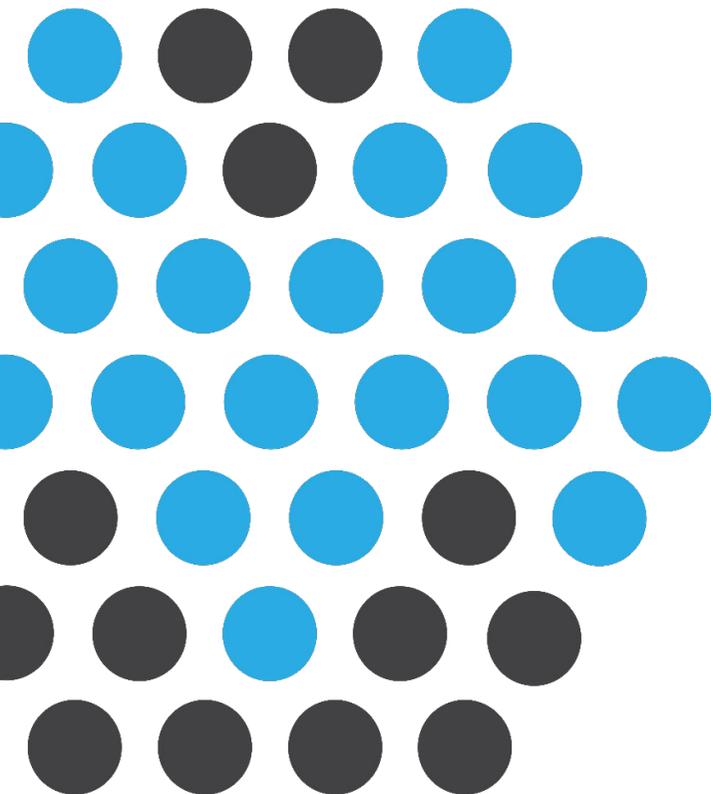




METROFIBRE

Zyxel Service Set-up Guide

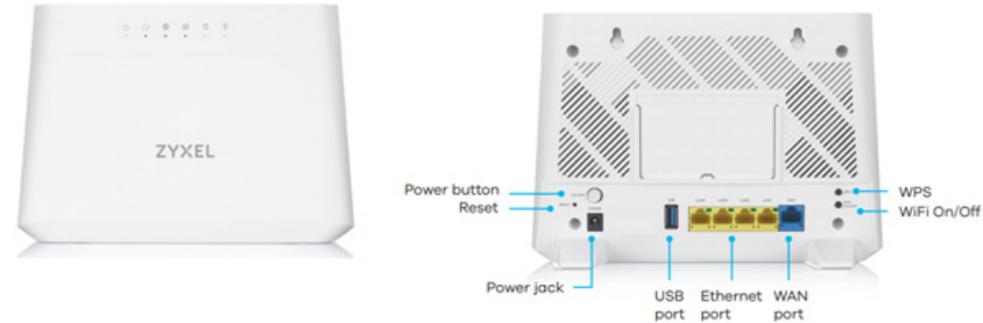


Glossary of Terms

1. **Wide-area network (WAN) port** – Also known as the internet port, is used to connect the internet source, such as the router, to the optical network terminal.
2. **Fibre Network Operator (FNO)** – Build and own the physical infrastructure that is used to deliver Fibre to the home.
3. **Optical Network Terminal (ONT)** – A large black box which serves to convert light to data and vice versa, in other words it serves as a modem or router for optic Fibre.
4. **Termination Point (TP)** - The white box installed into the house that protects the delicate fibre cables.
5. **Internet Service Provider (ISP)** – Utilise the Fibre Network Operator’s infrastructure to offer internet services through the operator’s network.
6. **Ethernet cable** – The cable used to connect your electric device e.g. computer, to a network through the router.
7. **Point-to-Point Protocol over Ethernet (PPPoE)** – A network protocol for capturing point-to-point protocol frames inside Ethernet frames.
8. **Dynamic IP** – An IP address that an Internet Service Provider lets you use temporarily that is assigned using PPPoE

You will receive one of the following Zyxel model variants:

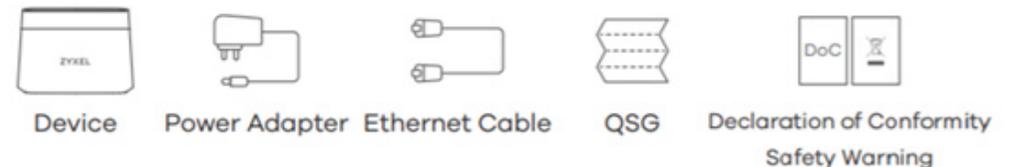
EMG3525-T50B



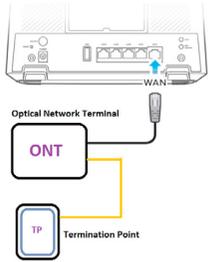
VMG3625-T20A



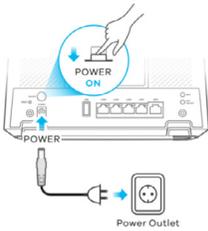
Package Contents



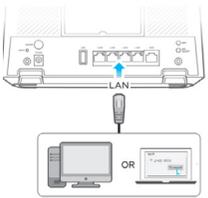
Getting Started



Step 1: Connect the WAN port of the gateway using the Ethernet cable included in the package contents to the Fibre Network Operator's Optical Network Terminal (ONT).



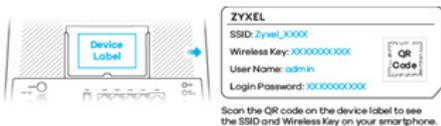
Step 2: Connect the Power Adapter to the gateway's power jack and AC power outlet.



Step 4: Connect your laptop via an Ethernet/LAN cable to one of the 4 available Ethernet ports.

If you do not have an additional Ethernet/Lan cable to connect to your PC, you can also connect wirelessly using a laptop or cell phone.

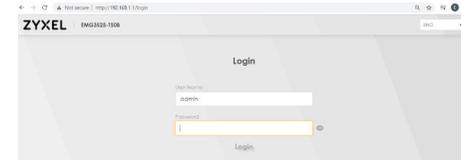
At the back of the Zyxel device you will find the Wi-Fi network name (SSID) and the Wi-Fi password (Wireless Key). Please ensure that you have disconnected any other networks including your mobile data if you are using a cell phone.



Scan the QR code on the device label to see the SSID and Wireless Key on your smartphone.

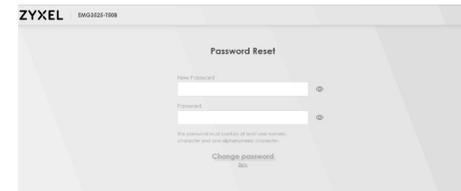


Step 5: Open your Laptop/ PC's web browser and enter the following IP address: 192.168.1.1 and press enter. The Gateway's login page will be displayed.



Step 6: Enter admin as the Username and the Login Password as printed on the sticker on the rear of the device. Click on login.

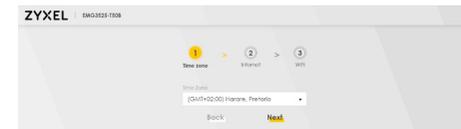
Step 7: It is recommended to change the device's login password to a new secure password of your choice. Click on Change Password or alternatively click on Skip to keep the default credentials.



Step 8: The Quick Start Wizard will guide you during the device setup. The Wizard can be skipped to keep the default settings. Click on Let's go.



Step 9: Confirm the correct time zone and click Next.



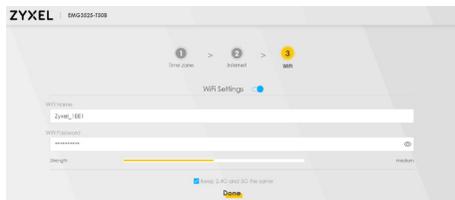
Step 10: The Wizard will detect your internet connection and determine whether it is (PPPoE) Point-to-Point Protocol over Ethernet (username & password supplied by your ISP) or Dynamic IP (Active Ethernet direct connection, no PPPoE required). Click next.



Step 11: Once the connection is ready, click on Next.

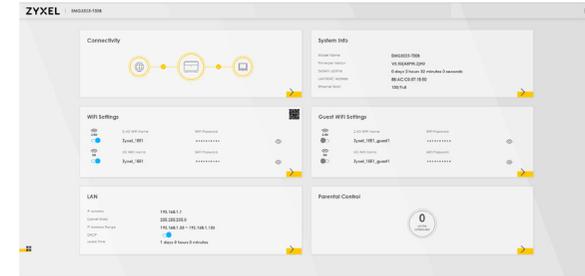


Step 12: You can customize the Wi-Fi network name and password for both 2.4Ghz and 5Ghz radios or keep the settings the same. Click on Done. The settings will apply, and the Wi-Fi will reinitialize. This may take a minute to complete.

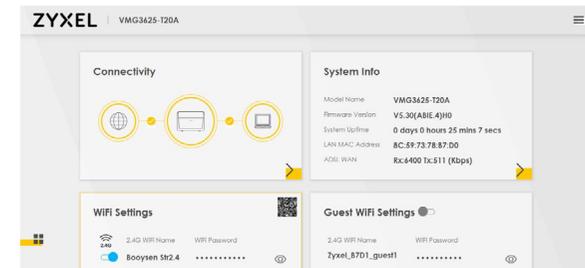


Congratulations! The set-up is now complete, and the home screen is displayed. (If you have an Active Ethernet direct connection i.e., no PPPoE supplied, your set-up ends here).

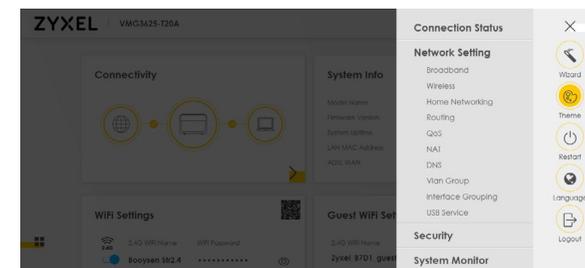
If you did receive PPPoE from your Internet Service Provider (ISP), please proceed to Step 13.



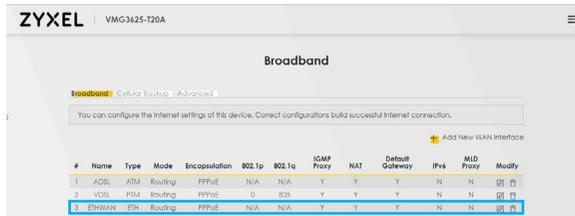
Step 13: On the home screen, click on the menu (3 stripes) at the top right of the page.



Step 14: Click on Network Setting and then Broadband.

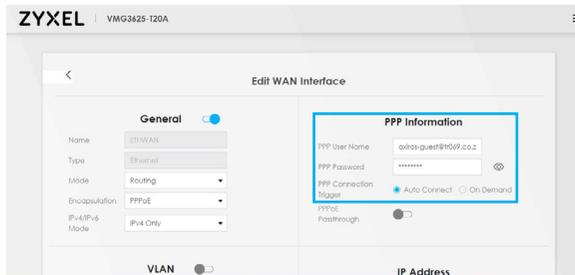


Step 15: Click on the Modify button next to ETHWAN.



| # | Name | Type | Mode | Encapsulation | 802.1p | 802.1q | IGMP Proxy | NAT | Default Gateway | IPv4 | MLD Proxy | Modify |
|---|--------|------|---------|---------------|--------|--------|------------|-----|-----------------|------|-----------|---------|
| 1 | ADSL | ATM | Routing | PPPoE | N/A | N/A | Y | Y | Y | N | N | [M] [P] |
| 2 | VDSL | PLM | routing | PPPoE | 0 | 833 | Y | Y | Y | N | N | [M] [P] |
| 3 | ETHWAN | ETH | Routing | PPPoE | N/A | N/A | Y | Y | Y | N | N | [M] [P] |

Step 16: Clear the PPP Username and Password fields on the right-hand side and enter the credentials provided by your ISP.



General

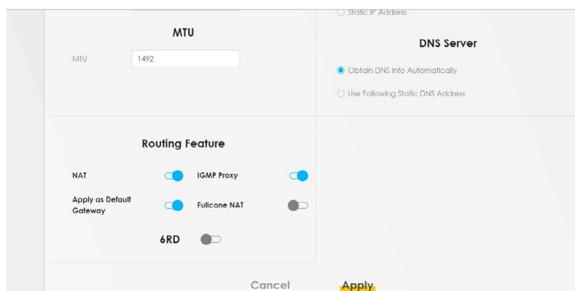
Name: ETHWAN
Type: Ethernet
Mode: Routing
Encapsulation: PPPoE
IPv4/IPv6 Mode: IPv4 Only

PPP Information

PPP User Name: dsl-guest@1609.co.za
PPP Password: *****
PPP Connection Trigger: Auto Connect On Demand
PPPoE Passthrough:

VLAN: IP Address:

Step 17: Scroll down to the bottom of the page and click on Apply. If the PPPoE credentials were typed in correctly the Internet light on the router will start flashing green and your service is ready to use.



MTU: 1492

DNS Server

Obtain DNS Info Automatically
 Use Following Static DNS Address

Routing Feature

NAT: IGMP Proxy:
Apply as Default Gateway: Fullcone NAT:
6RD:

Cancel **Apply**

Should you have any queries, please contact Go.Support@metrofibre.co.za or call 087 151 4000.

Customer Care Hours: Monday to Friday 07:00 - 21:00
Saturday to Sunday 07:00 - 17:00
Public Holidays 08:00 - 14:00