADSL2+ or VDSL2 line (WAN interface).
Phone	RJ11 connector to connect a phone
USB	"Master" USB type A female connector (USB Interface) used for "File Sharing"
Eth x (1 to 4)	RJ45 connectors (10/100/1000BASE-T Ethernet Interface). These connectors are identified by the yellow color. They are used to connect to a computer or a television set (via a TV/Video Decoder).
WAN Eth	FTTH WAN dedicated port.
Power	Miniature jack fixed connector. This connector enables the gateway to be supplied with direct current from a power supply unit (PSU).

2.1.2 LEDs

The following table describes the meaning of the LEDs on the front and back panel of the gateway:

item	Icon	Text	Spec	Colour
1- Power		Power	Solid green: Device is powered on and has booted up successfully Off: Power off Blinking red: Device is booting Solid Red: Device failed to power up properly	Green / Red

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2- Sync		Sync	Solid green: DSL line is synchronised, or a WAN ETH cable is connected to the WAN port and the link is active Blinking slowing: Trying to detect DSL carried Blinking fast: Detected DSL carrier and trying to synchronise Off: No Broadband connection is plugged in or power is off	Green
3- Internet		Internet	Solid green: IP address is received on Data WAN Internet interface. Off: No Data WAN Internet service	Green
4- Wi-Fi		Wi-Fi	Solid green: WiFi is turned on Off: WiFi is off Blinking green (slow): WPS is triggered and WPS pairing slot is open Blinking green (fast): during 2 secs when the pairing is successful	Green
5- VOIP		Phone	Solid green: VoIP account is registered Off: VOIP service is off	Green

3. Information / Configuration

3.1 Accessing the setting screen

The configuration of the gateway can be performed using an Ethernet connection (**Eth1** to **Eth4**) or via the Wifi connection depending on the device used (computer, tablet...).

Your gateway is then configured using a simple Web browser (e.g. Internet Explorer).

Note

The gateway's DHCP server function is activated by default with an address range defined as indicated in subsection.3.3.2.

To access the user interface, proceed as follows:

1. Open a web browser and enter the address: http://192.168.1.254
2. In the login screen that appears, enter your password.
   By default, the password is indicated on the label of the product (same as the Wi-Fi password)

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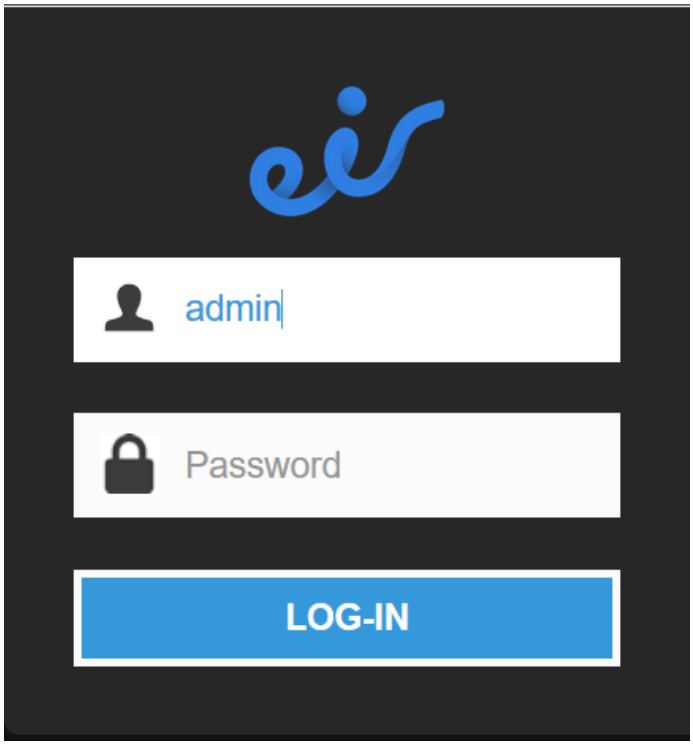

Note

The equipment's IP address (192.168.1.254) appears in the header bar.

3. Click on **LOGIN** to validate.

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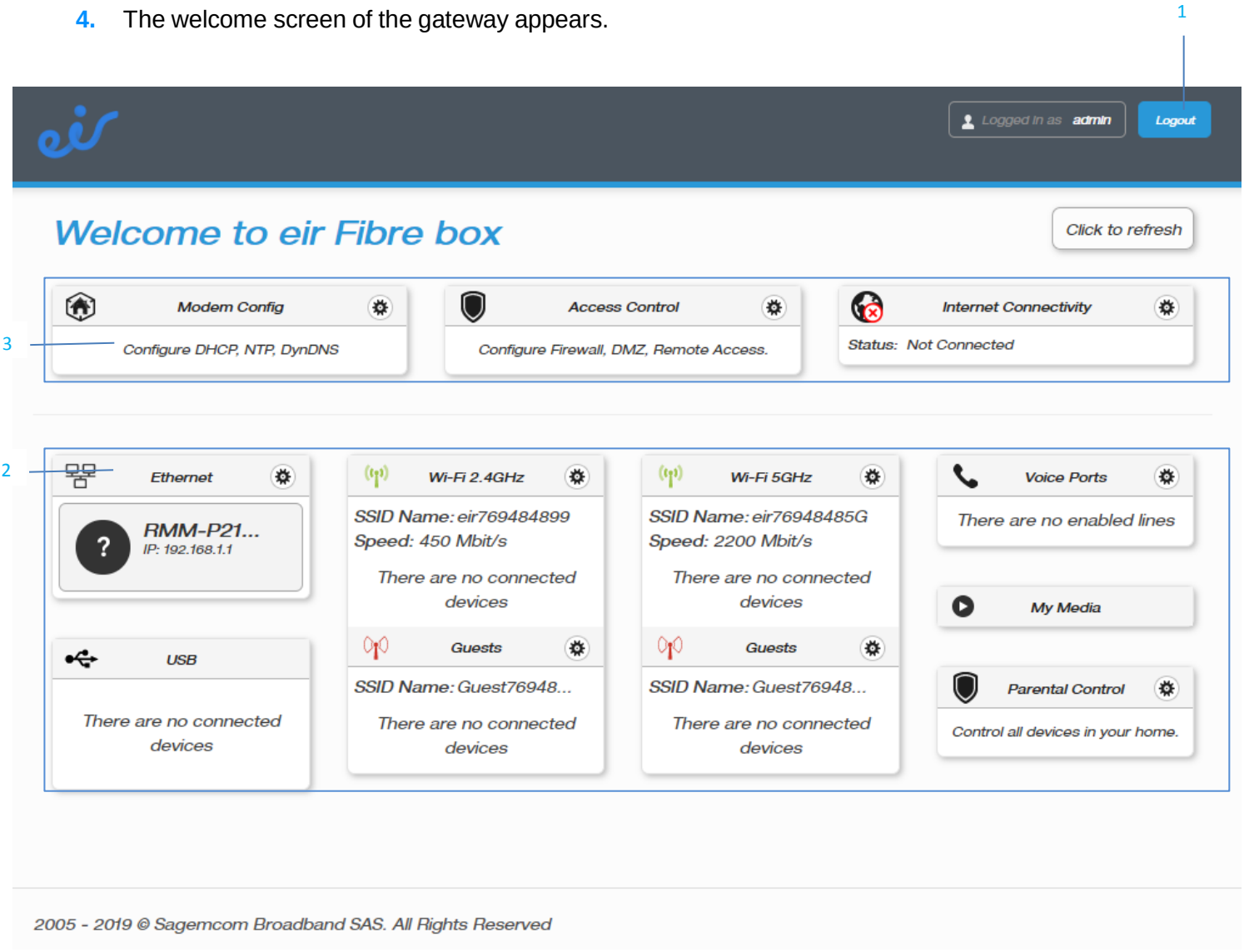
4. The welcome screen of the gateway appears.



Mark	Description
1	To log out of the web interface.

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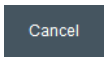
2	Here you will find the devices that are connected to your eir fibre box. By clicking on the device icons, you can access the configuration menu for each. • **Ethernet** displays the LAN devices connected to your eir fibre box. For more information, consult the Section Ethernet service (see Sub-section 3.6). • **Wi-Fi x GHz** displays the wireless devices connected to your eir fibre box. For more information, consult the Section Wi-Fi service (see Sub-section **Error! Reference source not found.**) • **Voice Ports** displays information about your phone lines. For more information, consult the Section Voice Ports (see Sub-section 3.11) • **USB** displays the USB memory devices connected to your eir fibre box. For more information, consult the Section USB service (see Sub-section 8). **Note**: This item only appears when one USB memory device is connected. • **Parental Control** is used to create and manage access time and Url restrictions for LAN devices which are connected to the gateway (see sub-section 3.10)

Mark	Description
3	Here you will find the parameters to control and configure your eir fibre box. • The menu **Modem config** allows you to configure general settings. For more information, consult the Section Device configuration (see Sub-section **Error! Reference source not found.**). • The menu **Access Control** allows you to configure the security settings. For more information, consult the Section Access Control (see Sub-section **Error! Reference source not found.**). • The menu **Internet Connectivity** allows you to configure the Internet connection settings. For more information, consult the Section Internet Connection (see Sub-section **Error! Reference source not found.**).
	The help button appears in the configuration menus. To activate the contextual help, click on the field/item for which you want information, and the help button will appear.

3.2 Recommendations

The meaning of the main buttons most commonly present in all the configuration windows is provided in the table below.

Button	Description
	Click on this button to add a new window to fill in the fields used to add an object.
	Click on this button to close the active window and return to the main screen.
	Click on this button to display a new window to modify the fields that can be accessed for a previously selected object.

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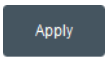
	Click on this button to remove a selected object from a list.
	Click on this button to save the entry in the gateway's non-volatile (flash) memory. **Note:** This value will be taken into account immediately without you having to restart your gateway.

Basic principles

1. To make this guide easier to read and understand, it does not state that each time you enter information into a screen you must click on **Apply** (except, of course, if this is necessary).
2. When you select a section, the screen for the first menu in the section is displayed. In the same way, when you select a menu, the screen for the first sub-menu is displayed.
3. All the fields in the different screens are explained in a table.

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3.3 Modem Config

The device settings are accessible from the welcome screen by clicking on **Modem Config**. This section contains the following menus:

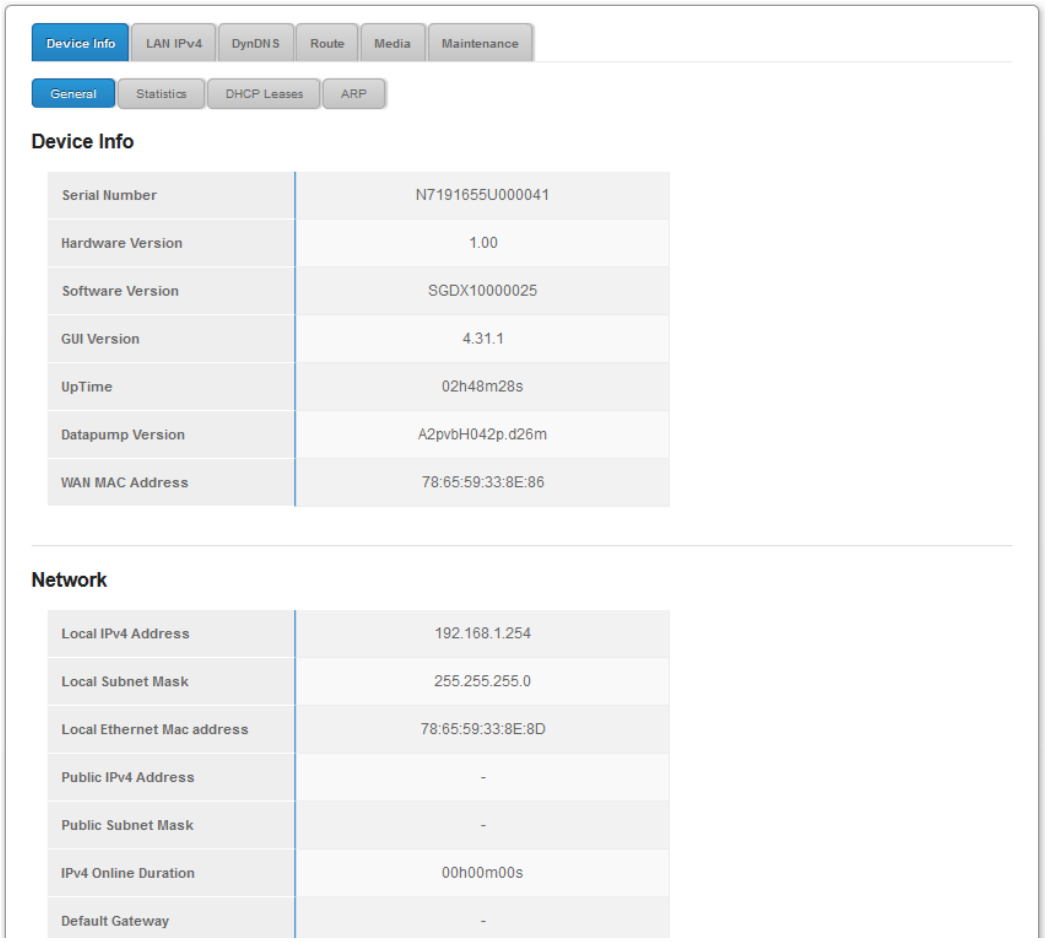
- Device info (see subsection 3.3.1)
- LAN IPv4 (see subsection 3.3.2)
- DynDNS (see subsection 3.3.3)
- Route(see subsection 3.3.4)
- Media (see subsection 3.3.5)
- Maintenance (see subsection 3.3.6)

3.3.1 Device Info

3.3.1.1 General

Object: This menu lets you display basic information about your gateway.

- In the **Device Info** menu, select **General**.



The following screen opens:

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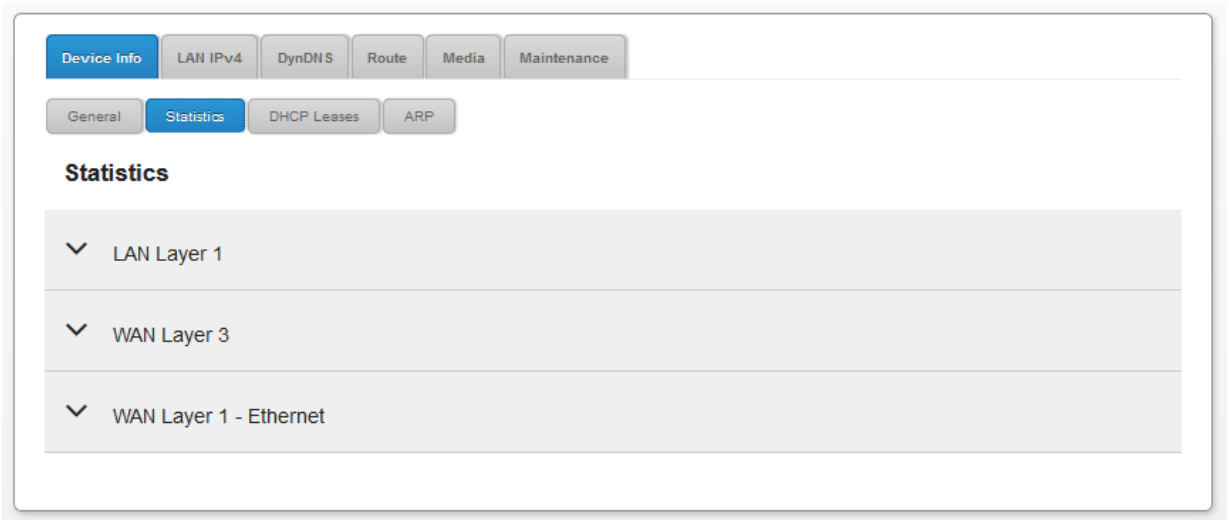
3.3.1.2 Statistics

Object: This menu is used to display all the gateway's statistics.

This menu contains information about:

- LAN
- WAN
- Ethernet

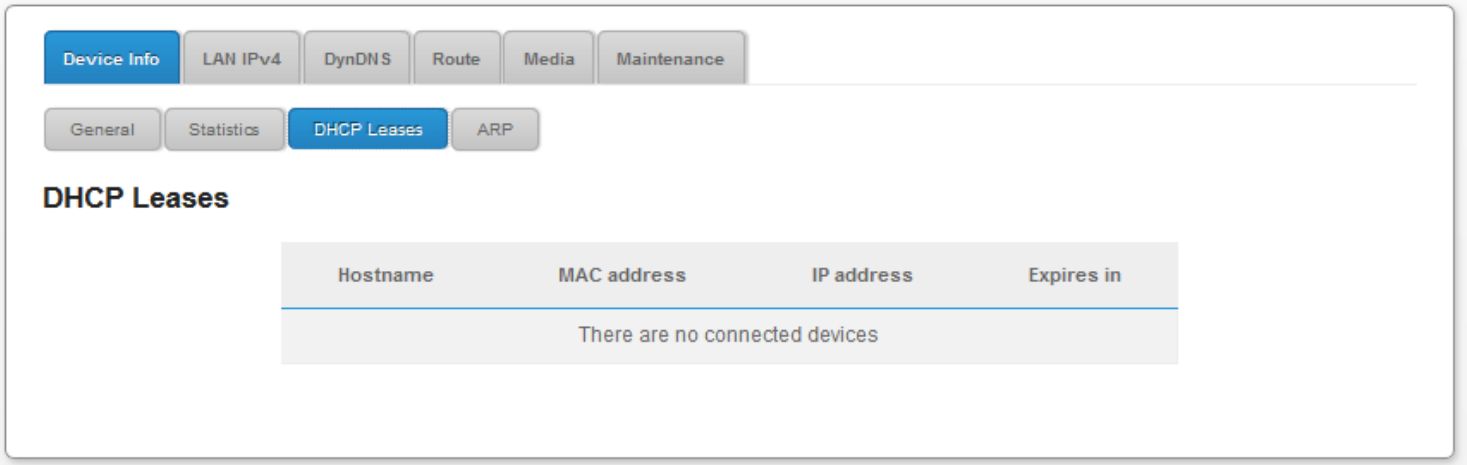


3.3.1.3 DHCP Leases

Object: This menu is used to display all the computers which obtained an IP address from the gateway's DHCP server.

- In the **Device Info** menu, select **DHCP Leases**.

The following screen opens:



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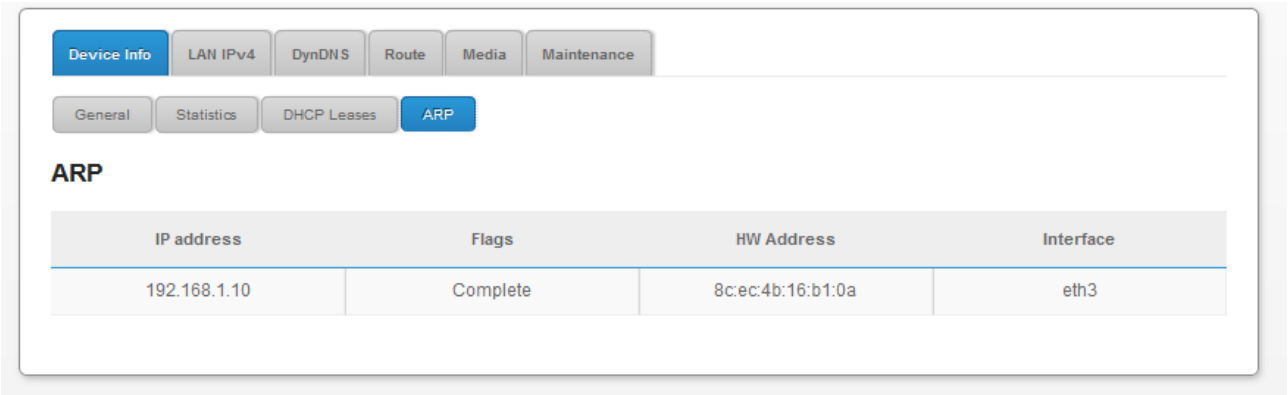
3.3.1.4 ARP

Object: This menu is used to display all the information concerning address resolution (ARP: **A**ddress **R**esolution **P**rotocol). This shows the physical address of a computer's network card, corresponding to an IP address.

- In the **Device Info** menu, select **ARP**.

The following screen opens:



3.3.2 LAN IPv4

Object: The LAN IPv4 menu of your Internet box allows to attribute an IP address to each device connected to your local network.

- In the **Gateway Settings** menu, select **LAN IPv4**.

The following screen opens:

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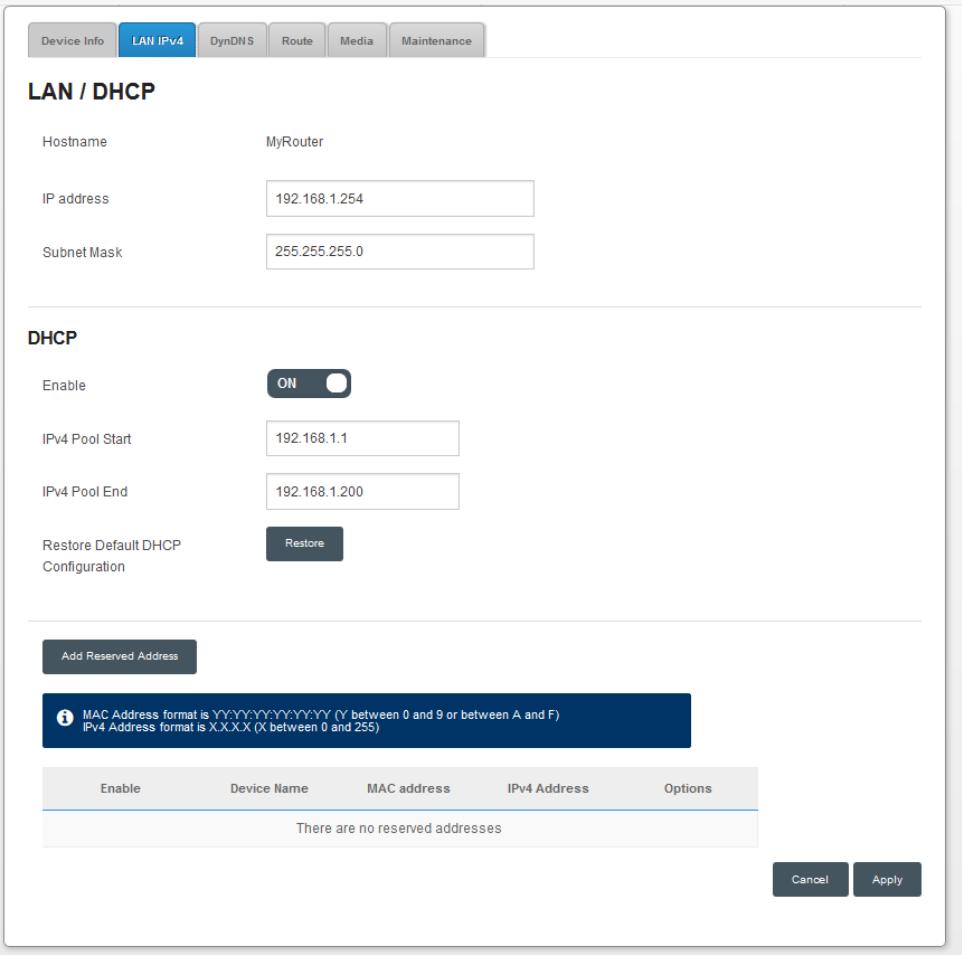

Field	Action	Default value
Hostname	Name assign to your Gateway.	**mygateway**
IP Address	Enter the address of your local network.	**192.168.1.254**
Subnet Mask	Enter your network's subnet mask.	**255.255.255.0**
Enable	Press the button ON/OFF to activate or deactivate your gateway's DHCP server. **Note:** When ON, you must configure your computer as DHCP client and DNS client (or enter the primary and secondary DNS server addresses). **Note:** When OFF, you must configure your computer with the parameters appropriate to your local network (Fixed IP address, subnet mask and default gateway) as well as enter the primary and secondary DNS server addresses.	**ON**
IPv4 Pool Start	Enter the first address attributed by your gateway's DHCP server.	**192.168.1.1**
IPv4 Pool End	Enter the last address attributed by your gateway's DHCP server.	**192.168.1.254**
Restore Default DHCP Configuration	Click on the **Restore** button to go back to default parameters	

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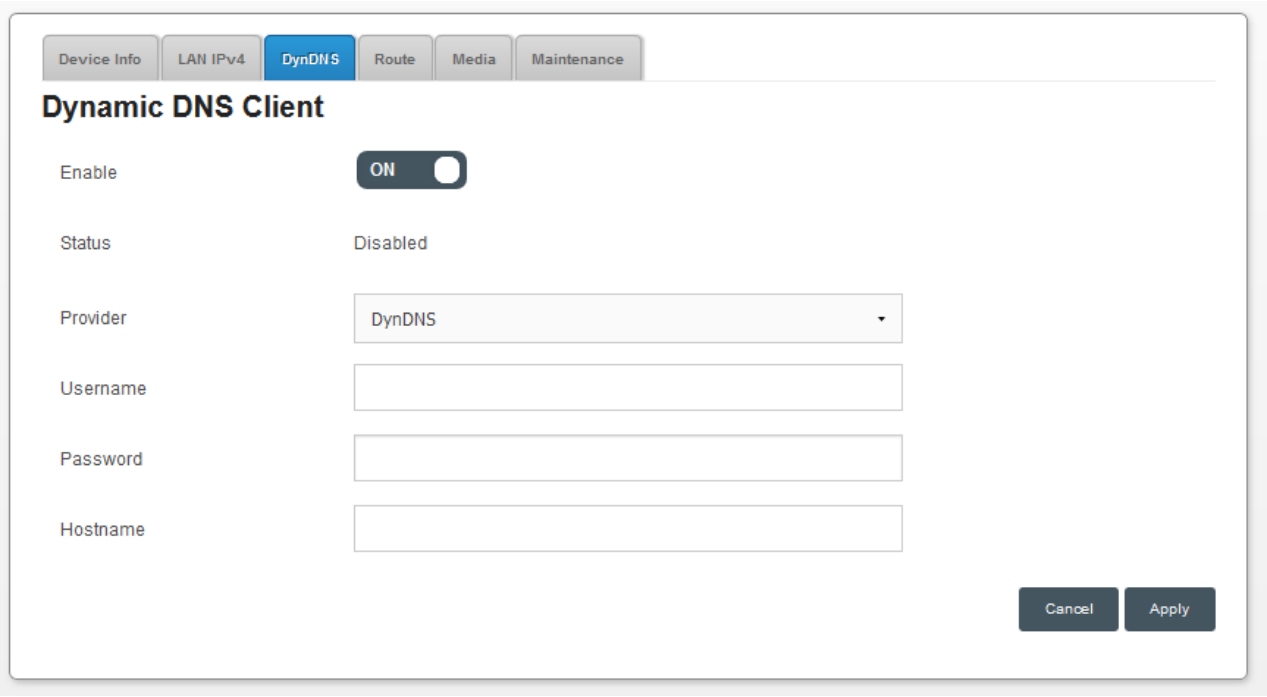
Add Reserved Address	Enter if required the list of static IP Lease.	-

3.3.3 DynDNS

Object: Enables a web surfer to access your gateway (having no fixed IP address but only a DNS entry) through a dynamic DNS provider such as, for example, **dyndns.org**.

- In the **Gateway Settings** menu, select **DynDNS**.

The following screen opens:



Field	Action
Enable	Press the button **ON/OFF** to activate or deactivate the Dynamic DNS service.
Status	Display the status of the function DynDNS.
Provider	Select from the relevant drop-down list: • DynDNS • DuckDNS • NoIP • Changeip.com • Custom
Username	Enter the account name supplied to you by the dynamic DNS provider.
Password	Enter the account password provided to you by the dynamic DNS provider.
Hostname	Enter the name (for example butterfly) that you want to assign to your Gateway. This is the name provided to you by your dynamic DNS provider (see Note).

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Note

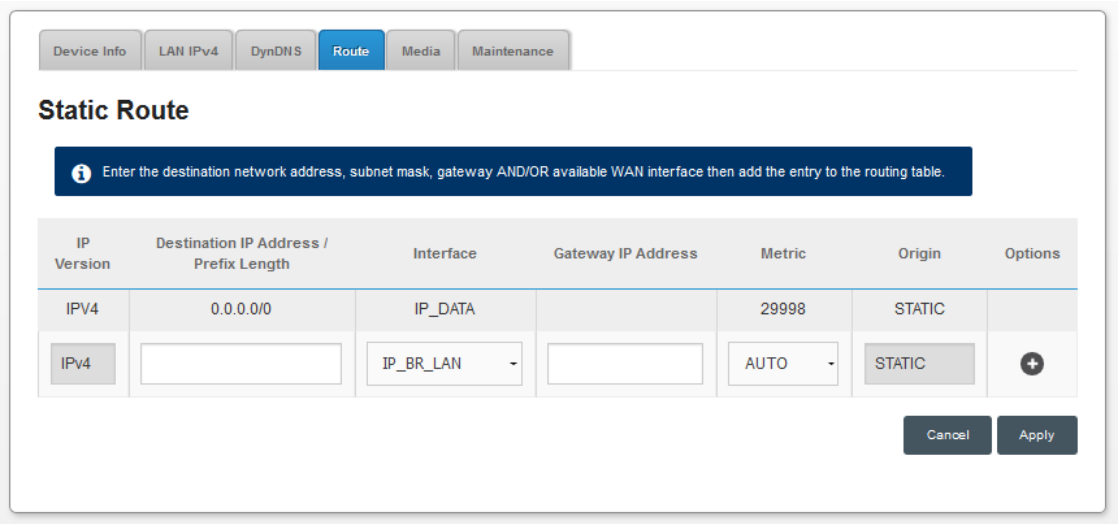
If you enter the name "butterfly", the dynamic DNS provider (dyndns.org for example) incorporates this name in the domain name (butterfly.dyndns.org). The web surfer who wants to access your Gateway receives from the dynamic DNS provider the dynamic IP address (transcription of the domain name) of your Gateway supplied by your Internet service provider.

3.3.4 Route

Object: The Route menu is used to force a specific route to be used

- In the **Gateway Settings** menu, select **Route**.

The following screen opens:



Field	Action	Default value
Desination IP Address / Prefix length	Enter the IP address of the remote network, sub-net or host, and its prefix length or netmask	
Interface	Select the route you want to use	LAN/ Data
Gateway IP Address	Enter the Gateway IP address leading to the remote network, sub-net or host	
Metric	Allows you to assign route priority : lower values routes will be preferred over higher value routes	AUTO
Origin	Static	

- Click on “+” button to add route

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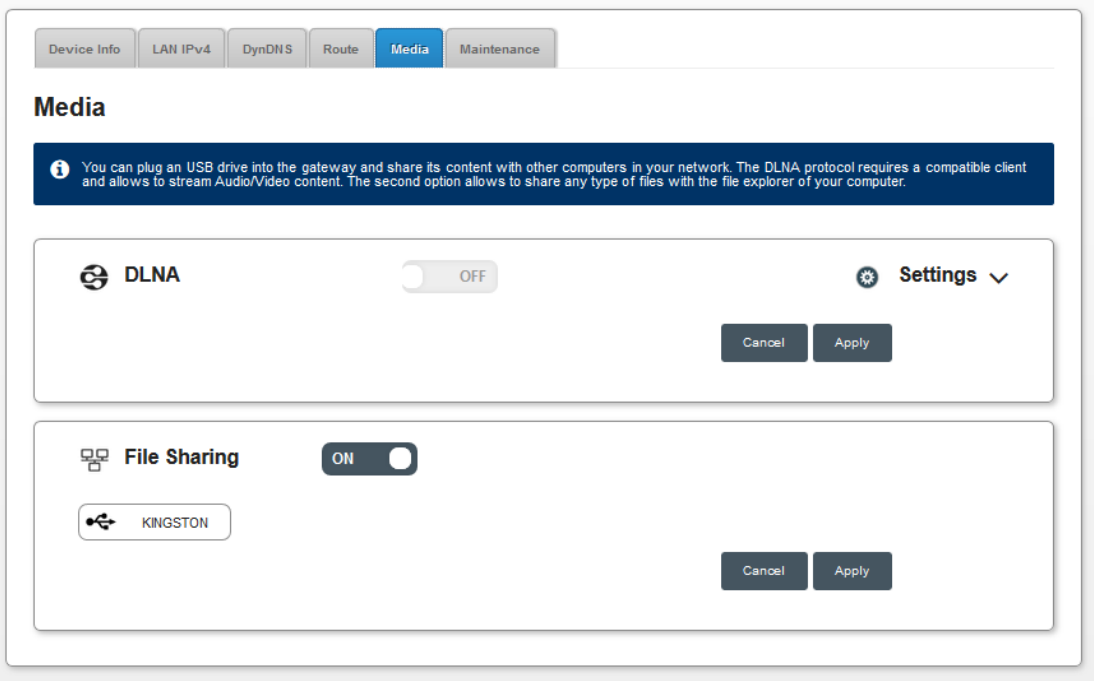
3.3.5 Media

Object: This menu lets you configure the shared services (DLNA and SAMBA) of your gateway.

- In the **Gateway Settings** menu, select **Media**.

DLNA settings

Use DLNA for sharing multimedia content from USB mass storage device with all connected devices on your local network.



Field	Action	Default value
DLNA	The **ON/OFF** button allows activating or deactivating the DLNA service on your gateway.	ON
Settings	Display/hide the advanced settings of the DLNA server.	
Name	Name of the media server.	
Aggregation	The **ON/OFF** button allows activating or deactivating the UPnP protocol.	ON
UPnP Media Server Port	Port number of the UPnP server.	9000

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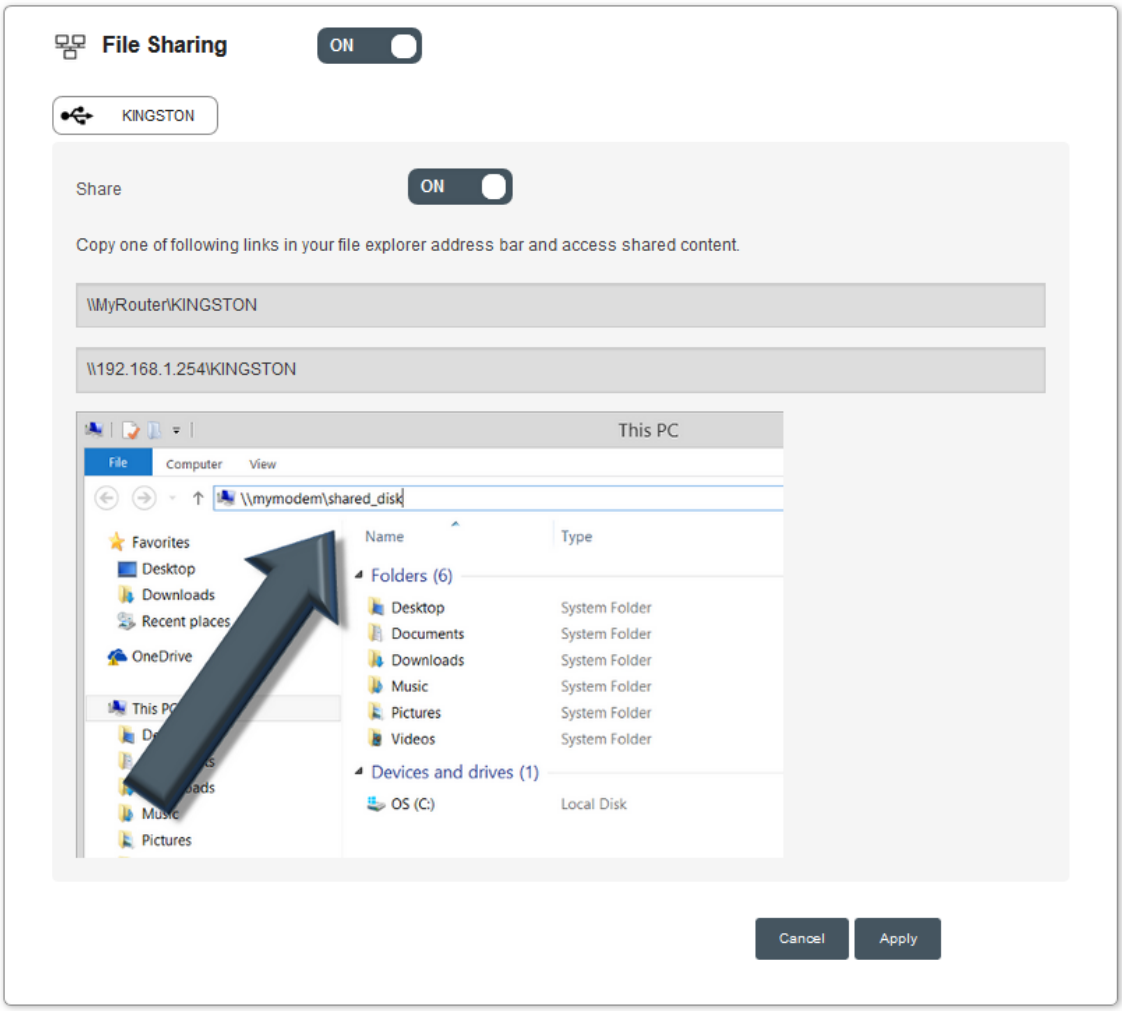
File sharing settings

This services allows you to share the content of USB memory devices (key,...) with all users connected to the gateway. To do this, the user must copy the link indicated on the screen into the browser address bar.



Field	Action	Default value
File sharing	The **ON/OFF** button allows to activate or deactivate the File Sharing service on your gateway.	
Disk Sharing	Display/hide more information about the shared content.	
Share	The **ON/OFF** button allows to activate or deactivate the access to the current USB memory.	

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3.3.6 Maintenance

3.3.7.1 Resets

Object: This menu is used to:

- Revert to factory configuration or restore the gateway.

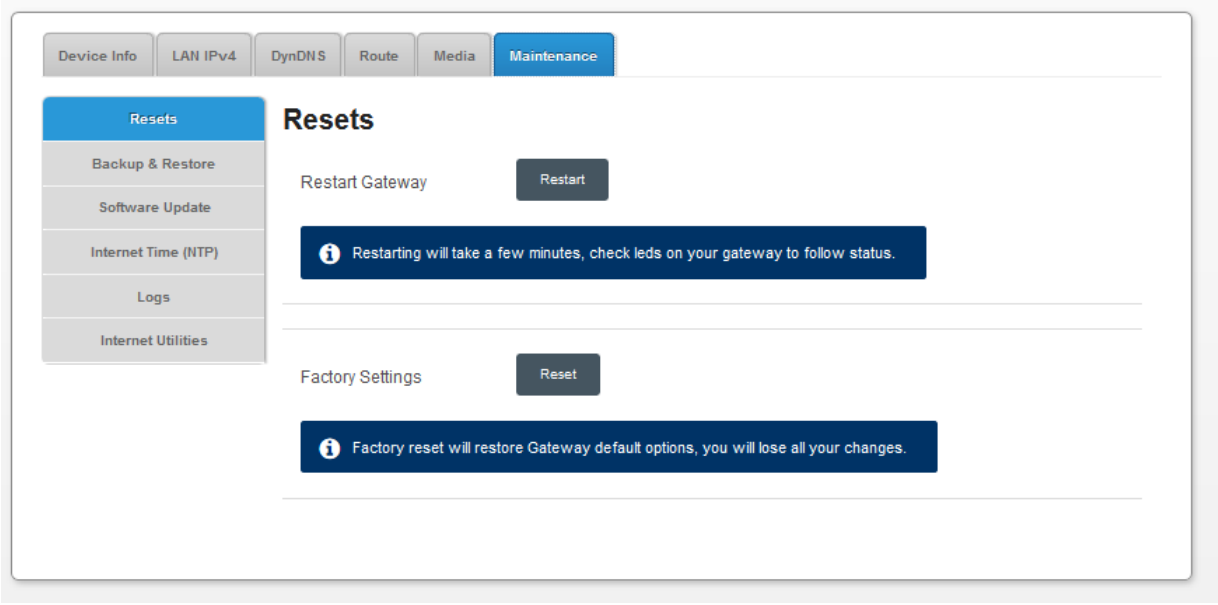
Important

Upon a factory reset, the existing configuration is completely overwritten.

- Backup the current configuration if required (refer to 3.3.7.2).

- In the **Gateway Settings** menu, select **Maintenance >**

  Resets. The following screen opens:



To restart the gateway:

- Click on the **Restart** button.

Note

The process takes around 2 minutes.

A waiting wheel is displayed during restart.

Login page will appear automatically when gateway will be available.

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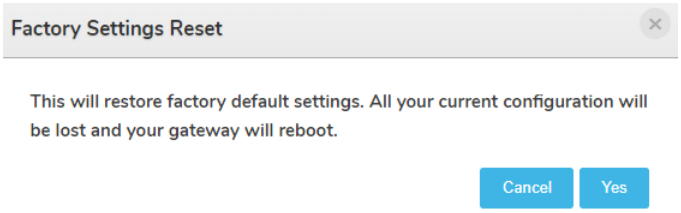
To restore the default parameters (factory parameters):

- Click on the **Reset** button, the following screen appears:



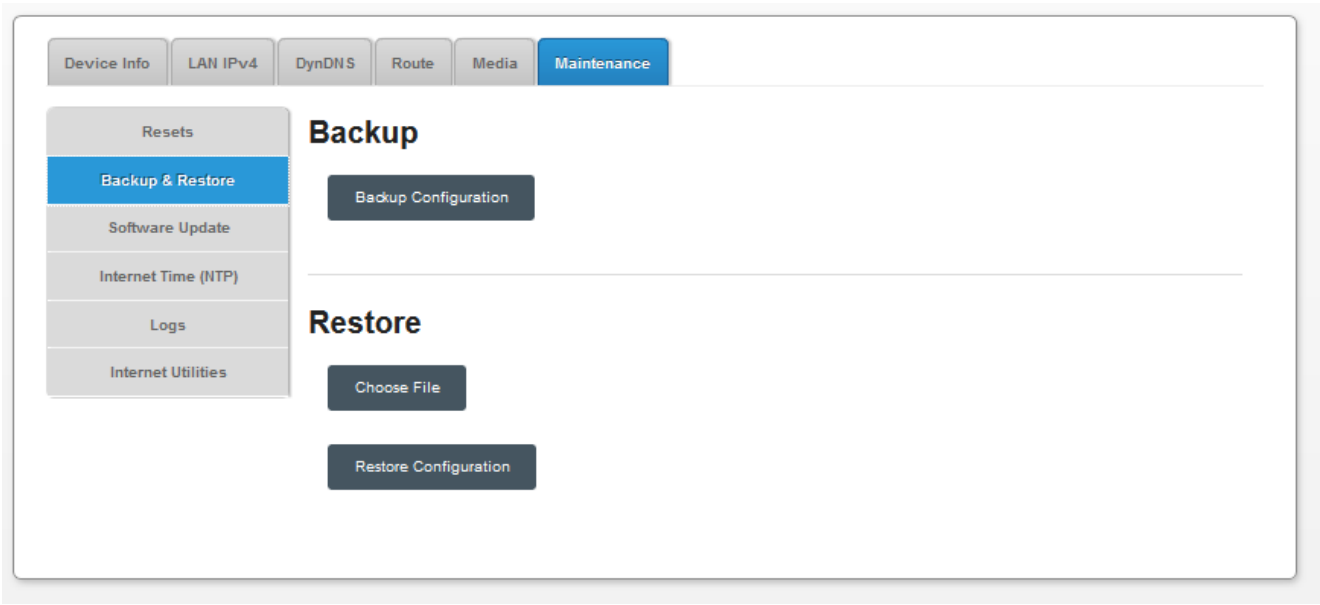
- Click on the **Yes** button if you really want to return to the factory configuration.

3.3.7.2 Backup and Restore

Object: This menu is used to:

- backup the current configuration to a file with a conf extension.
- restore a saved configuration.

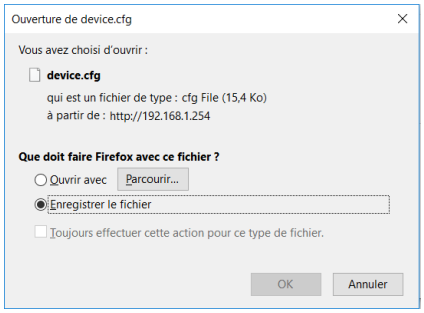
- In the **Gateway Settings** menu, select **Maintenance > Backup & Restore**. The



following screen opens:

To back up the current configuration:

- Click on the **Backup Configuration** button; the following screen appears:



- Click on the **Save** button to save the current configuration, for example, on your computer.

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- Select the directory where you want to save the "device.cfg" configuration file.

Note

The process takes a few seconds.

To restore a saved configuration:

- Click on the **Choose File** button then select the desired file.
- Click on the **Restore Configuration** button.
  The gateway restarts automatically.

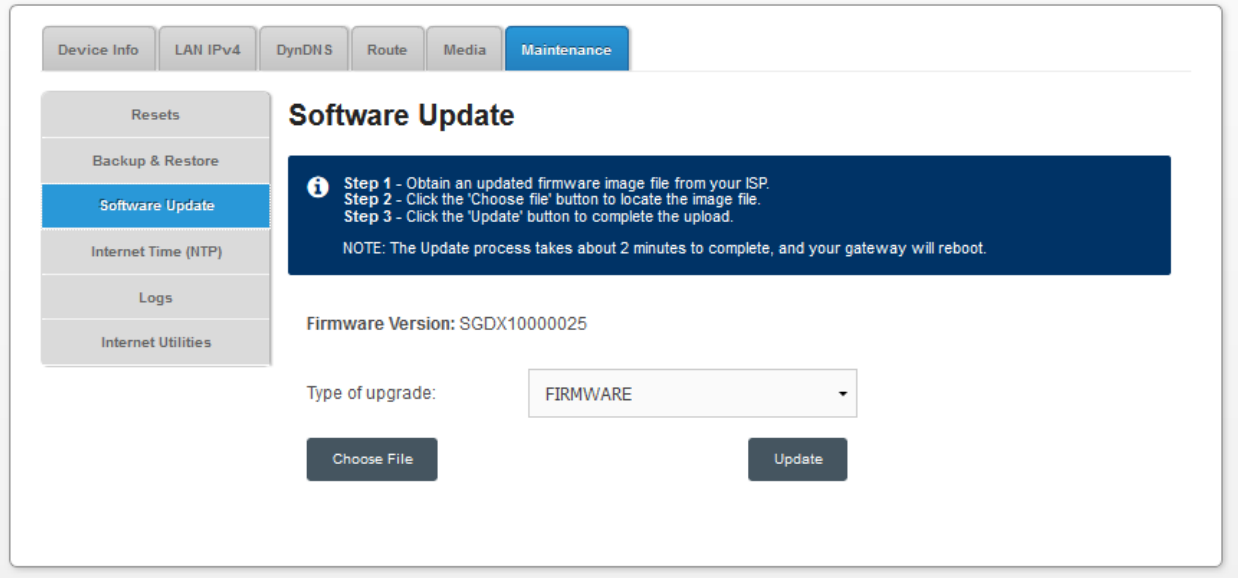
3.3.7.3 Software update

Object: This menu is used to:

- upgrade the current firmware with a firmware provided by your ISP

- In the **Gateway Settings** menu, select **Maintenance > Software update**. The

following screen opens:



- Note : to be able to perform a software upgrade, you will need first an image file, to be provided by eir.
- Obtain an updated software image from your ISP
- select **Firmware** in the Type of upgrade list.
- Click on **Choose file** to browse the image file into your computer
- Click on the **Update button** to proceed to the update

3.3.7.4 Internet Time (NTP)

Object: This menu lets you display the date and time used by your **eir** fibre box and delivered automatically by a NTP (Internet Time) server after connection to the Internet.

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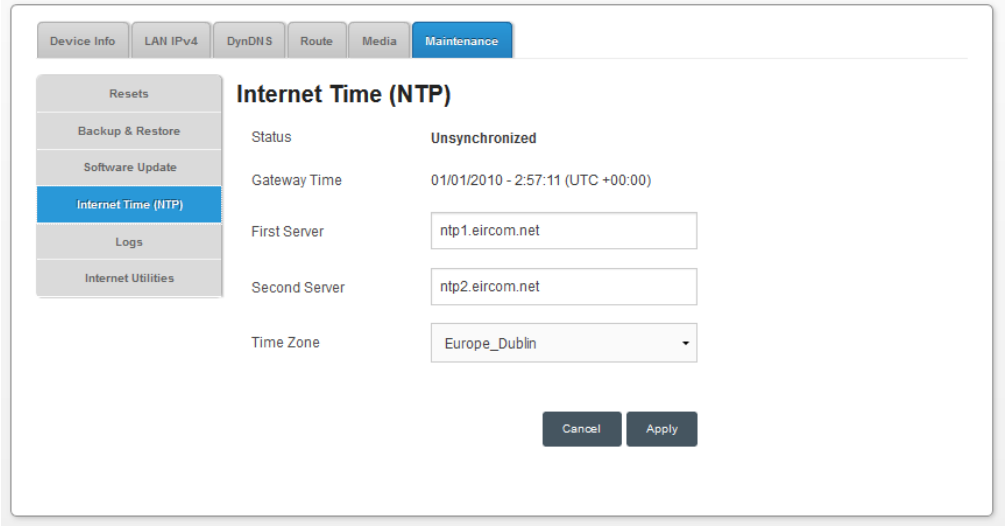
- In the **Gateway Settings** menu, select **Maintenance > Internet Time (NTP)**.

The following screen opens:

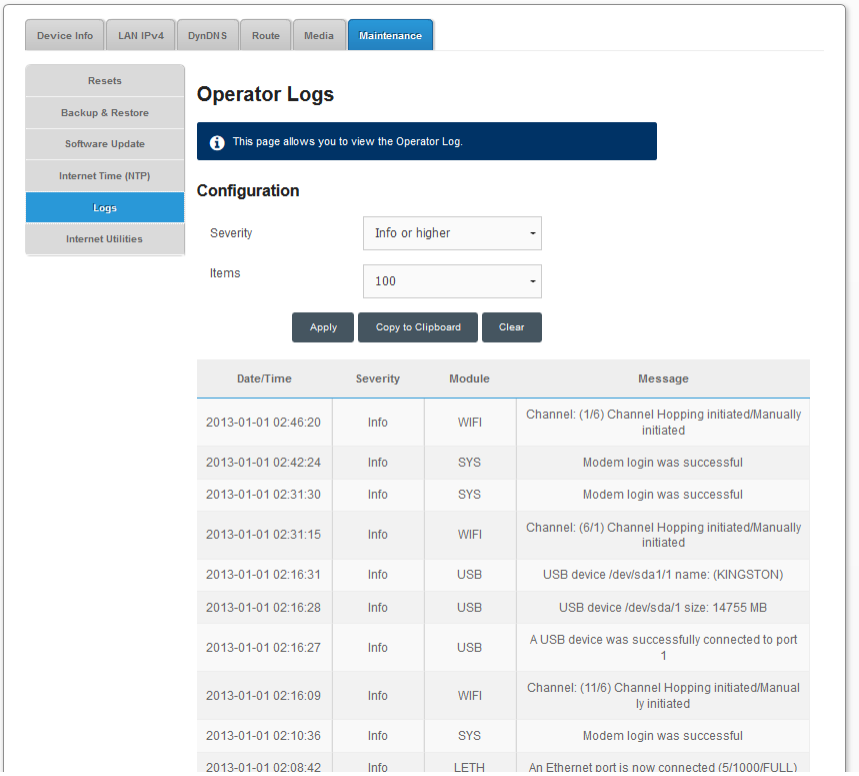


Field	Action	Default value
Gateway time	Date and time delivered to your gateway.	
First server	Enter a NTP server in the field.	ntp1.eircom.net
Second server	Enter a NTP server in the field.	Ntp2.eircom.net
Time Zone	Click on the scrolling menu to display the time zones	Europe_Dublin

3.3.7.5 Logs

Object: This menu is used to view and/or configure the events which occur on your gateway.

- In the **Gateway Settings** menu, select **Maintenance > Logs**.



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Field	Action	Default value
Severity	Select the appropriate severity from the scroll down list. All the events with this severity, or a higher severity, will be saved to your gateway's volatile "flash" memory. The severities are classified in increasing order of importance. • Info or higher • Notice or higher • Warning or higher • Error or higher • Critical or higher • Alert or higher • Emergency or higher	**Info or higher**

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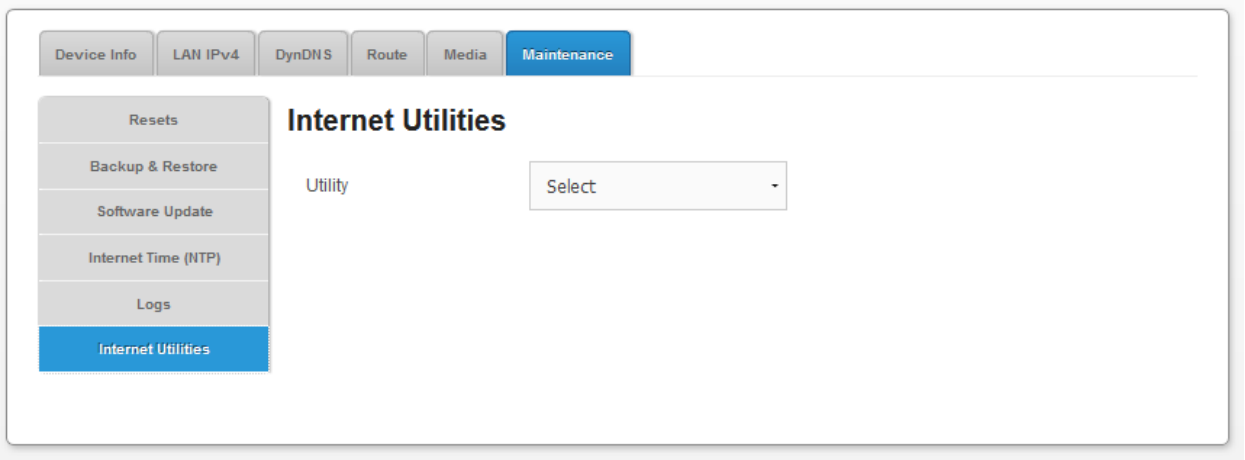
3.3.7.6 Internet Utilities

Object: This menu is used to test the behaviour of your gateway using several tools.

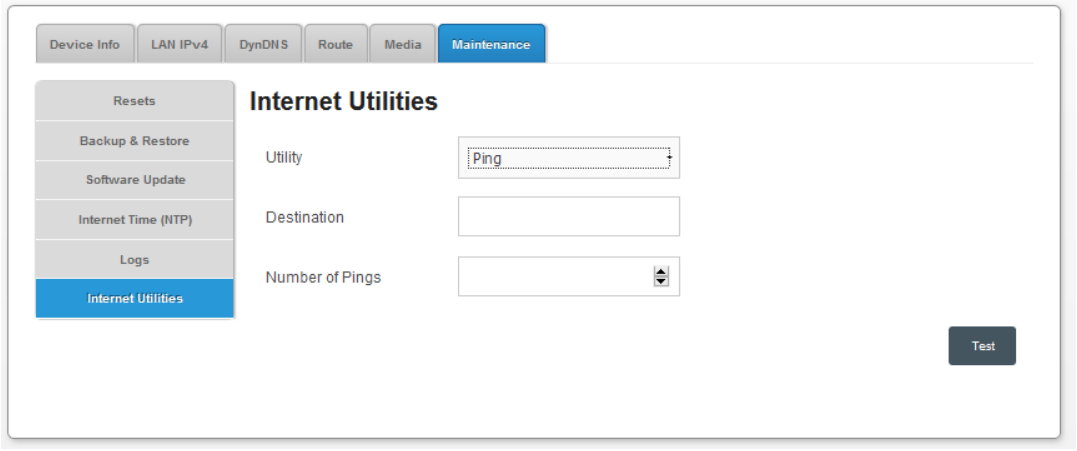


- In the **Gateway Settings** menu, select **Maintenance > Internet Utilities**.

Ping

The ping tool shows how long it takes for packets to reach host.

- Select **Ping** in the list.



- Enter the IP address of the target.
- Define the number of pings.
- Click on the **Test** button.

DNS Query

This allows you to check the current state of DNS propagation after having made changes to your domains records.

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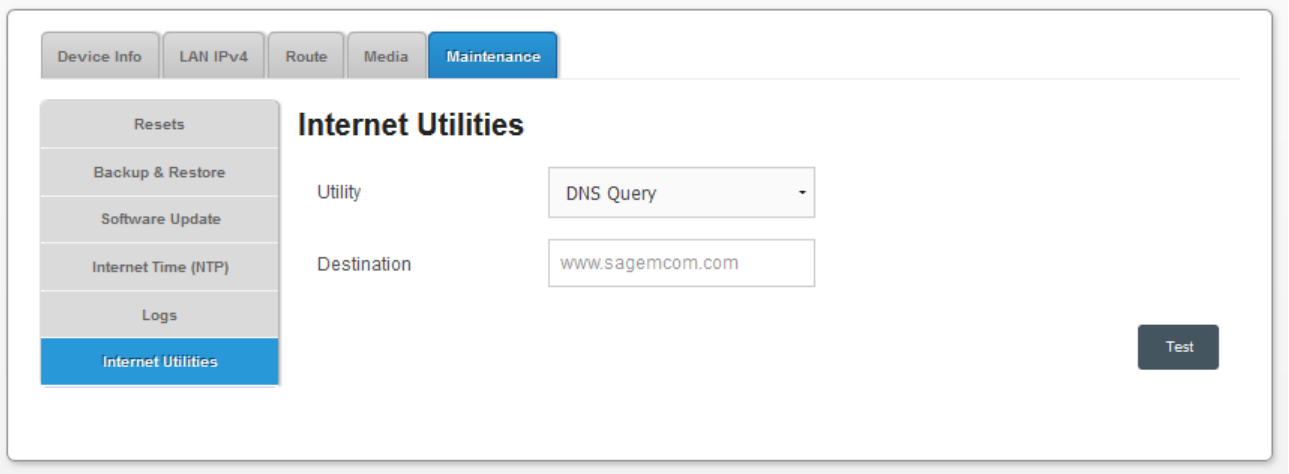

- Select **DNS Query** in the list.

- Enter the domain's name of the target.
- Click on the **Test** button.

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3.4 Access Control

The access control settings are accessible from the welcome screen by clicking on **Access Control**.

This section contains the following menus:

- Port Forwarding (see subsection 3.4.1)
- Firewall (see subsection 3.4.2)
- DMZ (see subsection 3.4.3)
- User (see subsection 3.4.4)
- Bridge Mode (see subsection 3.4.5)

3.4.1 Port Forwarding

Object: This menu is used to route directly to the External Ports the incoming data from a Service server (such as, for example, FTP Server, SNMP, TFTP etc.) of the remote network (WAN) to computers on the local network (LAN) via the Internal Ports.

This section contains the following menus:

- Add rule
- Games and Applications

3.4.2.1 Add Rule

- In the **Access Control** menu, select **Port Forwarding > Add Rule**.

The following screen opens:

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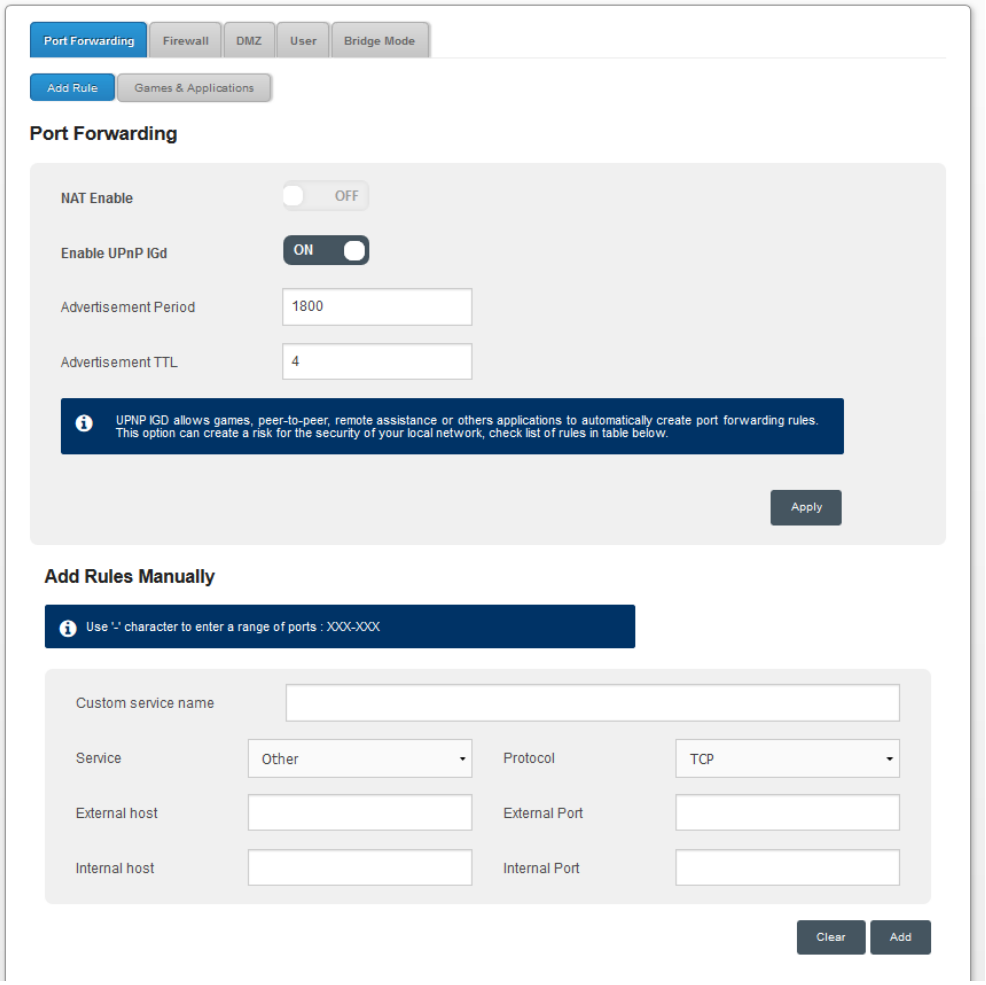

Field	Meaning
Enable UPnP IGD	Press the button ON/OFF to activate or deactivate the UPnP protocol. The UPnP IGD function lets your LAN devices open ports dynamically.
Advertisement Period	Determines how often the router will advertise (broadcast) its UPnP information. This value can range from 1 to 1440 minutes. The default period is 30 minutes. Shorter durations will ensure that control points have current device status, but this can create additional network traffic. Longer durations may compromise the freshness of the device status but can significantly reduce network traffic.
Advertisement TTL	The time to live for the advertisement is measured in hops (steps) for each UPnP packet sent. A hop is the number of steps allowed to propagate for each UPnP advertisement before it disappears. The number of hops can range from 1 to 255. The default value for the advertisement time to live is 4 hops, which should be fine for most home networks. If you notice that some devices are not being updated or reached correctly, then it may be necessary to increase this value a little.
Custom services name	Name you want to allocate to the service when you choose **Other** in the field **Service**.
Service	**Select a Service**: Service available over Internet (such as, for example FTP, HTTP, SMTP etc.). You can select **Other** to define a customized service. In this case, you must fill in manually all fields.

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Protocol	Transport protocol (TCP, UDP, TCP/UDP,....).
External host	This field can stay empty or 0.0.0.0 or WAN IP address.
External port	Enter a port value between 2 and 65535.
Internal host	Enter the IP address of your LAN device (IP address in the configured DHCP subnet) to which the port will be forwarded.
Internal port	Enter a port value between 2 and 65535.

Proceed as follows:

- Select the service of your choice from the scroll down list, for example "SNMP".

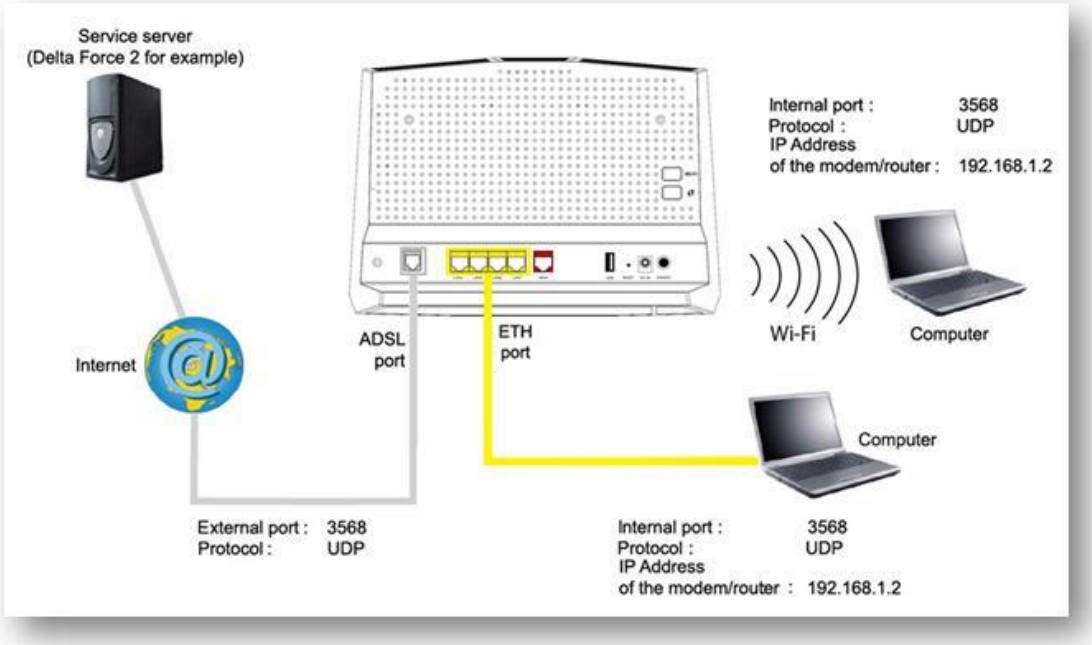
  The **External Port**, **Internal Port** and **Protocol** fields (transport protocol associated with this service) are automatically filled in the table.

  the **External host** and **Internal host** fields must be filled manually.

or

- Select **Other**, enter the name of the server you want to connect to in the field, then:
  - Complete the ID Host of your computer's IP address (this is attributed by your gateway's DHCP server).
  - Fill in the **External Port**, **Internal Port**, **External host** and **Internal host** and **Protocol** fields.

The following diagram contains an example:



The "Delta Force 2" service is available on your computer via the external port 3568 (WAN side) and via the internal port 3568 (LAN side).

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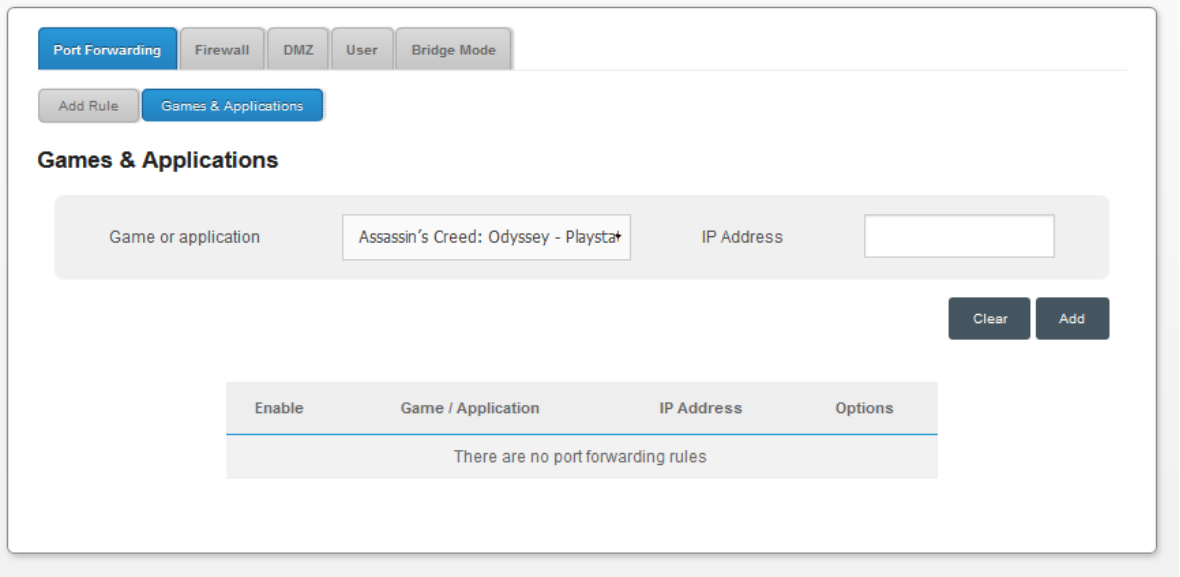
3.4.2.2 Games and Applications

- In the **Access Control** menu, select **Port Forwarding > Games & Applications**.

The following screen opens:



Field	Meaning
Games or applications	Select the game or application from the scroll down list.
IP Address	Enter the IP Address associated to the selected game or application.

- Click on the **Add** button.
  The game or application is added to the list.

Note

From the list, you can perform the following actions:

- activate or deactivate the rule using the **ON/OFF** button,
- delete the rule by clicking on the button.

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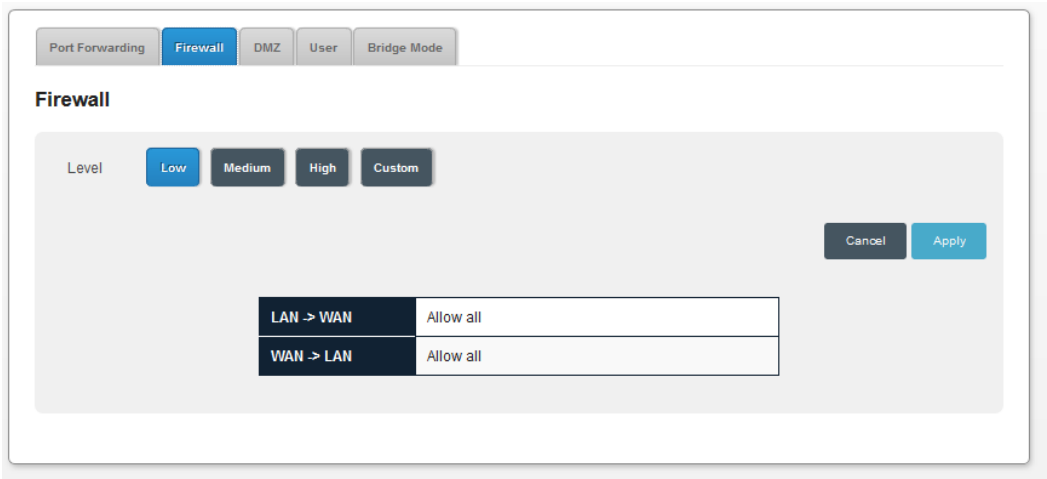
3.4.2 Firewall

Object: The gateway has a built-in firewall that helps you protect devices on the local network against hacking and other security threats.

- In the **Access control** menu, select **Firewall**.
  The following screen opens:



- Choose the desired security level from the options below.

Field	Meaning
Low	Minimum Security level. The firewall does not filter anything. Be careful, this level is reserved to advanced users to whom security is not a priority.
Medium	Typical Security level (default value). The firewall drops all entering connections. Outcoming traffic is allowed except Netbios services. This mode is the recommended one.
High	Maximum Security level The firewall allows the exit of standard services (www,ftp,mail,news,...) and drops unexpected entering connections. This setting is recommended to have a maximal security level. Warning: Incompatible with several services.
Custom	This profile allows you to customize your firewall. Thus, you can define some specific filtering rules. (Reserved to expert users).

To configure the firewall with customized rules, proceed as follows:.

Note

On this page you can add customized filtering rules. For novice users, it is recommended to use one of the security levels predefined on the previous page. a bad firewall configuration may prevent you from accessing to the Internet service.

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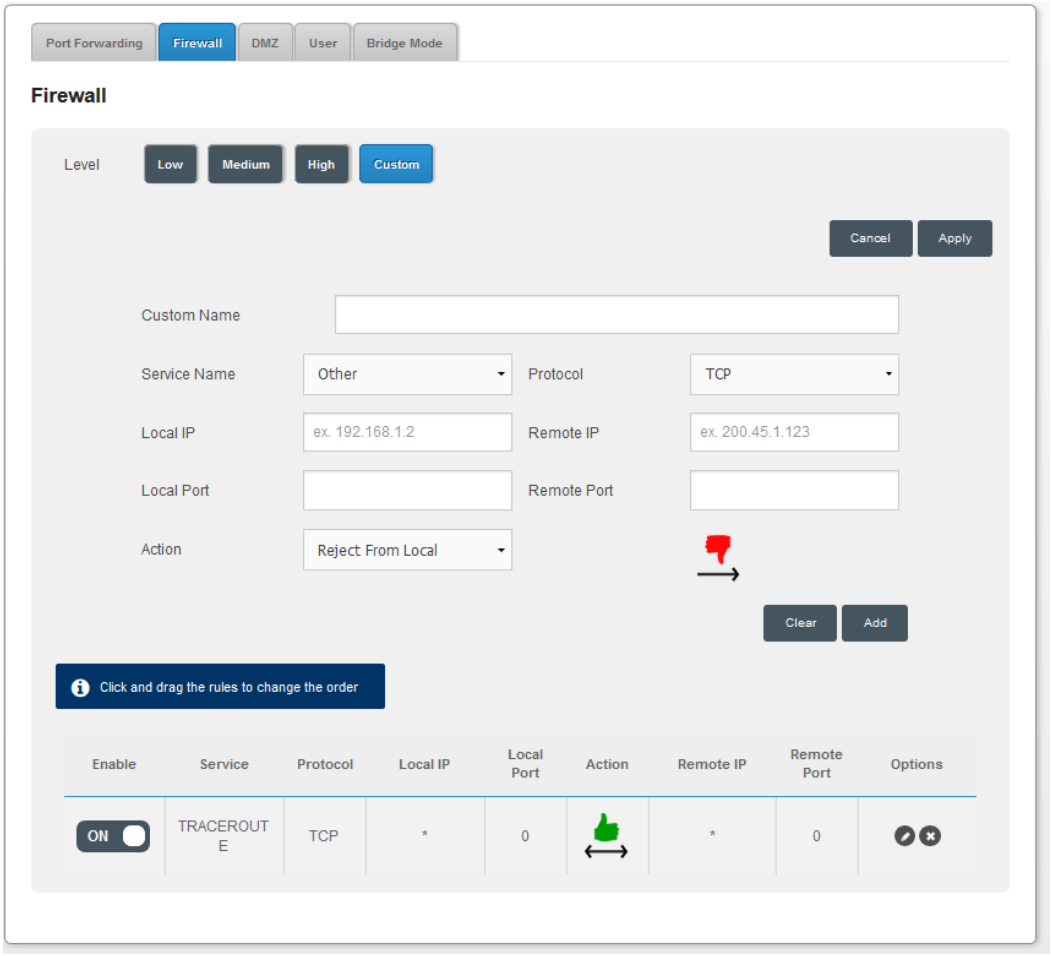
- Click on **Custom** button.
-



Field	Meaning
Service	**Select a Service**: Service available over Internet (such as, for example FTP, HTTP, SMTP etc.). You can select **Other** to define a customized service. In this case, you must fill in manually all fields.
Custom Name	Name you want to allocate to the service when you choose **Other** in the field **Service**.
Protocol	Select the transport protocol (TCP, UDP ...).
Local IP	IP address of the device on you local network.
Remote IP	IP address of the remote device on the public network.
Local Port	Communication port of the device on you local network.
Remote Port	Communication port of the remote device on the public network.

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Action	Select the action for the current service from the scroll down list: • Reject From local: Blocks all outgoing services. • Reject From Remote: Blocks all incoming services. • Reject In Both Way: Blocks all incoming and outgoing services. • Accept From local: Authorizes all outgoing services. • Accept From Remote: Authorizes all incoming services. • Accept In Both Way: Authorizes all incoming and outgoing services.

Note

From the list, you can perform the following actions:

- activate or deactivate the rule using the **ON/OFF** button,
- modify the rule by clicking on the button.
- delete the rule by clicking on the button.

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3.4.3 DMZ

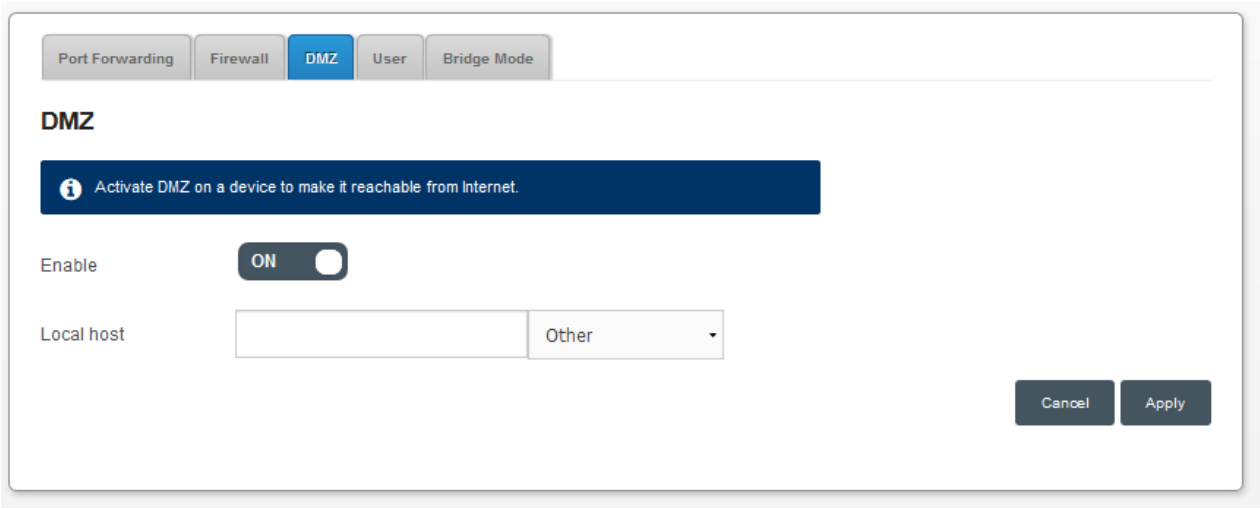
Object: This "DMZ" (**D**e**M**ilitarized **Z**one) lets you access the server you selected directly via the Internet without going through the "Firewall".

Important

Caution, this process presents an intrusion risk. It is therefore vital that you take precautions so that no connections may be initiated to the private network.

- In the **Access Control** menu, select **DMZ**.

  The following screen opens:



Field	Action	Default value
Enable	Click on the **ON/OFF** button to activate or deactivate the DMZ.	**OFF**
Local host	Enter the IP address of a server to activate the "DMZ" and therefore access it directly from the Internet. **Note:** Click on the **Apply** button to take account of the address or its erasure.	**-**

Note

The **DMZ** zone is deactivated by default.

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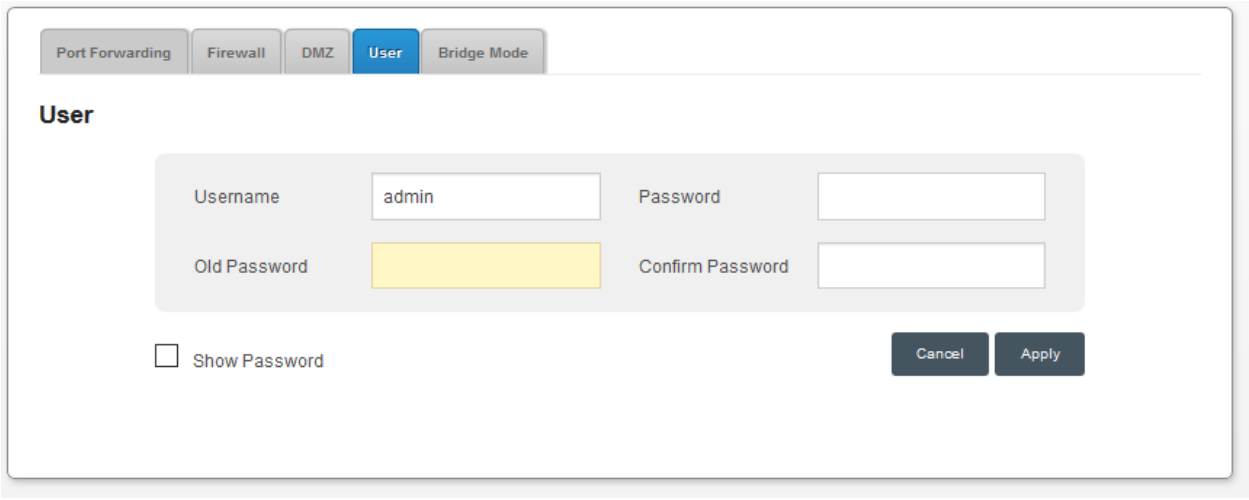
3.4.4 User

Object: Use this function to change password

- In the **Access Control** menu, select **User**.



The following screen opens

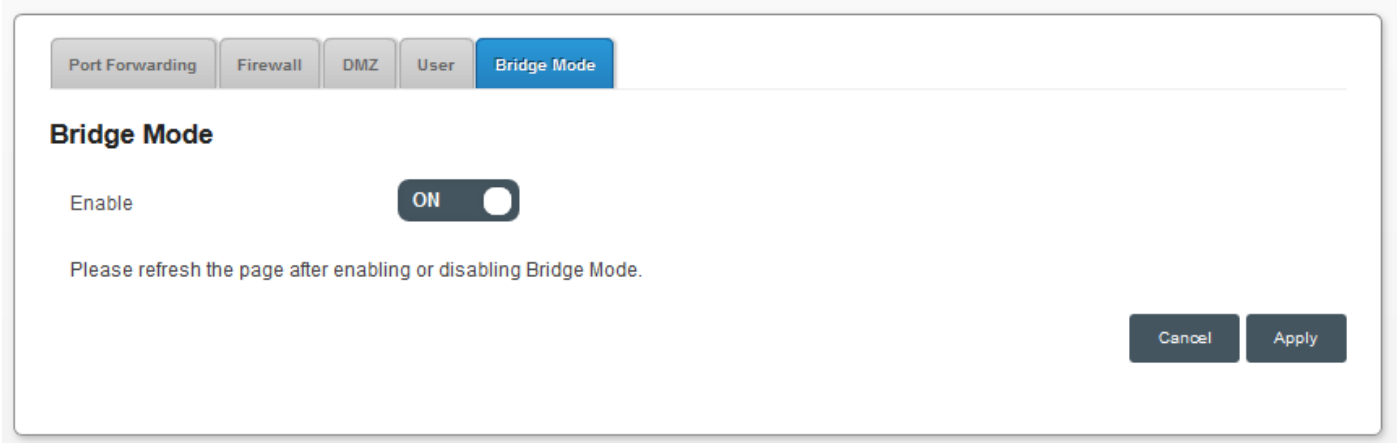
- Type the old password, type your new password, then confirm the new password
- Select **Apply** to apply changes

3.4.5 Bridge Mode

Object: Use this function when you want to authorize remote devices to have access to the remote services.

- In the **Access Control** menu, select **Bridge**.

The following screen opens



- Click on **Enable** slider to enable Bridge Mode

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- Click on **Apply** to apply the settings

3.5 Internet Settings (Internet connectivity)

The Internet connection settings are accessible from the welcome screen by clicking on **Internet Connectivity**.

This section contains the following menus:

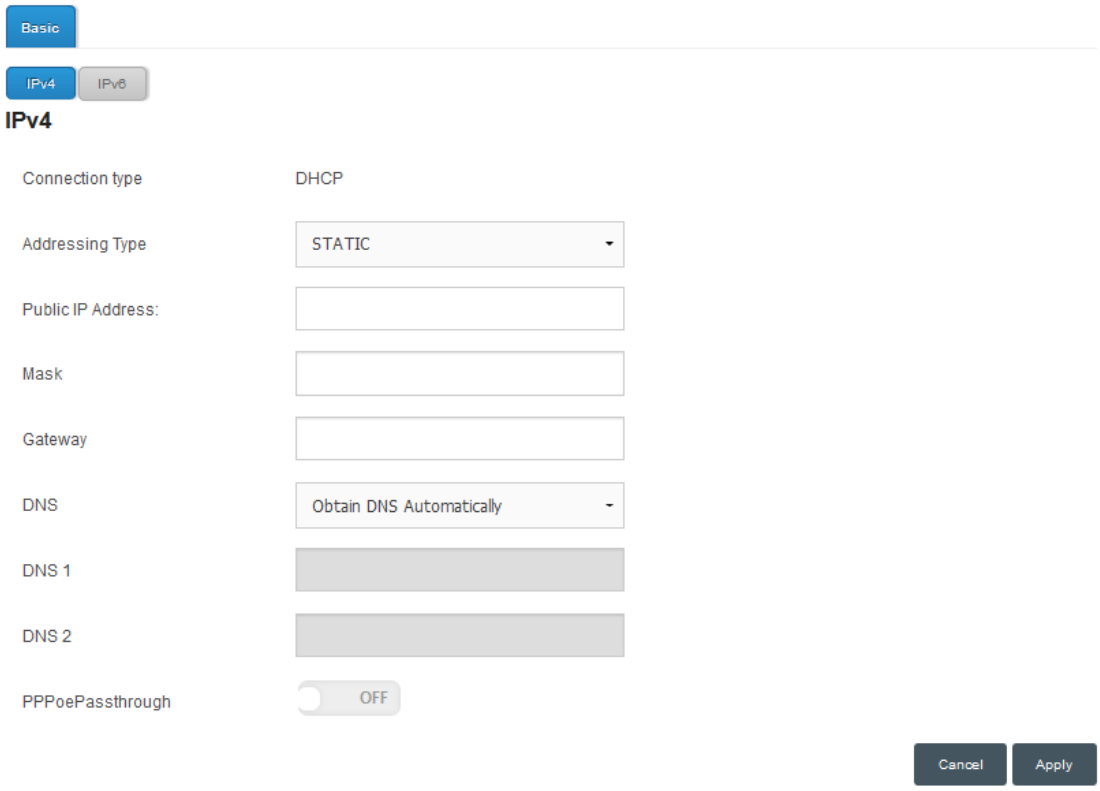
- Basic (see subsection 3.5.1)

3.5.1 Basic

Object: Use this menu to check your **eir** fibre box IP settings (IP address, DNS) received from the network.

- In the **Internet Connection** menu, select **Basic**.

The following screen opens:



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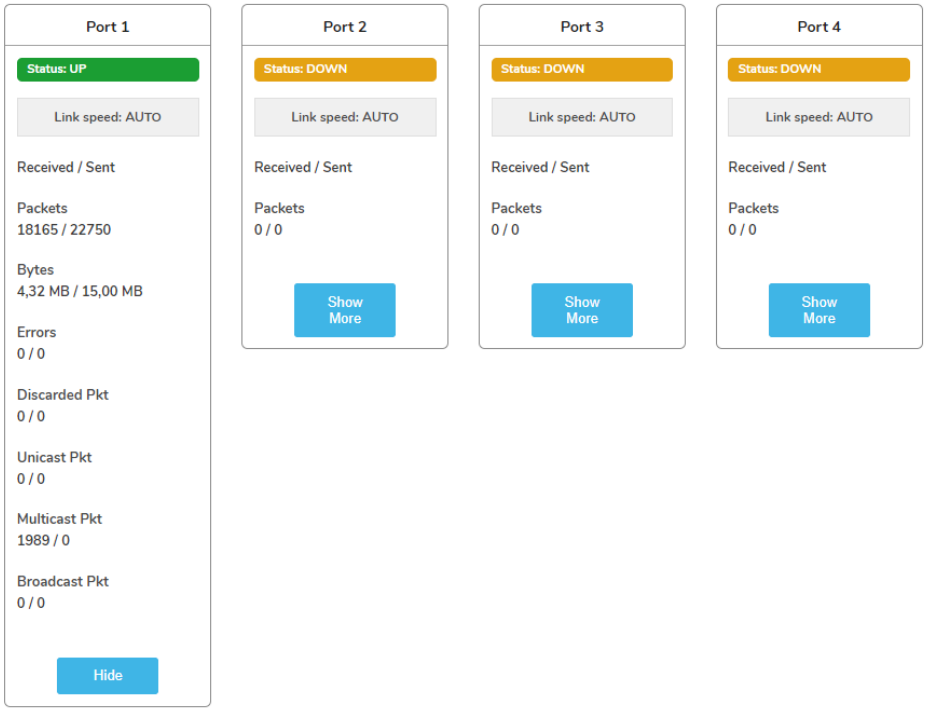
3.6 Ethernet service

3.6.1 Status of the Ethernet connections

From the item **Ethernet**, click on the button to access the status of Ethernet ports.



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3.7 Wifi service

Object: This menu lets you activate a network and also allows you to configure all the basic parameters of your wireless network.

To access the WiFi parameters, click on the button from the item **Wi-Fi xGHz**.

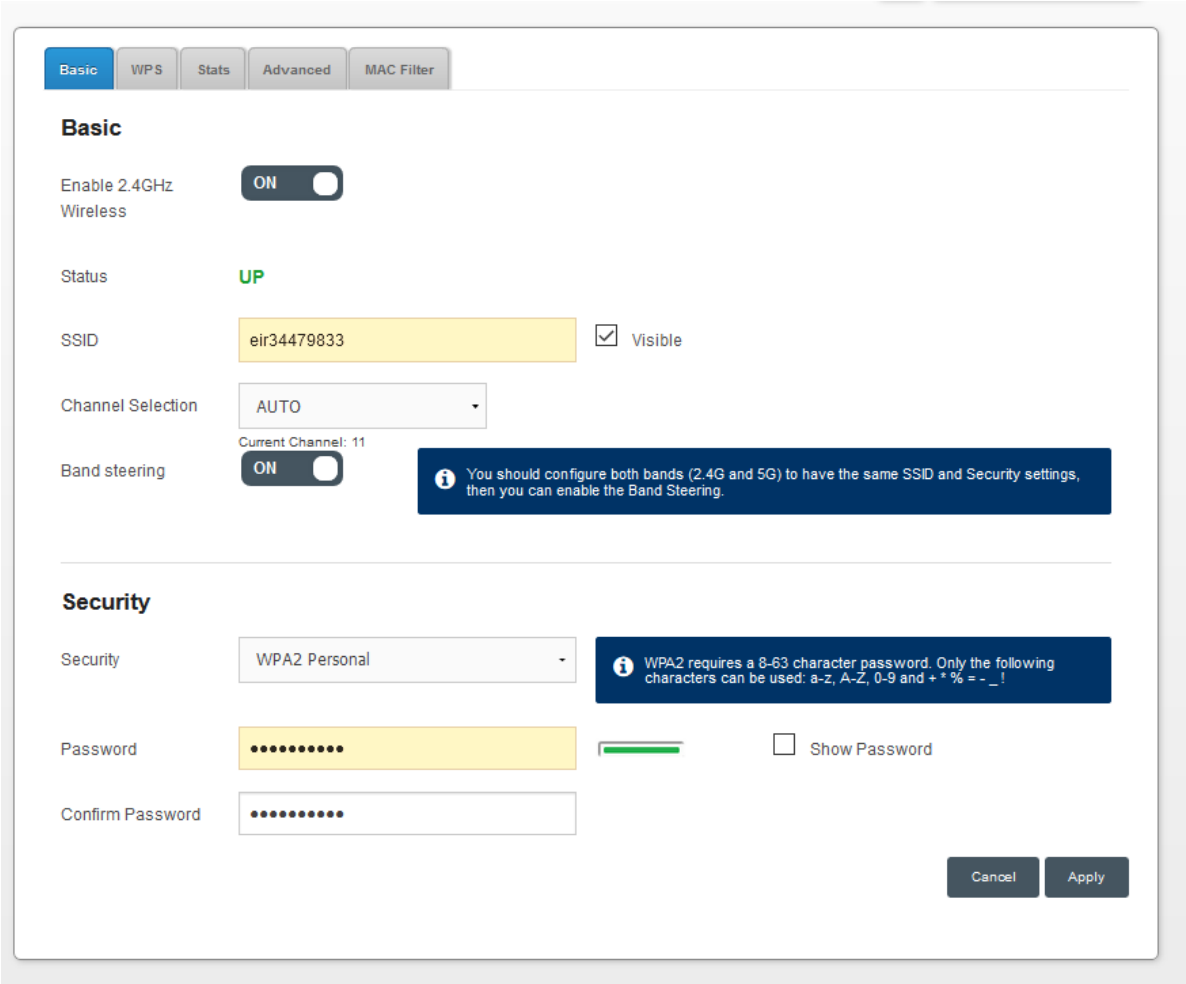
This section contains the following menus:

- Wi-Fi Network (Basic) (see subsection 3.7.1)
- Band Steering (see subsection 3.7.2)
- WPS (see subsection 3.7.3)
- Stats (see subsection 3.7.4)
- Advanced (see subsection 3.7.5)
- See MAC filter (see subsection 3.7.6)

3.7.1 Wi-Fi Network (Basic)

Object: This menu is used to configure the parameters of your wireless network (WLAN) 802.11.

- The following screen opens:



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Field	Action
Enable xGHz Wireless	Click on the **ON/OFF** button to activate or deactivate the wireless network. From the welcome screen, the status of the Wifi networks is indicated with the 2 following icons: : Wi-Fi on. : Wi-Fi off. **Note**: The steady "Wi-Fi" LED on the front of the gateway shows that the wireless network (Wi-Fi) is activated.
Status	It shows the status of the Wi-Fi service.
SSID	Name of the wireless network. You can modify the SSID of your **eir** fibre box.
Channel Selection	This is the radio channel used by the gateway and its Wi-Fi clients to communicate with each other. This channel must be the same for the gateway and all its Wi-Fi clients. Select the channel you want from the scroll down list. **Note:** It is recommended to leave this parameter to **Auto**.
Band steering	This menu allows you to use one single SSID for both WiFi 2.4GHz and 5GHz. In order to activate this menu, you will have to give the same SSIDs and Security settings for both channels.
Security Mode	Select the security mode you want from the scroll down list. • OPEN[a] • WEP-64 • WEP-128 • WPA Personal • WPA2 Personal • WPA2/WPA Personal
Password	Enter the secret key. Please use the indications given on the screen to create your passwaord. **Note**: You may display your secret key by checking the **Show Password** box.

Important

For security reason, the security mode of OPEN, WEP-64, WEP-128 and WPA Personal are not recommended.

Suggest use default "WPA2/WPA Personal" for security mode.

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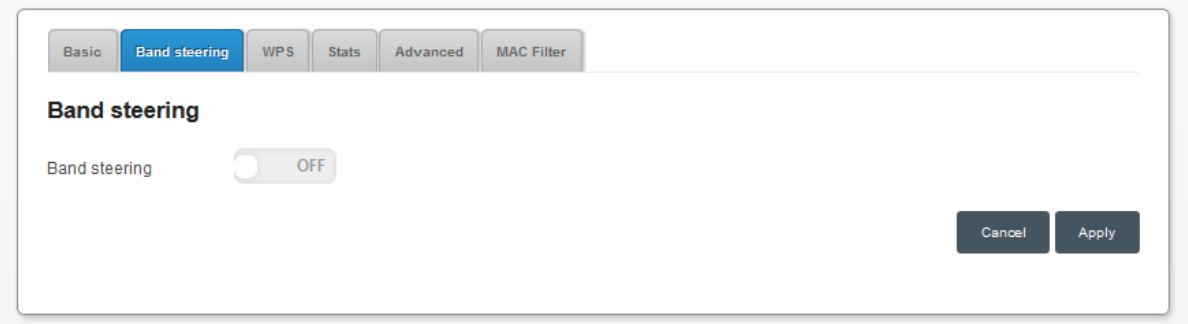
3.7.2 Band Steering

Object: This menu allows you to use one single SSID for both WiFi 2.4GHz and 5GHz. In order to activate this menu, you will have to give the same SSIDs and Security settings for both channels.

- The following screen opens:



- Click on the ON/OFF to button to activate/deactivate the band steering option
- Click on **Apply** to save your settings

3.7.3 WPS

Object: This session lets you enable / disable WPS

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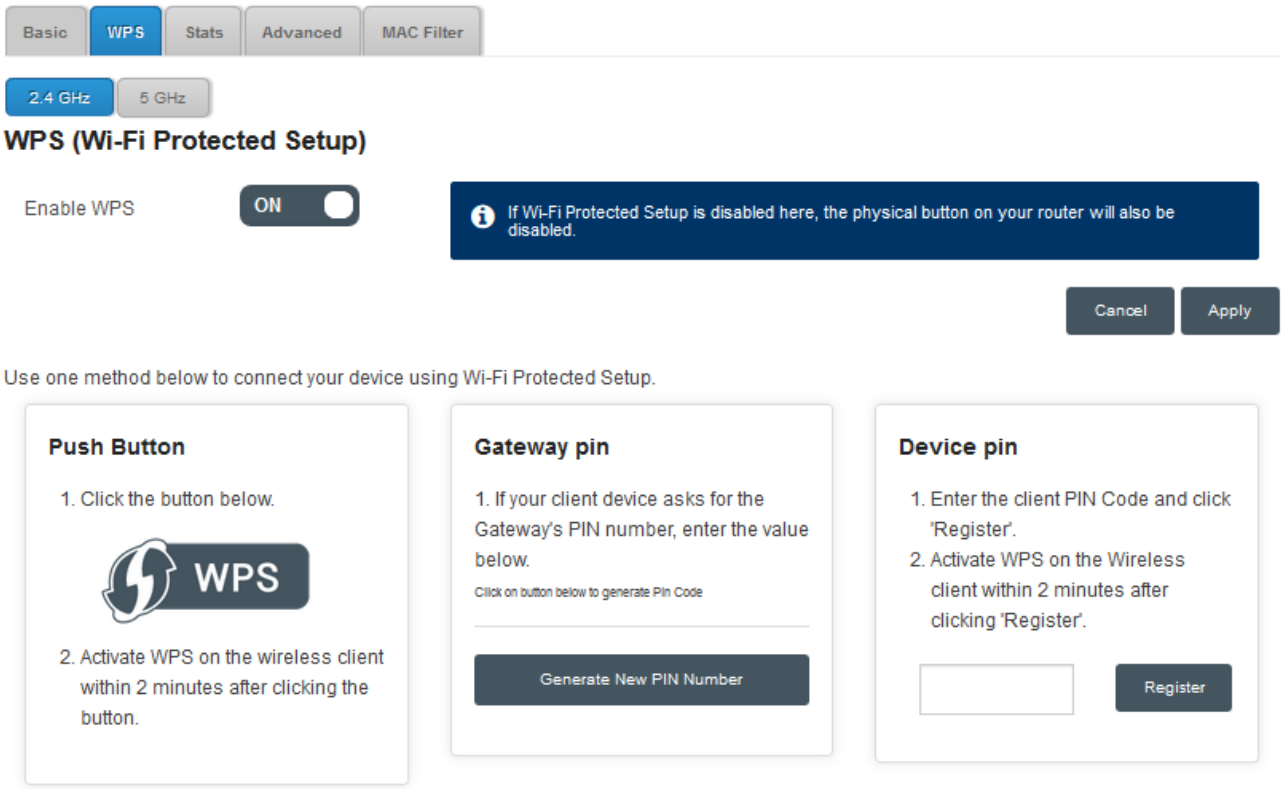

- The following screen opens:

Field	Action
Enable WPS	Click on the **ON/OFF** button to activate or deactivate the WPS function. **Note**: When OFF, the WPS button on the gateway is also disabled.
Connect using WPS Start button	To connect a device by using the WPS Push Button. Press on **Start** button on the Interface then on the WPS button of your device.

3.7.4 Stats

Object: This session lets you know the information of the Wi-Fi stats

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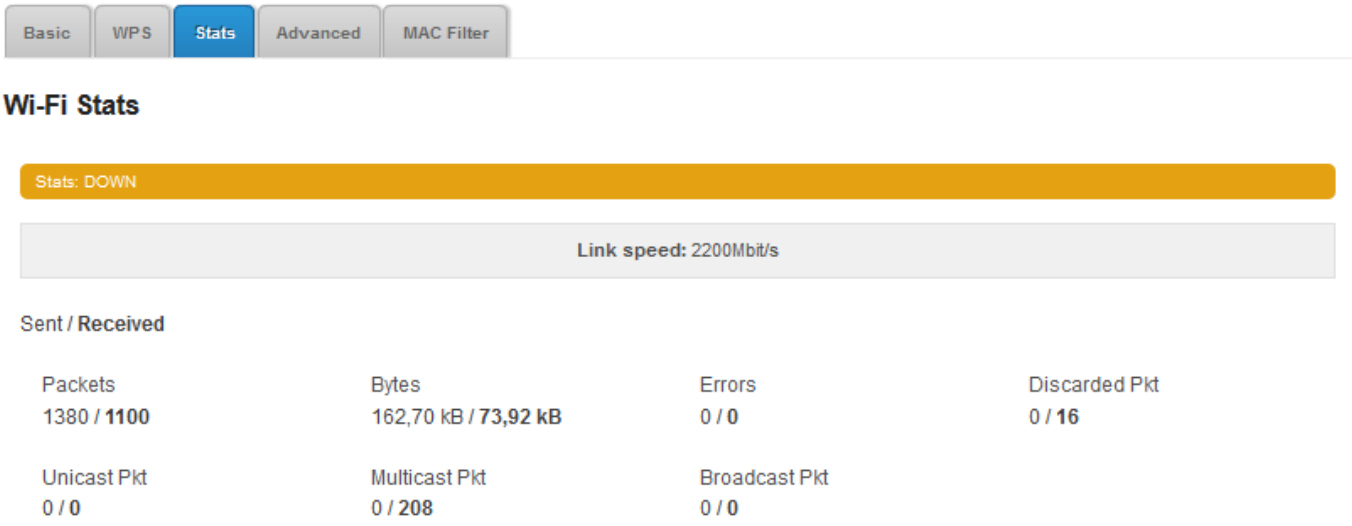
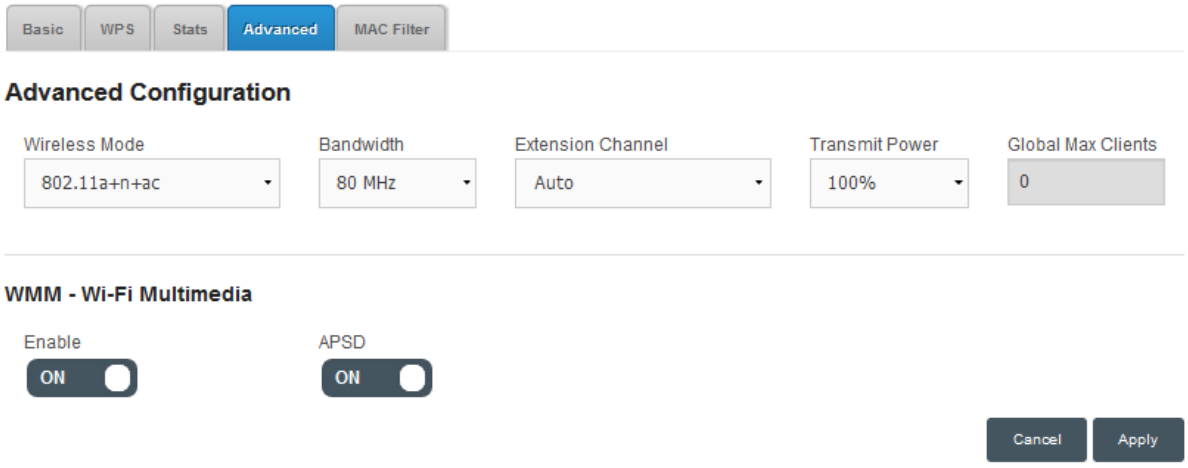


- The following screen opens:

3.7.5 Advanced

Object: This session lets you configure advanced Wi-Fi setting

The following screen opens:



Field	Action
Wireless Mode	This is the wireless mode used by the gateway. Select the wireless mode you want from the scroll down list.
Bandwidth Width	This is the channel width used by the gateway. Select the channel width you want from the scroll down list.
Extension Channel	Activate extension channel above or below
Transmit Power	This is the transmit power used by the gateway. Select the transmit power you want from the scroll down list.

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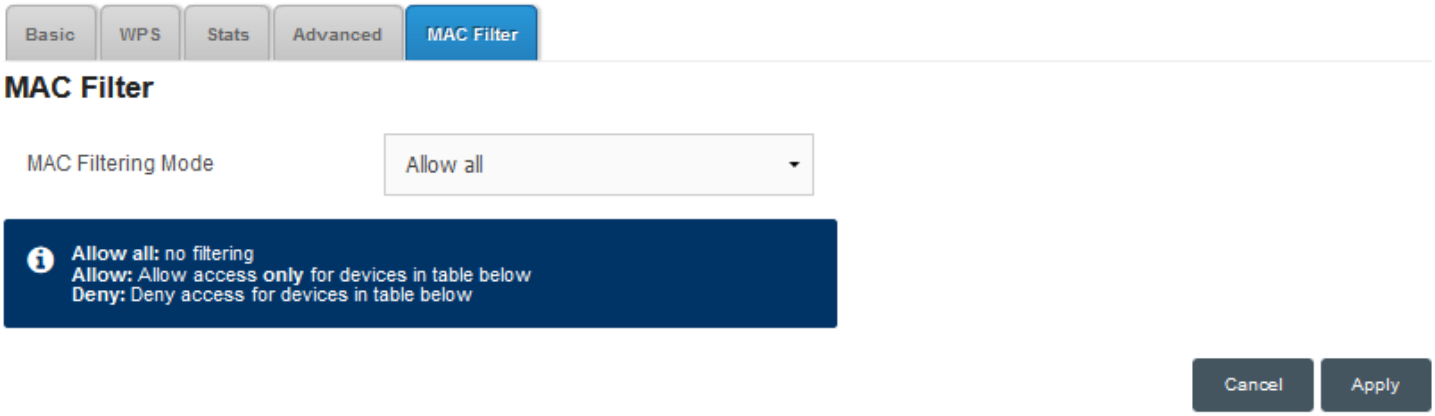
Global Max clients	Define the maximum number of clients that can be connected

3.7.6 MAC Filter

Object: This session lets you use the Mac-Filter to control Wi-Fi access

- The following screen opens:



Field	Action
Allow all	No filtering
Allow	Allow access only for devices in table below
Deny	Deny access for devices in table below

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3.8 USB service

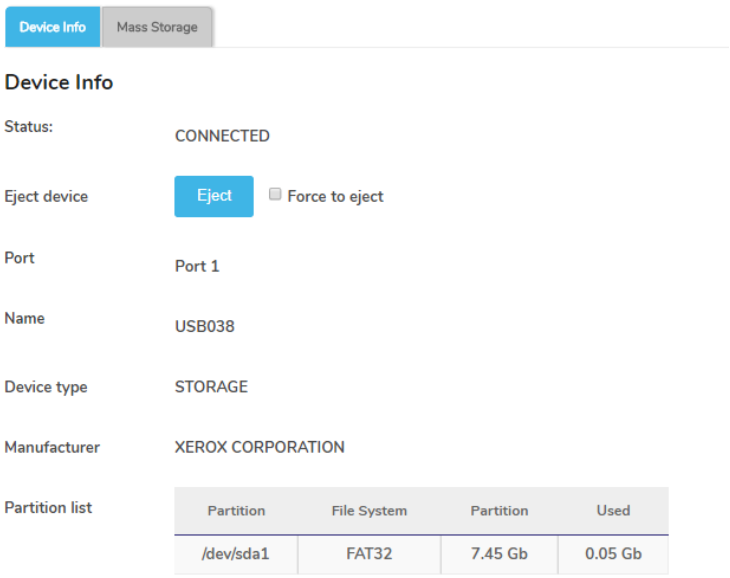
This field only appears when one USB drive is connected into the gateway.

3.8.1 USB device

3.8.1.1 Device Info

Object: This menu gives some information about the connected USB drive.

- In the Network map, click on the USB device you want to display information.



Field	Meaning/Action
Status	Status of the USB port.
Eject device	Use this button to remove the USB drive from the gateway. Check the box **Force to eject** when the normal procedure is not working.
Port	Port where you have connected your USB drive.
Name	Name of the USB drive.
Device type	Type of the device (storage,...).
Manufacturer	Name of the manufacturer of the device
Partition list	Gives information about the USB drive connected.

3.8.1.2 Mass Storage

- **Object:** You can share all files contained on the USB drive connected into the gateway, with other computers on the network.

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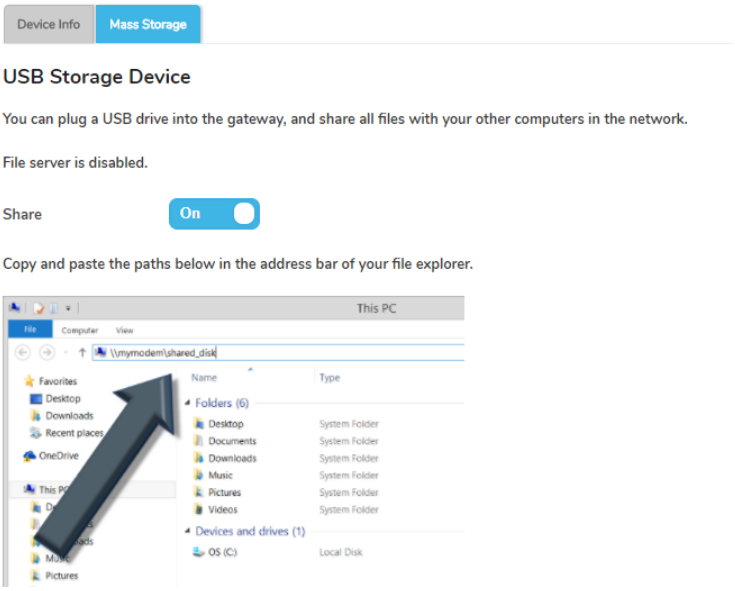
Use the **ON/OFF** button to activate or deactivate the sharing of the current USB drive.
To allow access to this shared folder, you must communicate the path to other users.



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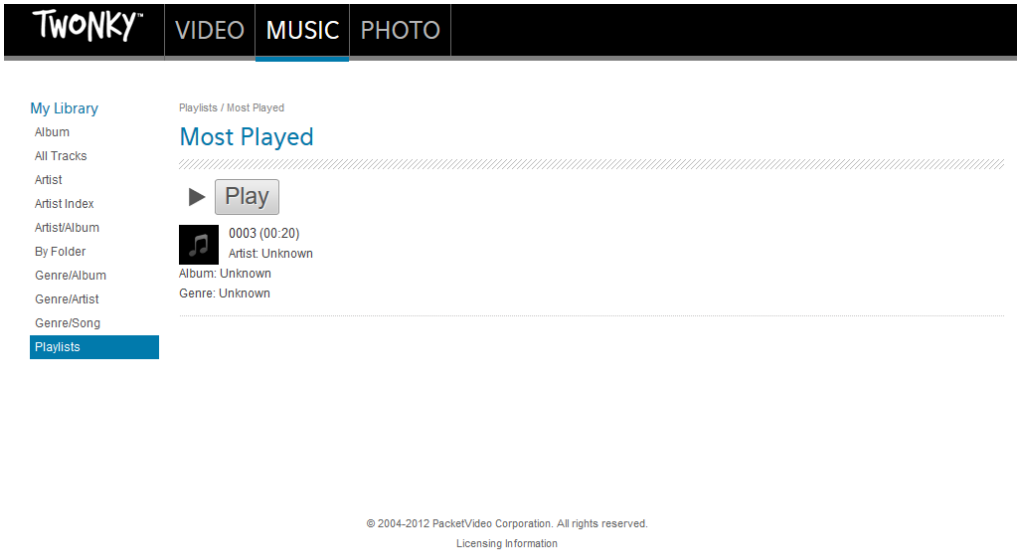
3.9 Services

3.9.1 My Media Player

Object: This menu lets you access to shared multimedia contents (audio, video, pictures) as defined in section 3.3.5 **Media**.

- To access the shared contents, click on **My Media** from the welcome screen.
  The following screen opens.



By default, the video contents are selected. In the Top Menu, you can select the type you contents you want to play.

Field	Meaning/Action
VIDEO	Access to video contents shared on your USB drive
MUSIC	Access to audio contents shared on your USB drive
PHOTO	Access to photo contents shared on your USB drive

On the left-hand menu, you can browse your shared library according to different criteria (Date, Folder, Album, Artist, Genre…).

Note

Depending on your Web Browser, playing may require further configuration on the Web Browser for more supported codecs.

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3.10 Parental Control

Object: This menu is used to create and manage access time and Url restrictions for LAN devices which are connected to the gateway.

This section contains the following menus:

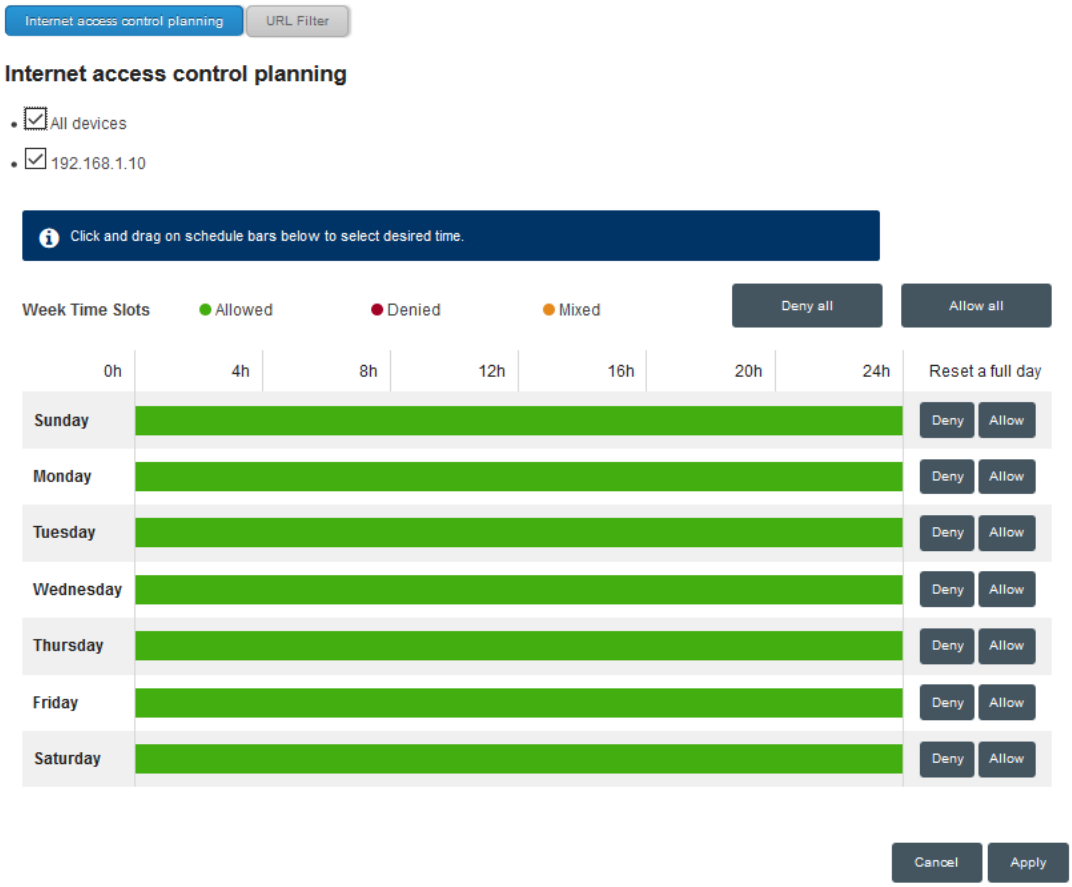
- Internet Access control Planning (see subsection 3.4.3.1)
- URL Filter (see subsection 3.4.3.2)

3.10.1 Internet Access Control planning

Object: This menu is used to create and manage access time for LAN devices which are connected to the gateway. By default, all devices can access to Internet all the time but you can define days and time slots where your devices can access or not by selecting them in the table below.

- In the **Access control** menu, select **Parental Control** > **Internet Access control Planning**.

The following screen opens:



To define a time restriction, proceed as follows:

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- Select the desired device in the list (IP address, hostname, ...).

Note

If you select **All devices**, the time restriction will be apply to all connected devices.

- Configure the time restriction for each day of the week.

Note

Allow all: The Internet access is always authorized.

Deny all: The Internet access is not allowed.

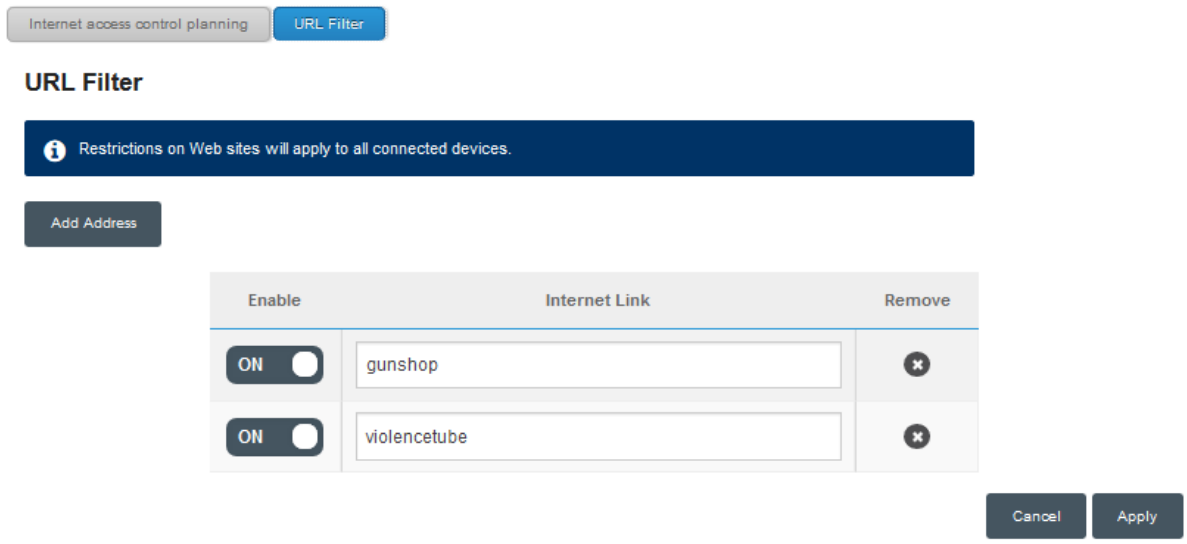
- Click on the **Apply** button to save the configuration.

3.10.2 URL Filter

Object: This menu is used to create and manage Url access restriction for all LAN devices which are connected to the gateway.

- In the **Access control** menu, select **Parental Control** > **URL Filter**.

The following screen opens:



To configure an access restriction, proceed as follows:

- Click on the **Add address** button
- Enter the URL address whose access must be restricted.

- Click on the **Apply** button.

Note

From the list, you can perform the following actions:

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- activate or deactivate an access restriction using the **ON/OFF** button,

delete an access restriction by clicking on the button.

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4. Firmware Upgrade

The firmware of your **eir** fibre box can be automatically updated by **eir** via TR-069 protocol. No action is required by the end-user.

Important

Throughout the download procedure (up to five minutes), **you must**:

- not power down the gateway,
- not disconnect from the xDSL line or Fiber line.

During the download process, the LED will blink. Do not power down the gateway.

It will restart automatically at the end of the process. Please make sure to wait for the gateway to reboot completely on its own.

Note

To check if the new version has been correctly installed, select the **Gateway Settings > Device Info** > **General** menu; the **Software Version** field is displayed with the last software version installed.

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Annex A - Troubleshooting

This section covers	• Checking the DHCP configuration on your device	§ A.1
	• checking the assignment of an IP address	§ A.2
	• Front panel LEDs	§ A.3
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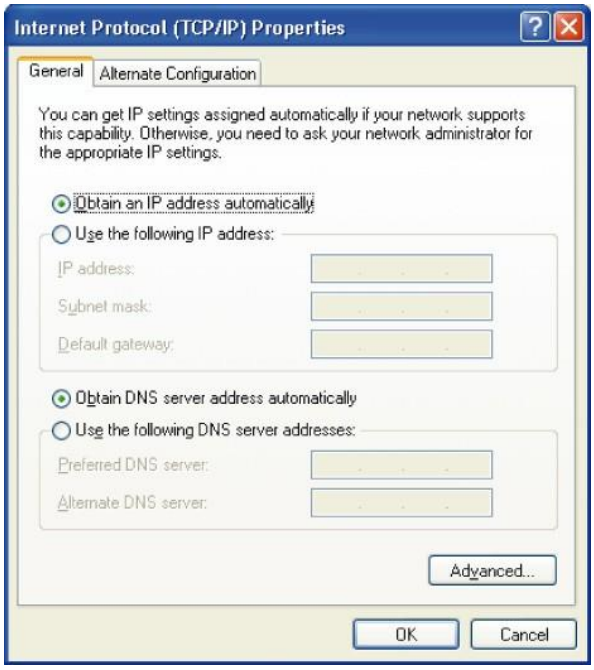
A.1 Checking the DHCP configuration on your device

In Windows XP

1. Click on **Start > Control Panel > Network Connections**.
2. Right-click the appropriate network, and then select **Properties**.
   The Local Area Connection Properties appears.
3. Select the protocol TCP/IP of the network card, and then click the **Properties** button.
   The screen Internet Protocol (TCP/IP) Properties appears.
4. Select the **General** tab, then the case "**Obtain an IP address automatically**" and the case "**Obtain the addresses of the DNS servers automatically**".
5. Click the **OK** button to confirm your choice.



A.2 Checking the assignment of an IP address

In Windows

1. Click on **Windows key + R**, enter **cmd** and then click **OK**. The command prompt screen appears.
2. Enter **ipconfig/all** then press **Enter**.
3. Check that the entry IP Address contains a value other than **0.0.0.0** (for example ***10.0.0.10***).

Note

If no IP address is displayed, enter **ipconfig /release** then enter **ipconfig /renew**.

Note

All the troubleshooting procedures described below are undertaken in

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Windows® XP. These procedures in other Windows operating systems® (98, ME and 2000) can be slightly different.

Many sources of information are available to help you identify and resolve issues you may experience:

- the LEDs on the front panel of the gateway.
- the graphical User Interface (http://10.0.0.138).

A.3 Front panel LEDs

Note

When the gateway is switched on, the POWER LED on the front panel is green.

item	Icon	Text	Spec	Colour
1- Power		Power	Solid green: Device is powered on and has booted up successfully Off: Power off Blinking red: Device is booting Solid Red: Device failed to power up properly	Green / Red
2- Sync		Sync	Solid green: DSL line is synchronised, or a WAN ETH cable is connected to the WAN port and the link is active Blinking slowing: Trying to detect DSL carried Blinking fast: Detected DSL carrier and trying to synchronise Off: No Broadband connection is plugged in or power is off	Green
3- Internet		Internet	Solid green: IP address is received on Data WAN Internet interface. Off: No Data WAN Internet service	Green
4- Wi-Fi		Wi-Fi	Solid green: WiFi is turned on Off: WiFi is off Blinking green (slow): WPS is triggered and WPS pairing slot is open Blinking green (fast): during 2 secs when the pairing is successful	Green
5- VOIP		Phone	Solid green: VoIP account is registered Off: VOIP service is off	Green

A.4 Diagnostics tool

You can monitor the gateway's activity and status using the several tools.

If none of the above helps you solve the problem, and you are still having trouble connecting to the Internet, we recommend that you restart your gateway (cf. § A.6) and eventually reset the factory configuration (cf. § A.7). You will then need to re-configure your gateway as a first-time setup.

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A.5 Interpreting the LEDs

A.5.1 The "SYNC" LED blinks slowly

1. Check the connection of your xDSL filters. Each telephone socket of your installation which is used must be equipped with an xDSL filter.
2. Check that the RJ11 type line cord delivered with your gateway is connected to one of your sockets. It is recommended that no telephone extension is used.
3. Finally, check with your ISP that the DSL service is available on your telephone line.

A.5.2 "Wi-Fi" LED off

If this LED is off, this indicates that the WLAN interface of the gateway is not active.

To activate the wireless network, access the graphical User Interface (http://192.168.1.254) and check the box "Enable Wireless" in the **Wireless** menu (see section 3).

A.5.3 All LEDs are off

1. Check that the type of power available in your premises is compatible with the mains voltage required for powering your gateway.
2. Check that the delivered power cord is properly connected at one end to the mains power network.
3. Check that the power connector is inserted correctly in the corresponding connector (power) of the gateway.

A.6 Restarting your gateway

We recommend that you restart your gateway if you notice that the gateway does not operate properly.

To restart your gateway, use one of the following methods:

- Press the **Power** button located on the left panel of the gateway. Press it again to switch it back on.
- Click on the **Reboot** action on the **Maintenance** menu.

During restarting, the status of the LEDs is the following:

Power central LED will light up. The SYNC LED blinks during the establishment of the

DSL link, then steadies. The INTERNET LED becomes steady when Internet connection has been created successfully.

Note	
	The powering up process lasts around one minute.

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A.7 Resetting factory configuration

If you lose your password or if, after having entered new parameters in your gateway, you cannot access the Internet nor the HTTP configuration tool, you can restore the normal operation with the "factory" parameters via the **Restore Default** procedure.

When the procedure is finished you will have to enter again your connection ID and connection password delivered by your Internet Service Provider (see **Internet Connection** - section 3.5).

To reset the default settings and therefore restore the gateway to its factory configuration, use one of the following methods:

Important

This operation deletes the entire personalised configuration of your gateway: Password, Configuration, customized wireless settings, etc.
After a factory configuration reset, it is **necessary to install your gateway again**, or to enter again the xDSL connection data supplied by your **I**nternet **S**ervice **P**rovider (ISP) (see Internet Connection section 3.5).

- In the graphical User Interface (http://10.0.0.138), select **Gateway Settings > Maintenance > Resets> Reset**.

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