

Getting Started Guide

ACTRIX



Welcome

ZyXEL VMG-8324
Ultra-Fast Broadband



VoIP Voicemail Guide
is available at: <http://actrix.co.nz/voip>

Your device is already configured
Please do not press the reset button on the device

Welcome to Actrix

Are you new to Actrix?

If you are a new customer, please call Actrix on 0800 228749 on your connection date so that we may activate your account.

Your Router Has Already Been Configured

Please do not press the reset button on the device.

Connecting Through Wi-Fi is Easy

Your Wi-Fi key label is located on the back of the router.



Key is case sensitive and must be exact.

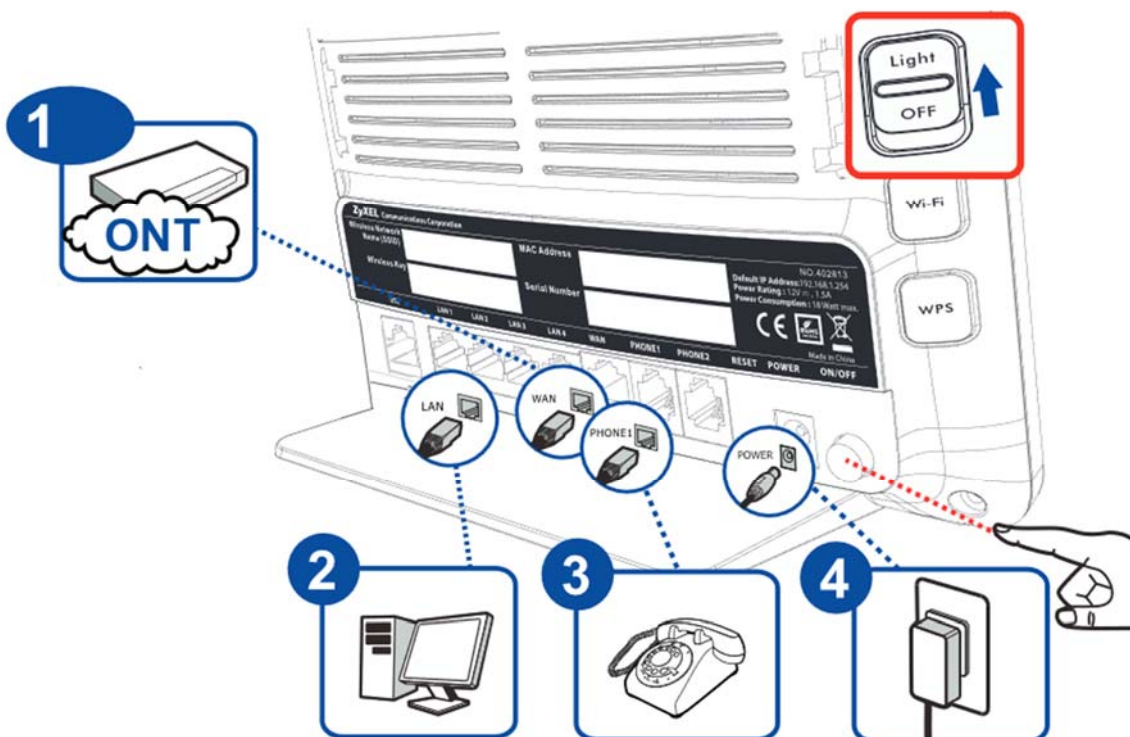
Three Tips for Optimal Performance

Your Wi-Fi key label is located on the back of the router.

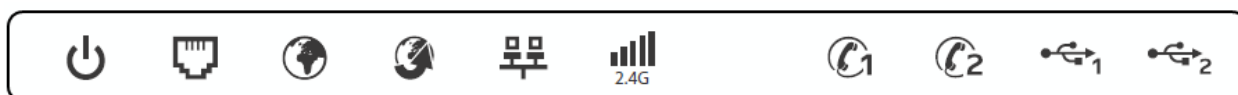
- Locate the device away from interference sources — TVs, microwaves, cordless phones etc.
- Plugging in with a network cable offers better overall performance — a network cable has been included with this package.
- Wi-Fi performance may vary; factors include distance between devices, walls, and floors as well as the number of other wireless networks in the area.

Setting Up Your Router

1. Connect ZyXEL WAN port to LAN 1 port on the Optical Network Terminal (ONT).
2. LAN ports on the router allow you to plug in computers & devices directly.
3. VoIP (optional): Connect a phone to PHONE1 on router. In some cases this port may loop back to your existing phone wiring to enable your other jack points.
4. Plug in the power cable. Note the power button to the right of the socket. **Important Note: This router has a switch to disable its LED lamps — switch UP to enable lamps.**



Router Features



Power DSL Internet WAN LAN Wi-Fi Phone 1 Phone 2 USB1 USB2

Power	<p>Green (Solid) - Device is receiving power and ready for use</p> <p>Green (Blinking) - Device is self-testing</p> <p>Red (Solid) - Device detected an error or malfunction</p>
DSL	<p>Green (Solid) — ADSL line is up</p> <p>Green (Blinking) — Device is initializing the ADSL line</p> <p>Orange (Solid) — VDSL line is up</p> <p>Orange (Blinking) — Device initializing the VDSL line</p> <p>OFF — DSL line is down</p>
Internet	<p>Green (Solid) — Connected, no traffic</p> <p>Green (Blinking) — Device sending/receiving traffic</p> <p>OFF — No internet connection (or bridged mode)</p> <p>Red (Solid) — IP connection failed or authentication problem</p>
WAN	<p>Green or Orange (Solid) — Device has successful WAN connection</p> <p>Green or Orange (Blinking) — Device sending/receiving WAN traffic</p> <p>OFF — No connection on WAN</p>
LAN	<p>Green (Solid) — Device has successful LAN connection</p> <p>Green (Blinking) — Device sending/receiving LAN traffic</p> <p>OFF — No connection on LAN</p>
Wi-Fi	<p>Green (Solid) — 2.4GHz wireless network active</p> <p>Green (Blinking) — Device communicating with wireless devices</p> <p>OFF — Wireless network is not activated</p>
Phone 1, 2	<p>Green (Solid) — SIP account registered for phone port</p> <p>Green (Blinking) — Incoming call or connected phone off hook</p> <p>Orange (Solid) — SIP account registered and voice message is waiting</p> <p>Orange (Blinking) — Voice message waiting and phone off hook</p> <p>OFF — SIP account not registered</p>
USB 1, 2	<p>Green (Solid) — USB device recognized</p> <p>Green (Blinking) — USB device is sending/receiving traffic</p> <p>OFF — No USB device connected or recognized</p>

Connection & Wi-Fi Speeds

✓ How to Check Your Connection Speed

1. In your browser visit <http://www.speedtest.net>
2. Choose the Wellington CityLink Server
3. Click on the 'Begin Test' button

Did you know? Internet connection throughput is only as fast as the slowest link.

Ultra-Fast Broadband removes the major bottleneck in consumer internet connections, the link between the customer and the ISP. Copper-based connections such as DSL limited the speed between the customer and ISP to an average of around 12Mbps (megabit per second) — generally the slowest link in the chain.

Now with up to 200Mbps Ultra-Fast Broadband speeds becoming more common, the slowest link moves to inside the home or out on the public internet.

Wi-Fi access points provided by Actrix are based on a wireless standard called 802.11n. When devices connect wirelessly, this can be the slowest link, with 802.11n topping out at around 50Mbps for common devices such as tablets and phones.

What's My Connection Capable Of?

UFB **Ultra-Fast Broadband** | Up to 200Mbps

VDSL **Very Fast DSL** | Up to 50Mbps

ADSL **Basic DSL** | Up to 24Mbps

There are a number of different wireless standards: b, g, n and ac, so while the access point we ship supports n, an older laptop or device might only support g, further limiting speed to around 20Mbps. All of these numbers assume an interference-free world which is not always the case so real world speeds may be lower.

To get the most out of your Ultra-Fast Broadband connection, Actrix recommends connecting to the access point via Ethernet cable. This should allow a minimum speed of 100Mbps, and a maximum speed of 1000Mbps (1Gbps) between your computer and the access point. Achievable speeds will depend on the hardware in your computer or device.

The other benefit of a cabled connection is that it reduces latency. Wireless can add multiple milliseconds (ms) of latency to the connection, compared to an Ethernet cable with averages of less than 1 millisecond, benefiting online gaming and apps such as Skype®.

Frequently Asked Questions

Help, I Can't Get Online!

1. Unplug the router from the power for at least two minutes.
2. Restart the computer or device having problems accessing the internet.
3. Power up the router and allow 3-5 minutes, then try browsing the web again.
4. If problems persist, power cycle the ONT by unplugging the ONT from the power, then follow steps 1-3 again.

How Do I Log Into the Router?

Important Note: Your device is already configured. Entering incorrect settings, changing the configuration, or resetting the device may cause unpredictable results including the inability to get online and/or place & receive calls (including 111).

1. Connect a laptop or desktop computer to the router LAN port.
2. Open your web browser and type in <http://192.168.1.1>
3. The default username and password are admin and 1234, respectively.

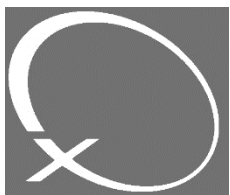
I Reset My Router By Accident – Now What?

Ring us on 0800 228749. We may be able to remotely reconfigure your router.

How Do I Access and Use Voicemail?

Our VoIP Voicemail Guide is located online at <http://actrix.co.nz/voip>

Actrix Support



Actrix Networks Limited

Phone: 0800 228 749 (8am-10pm)

E-mail: support@actrix.co.nz

<http://www.actrix.co.nz/help>

Comments, Suggestions, & Feedback: <http://response.actrix.co.nz/feedback>