TG588v v2

Setup and User Guide

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Document Information

Contents

About this Setup and User Guide

In this Setup and User Guide

The goal of this Setup and User Guide is to show you how to:

- Set up your TG588v v2 and local network.
- Configure and use the features of your TG588v v2.

Used Symbols

The *danger* symbol indicates that there may be a possibility of physical injury.

The *warning* symbol indicates that there may be a possibility of equipment damage.

The *caution* symbol indicates that there may be a possibility of service interruption.

The *note* symbol indicates that the text provides additional information about a topic.

Typographical Conventions

Following typographical convention is used throughout this manual:

- <u>This sample text</u> indicates a hyperlink to a website.

  Example: For more information, visit us at <u>www.technicolor.com</u>.

- This sample text indicates an internal link.

  Example: If you want to know more about this Setup and User Guide, see *"About this Setup and User Guide" on page 1.*

- *This sample text* indicates an important content-related word.

  Example: To enter the network, you *must* authenticate yourself.

- **This sample text** indicates a GUI element (commands on menus and buttons, dialog box elements, file names, paths and folders).

  Example: On the **File** menu, click **Open** to open a file.

1 Getting started

Introduction

This chapter gives you a brief overview of the main features and components of your TG588v v2. After this chapter we will start with the installation.

⚠️ Do not connect any cables to or power on your TG588v v2 until instructed to do so in this Setup and User Guide.

Before you start

Carefully read the **Safety Instructions and Regulatory Notices** document included in your package before continuing with the installation of your TG588v v2.

Topics

This chapter describes the following topics:

1.1 Features at a glance

Introduction

This section provides a brief overview of the main features of your TG588v v2.

Internet connection features

- *Broadband Internet access* via the integrated VDSL2 modem.
- *(Fallback) mobile Internet access* via the optional mobile Internet dongle.
  For more information, see *"2.6 Set up a mobile fallback connection" on page 17*.
- *Internet security* for your entire network.
  For more information, see *"5 Internet security" on page 47*.

Local networking features

- *Wireless access* for your local network devices via the integrated IEEE 802.11n wireless access point.
  For more information, see *"3 Wireless networking" on page 19*.
- *Wired access via Ethernet cable* for your local network devices via the Ethernet interface.
  For more information, see *"2.4 Connecting your wired devices" on page 15*.

ECO

Technicolor is proud to offer you high-standard products with a variety of eco-friendly attributes. Next to carefully selected plastics and packaging to minimize our ecological footprint, our products benefit from a unique combination of hardware and software features that reduce energy consumption substantially.

The accompanying product documentation not only provides useful information on all the features of your product, but also on its energy consumption. We strongly encourage you to carefully read the product documentation before putting your equipment in service in order to get the best service it can offer you.

You can check www.technicolor.com/ch_regulatory for information available on power consumption data, energy efficiency measurements, and means available to the user to further optimise the power consumption of your network equipment.

Technicolor's ECO features guarantee you that your TG588v v2 is able to reduce its power consumption to an absolute minimum.

The TG588v v2 web interface

The *TG588v v2 web interface* allows you to configure your TG588v v2 via your web browser.
For more information, see *"4 TG588v v2 web interface" on page 27*.

1.2 Product overview

Overview

This section provides an overview of the different components of your TG588v v2:

1.2.1 Power

Overview

Power inlet

The power inlet (‐‐⊙‐+) allows you to connect the power supply unit.

⚠ Only use the power supply unit delivered with your TG588v v2.

Power switch

The power switch (Ⓞ) allows you to power on/off your TG588v v2.

1.2.2 Local network connections

Overview
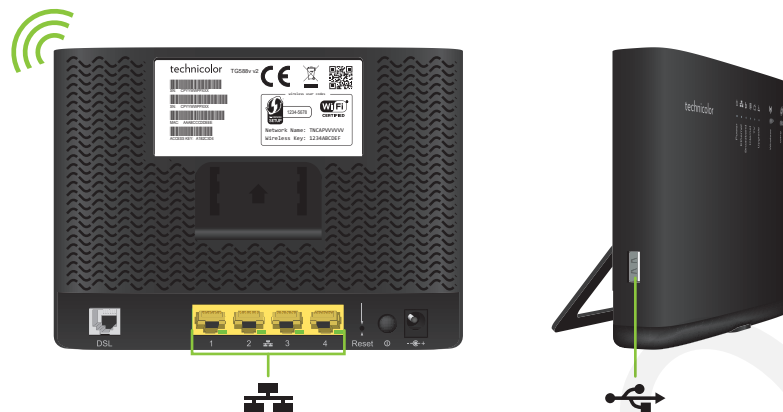
Wireless access point

The built-in IEEE802.11n wireless access point provides wireless access to your wireless clients.

For more information, see *"3 Wireless networking" on page 19*.

Ethernet switch

The Ethernet switch (⌁) allows you to connect Ethernet devices (a computer, a smart TV, a NAS drive, a set-top box, etc.) to your local network. For more information, see *"2.4 Connecting your wired devices" on page 15*.

USB Port

The USB port (⟝) can be used to:

- Connect a USB mass storage device to *share your content* (for example, music, movies,...).
- Connect a mobile Internet dongle to set up a mobile Internet connection that can work as a backup for your main Internet connection.

For more information, see *"5 Sharing content" on page 1*.

1.2.3 Broadband connection

Overview

DSL

DSL port

This port can be used to connect your TG588v v2 to your service provider's DSL network.

For more information, see *"2.2 Connecting your TG588v v2 to your service provider's network" on page 13*.

Mobile Internet dongle (optional)

If you purchased the optional mobile Internet dongle, you can set-up a mobile data connection that can serve as a fallback Internet connection.

For more information, see *"2.6 Set up a mobile fallback connection" on page 17*.

1.2.4 Buttons

Overview

Power button

The **Power** (⏻) button allows you turn your TG588v v2 on or off.

Wireless button

The **Wireless** (((ᵠ))) button allows you to manually disable the wireless interface of your TG588v v2. You can do this when nobody is using the wireless network.

The LED on the **Wireless** button provides you information about the status of your wireless connection. For more information, see *"Wireless LED" on page 10*.

WPS button

The **WPS** (𝕊) button allows you to add new wireless clients to your network in a swift and easy yet secure way without the need to enter any of your wireless settings manually.

For more information, see *"3.1 Connecting your wireless client via WPS" on page 20*.

Reset pinhole button

The **Reset** pinhole button allows you to reset your TG588v v2 to factory defaults.

For more information, see *"6.4 Reset to factory defaults" on page 55*.

1.2.5 Status LEDs

Introduction

On your TG588v v2 you can find a number of status LEDs that indicates the state of your TG588v v2.
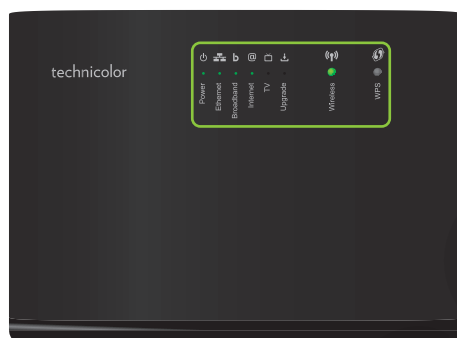
Power LED

Colour	State	Description
Green	Solid on	Power on, normal operation.
Red	Solid on	Power on, self-test failed, indicating device malfunction.
Orange	Solid on	Your TG588v v2 is starting up.
Off		Your TG588v v2 is powered off.

Broadband LED

Colour	State	Description
Green	Solid on	DSL line synchronised.
	Blinking	Trying to detect carrier signal or pending DSL line synchronisation.
Off		No DSL line connected. - or - Your TG588v v2 powered off.

Internet LED

Colour	State	Description
Green	Solid on	Connected to the Internet, no activity.
	Blinking	Connected to the Internet, sending/receiving data.
Red	Solid on	No Internet connection.

Wireless LED

Colour	State	Description
Green	Solid on	The wireless interface is enabled, no wireless activity.
	Blinking	The wireless interface is enabled, wireless activity.
Off		The wireless interface is disabled.

For more information about the Wireless button, see *"Wireless button" on page 8*.

WPS LED

Colour	State	Description
Green	Solid On	Client successfully registered via WPS.
Orange	Blinking	WPS registration ongoing.
Red	Blinking	Error occurred.

For more information about WPS, see *"3.1 Connecting your wireless client via WPS" on page 20*.

Ethernet LED

Colour	State	Description
Green	Solid on	At least one active network device is connected to the Ethernet switch.
	Blinking	At least one Network device is connected to the Ethernet switch and sending/receiving data.
Off		No active Ethernet devices connected to the Ethernet switch.

TV LED

Colour	State	Description
Green	Solid on	Your Digital TV service is up.
	Blinking	Your Digital TV service is up and there is activity.
Off		Your Digital TV service is down.

Upgrade LED

Colour	State	Description
Blue	Solid on	Software upgrade ongoing
Off		No software upgrade ongoing

Do not power off your TG588v v2 or disconnect any cables as long as the **Upgrade** LED is on. Interrupting the upgrade procedure may damage your TG588v v2.

2 Setting up your TG588v v2

Setting up your main services

Proceed as follows:

1 Attach the vertical stand.
For more information, see *"2.1 Attach the vertical stand" on page 12*.

2 Connect your TG588v v2 to your service provider's network.
For more information, see *"2.2 Connecting your TG588v v2 to your service provider's network" on page 13*.

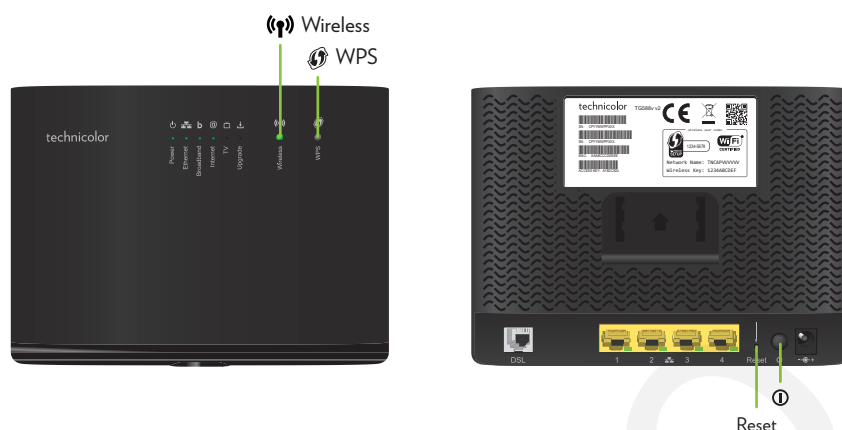**3** Power on your TG588v v2.
For more information, see *"2.3 Powering on your TG588v v2" on page 14*.

4 Connect your network devices. To do this using:

- A wireless connection, see *"3 Wireless networking" on page 19*.

- A wired connection, see *"2.4 Connecting your wired devices" on page 15*.

  ⚠ We recommended you to first connect one computer/tablet (if possible via a wired connection), then complete the rest of the procedure and as a final step connect the other (wired and/or wireless) devices.

5 Configure your TG588v v2 using the built-in web interface.
For more information, see *"2.5 Configure your TG588v v2 services" on page 16*.

Setting up additional services

When you subscribed you may have purchased additional services or items. For more information on how to:

- Set up a mobile data fallback connection using a **mobile Internet dongle**, see *"2.6 Set up a mobile fallback connection" on page 17* for more information.

2.1 Attach the vertical stand

Procedure

Place the locking catches of the vertical stand into the slots on the TG588v v2 and slide the mountable stand into place.

2.2 Connecting your TG588v v2 to your service provider's network

Introduction

This section helps you to connect your TG588v v2 to your service provider's network.

Connecting the cables

Proceed as follows:

1 Take the DSL cable. This is the grey cable that is included in your package.

> ⚠ Only use the DSL cable provided in your package. Other DSL cables may not work with the DSL subscription that you purchased.

2 Plug one end of the cable in the grey **DSL** port on the back of your TG588v v2.
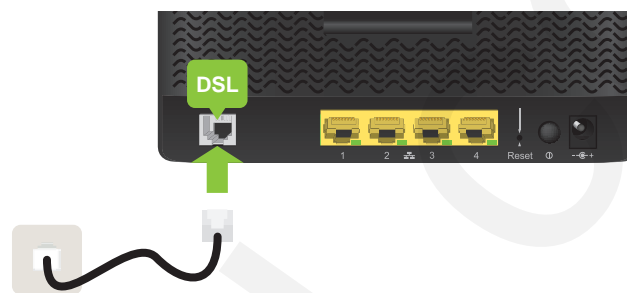
3 If your delivery:

- Does not include a DSL splitter, plug the other end of the DSL cable into your telephone wall socket.

- Includes a DSL splitter, plug the other end of the DSL cable into the **DSL/Modem** port of the DSL splitter. Plug the (**LINE**) cable of the DSL splitter into your telephone wall socket.

  > ℹ A splitter/filter is a box that typically has the following connectors:
  >
  > - A **Line** input
  > - A **Phone/PSTN** output
  > - A **DSL/Modem** output (optional)

2.3 Powering on your TG588v v2

⚠ Only use the power supply unit that is supplied with your TG588v v2. If your current power supply unit is broken, contact your service provider or reseller.

Procedure

Proceed as follows:

1 Plug the connector of the power supply unit into your TG588v v2 power inlet port (−−ᴄ−+).
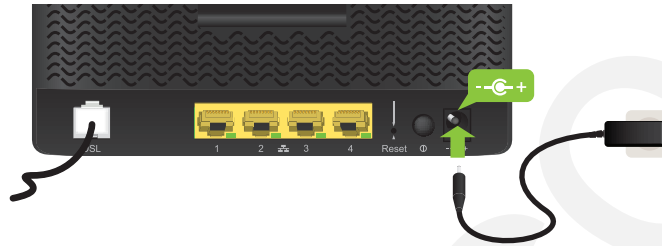
2 Plug the power supply unit into a nearby power outlet.

3 Press the power button to turn on your TG588v v2.
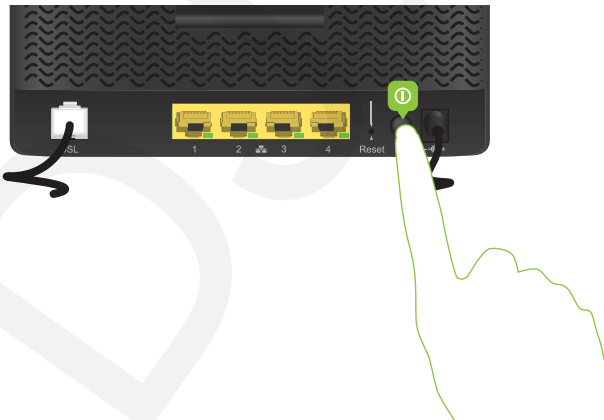
4 The ⏻ LED turns on. Wait at least two minutes to allow your TG588v v2 to complete the startup phase.

2.4 Connecting your wired devices

> **i** To connect wireless clients, see *"3 Wireless networking" on page 19*.

> **i** To connect a set-top box for digital TV, first look for instructions in the documentation included in your package. In some cases the set-top box will have to be connected to a dedicated Ethernet port (typically Ethernet port 4).

Requirements

- Both your network device (for example, a computer, a gaming console,...) and your TG588v v2 must have a free Ethernet port.
- Your network device must be configured to obtain an IP address automatically. This should be the default setting.

Ethernet cable

In your package, you may find one or more cables with yellow connectors. These are Ethernet cables that you can use to connect a local network device (a computer, an Ethernet printer, etc.).

Procedure

Proceed as follows:

1 Connect one end of the Ethernet cable to one of the *yellow* Ethernet ports of your TG588v v2:
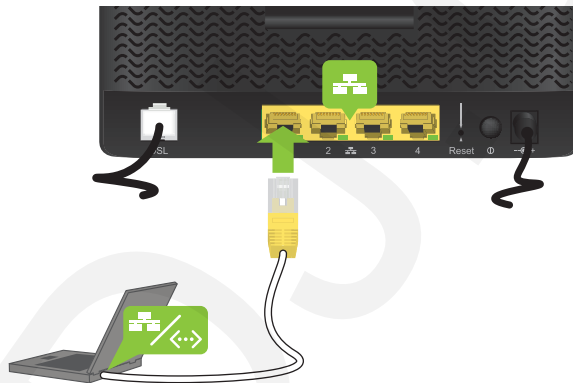
2 Connect the other end of the Ethernet cable to your network device.

> **!** Your TG588v v2 does not support Power over Ethernet (PoE). All network devices that are connected to the TG588v v2 must be powered by their own power source.

3 Your device is now connected to your network.

2.5 Configure your TG588v v2 services

Step 1: Browse to the TG588v v2 web interface

Proceed as follows:

1 Browse to http://192.168.1.1 (this is the default IP address of your TG588v v2) on a computer or device that is currently connected to your TG588v v2 (either wired or wirelessly).

2 The TG588v v2 web interface appears. By default, you are logged in as guest. This means that some items may be hidden. To view all items, click **Sign In** and enter **admin** as user name and the **ACCESS KEY** printed on the product label of your TG588v v2 as password.

Step 2: Check you Internet connection

Under **Internet Access**, check the status of your Internet connection. If it is not connected, click **Internet Access**, enter the **Username** and **Password** for your Internet connection and then click **Save**.

Step 3: Configure your wireless access points

1 Click **Wireless**. The **Wireless** page appears.

2 Change the following settings under **Access Point**:

  a In the **SSID name** box, type the network name that you want to use for this access point (if you do not want to use the default one).

  b In the Security Mode list under Access Point, select the security mode that you want to use for this access point. We recommend to use **WPA+WPA2-PSK**.

  c In the **Wireless Password** box, type the wireless key that you want to use for this access point. The key must consist of 8 to 63 alphanumeric characters. For example: MyKey123.

  ⚠️ ▫ Do not use WEP or None, since they are not secure.

  ▫ WPS will be disabled if you select WEP.

3 Click **Save**.

4 Reconnect your wireless client(s) to the TG588v v2 using the new wireless settings.

2.6 Set up a mobile fallback connection

Mobile fallback

Your TG588v v2 allows you to use a mobile Internet connection as fallback connection for your main Internet connection. This means that your TG588v v2 will automatically switch to the mobile Internet connection when your main Internet connection is down.

> ⚠ Downloading and uploading over the mobile Internet connection may results in additional charges.

Your TG588v v2 will automatically switch back to the main Internet connection as soon as it becomes available again.

What do I need?

To set up mobile fallback connection, you need:

- A mobile Internet dongle

> ⚠ Only use the mobile Internet dongles provided by your service provider.

- A registered Security Identity Module (SIM) card.

Connect your mobile Internet dongle to the TG588v v2

Proceed as follows:

1 Make sure that the SIM card is correctly inserted in your mobile Internet dongle.
2 Plug the mobile Internet dongle into the USB port of your TG588v v2.

3 Wait for two minutes to allow your TG588v v2 to detect the mobile Internet dongle.

Configure the mobile Internet connection

Proceed as follows:

1 Browse to the TG588v v2 GUI.
For more information, see .
2 Click the **Mobile 3G/4G** card header.
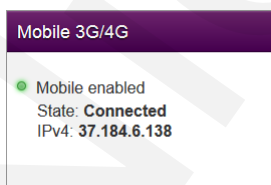
3 The **Mobile 3G/4G** page appears. Click the **Configuration** tab.

4 Under **Mobile Configuration**, update the following fields if necessary:

- **APN**:
  Enter the Access Point Name (APN) of your service provider.

- **Operator Mode**:
  We recommend you to use the default setting, **Automatic** (let the TG588v v2 choose the best operator mode), unless your service provider instructed you to select another mode.

- **PIN**:
  The PIN code of your SIM card.

> ⚠ This information should be provided by your service provider.

5 Under **Network Authentication**, provide the username and password provided by your service provider.

> ⚠ If your service provider did not provide a user name and password, then leave the **Username** and **Password** box empty. In this case authentication is not required.

6 Click **Save** and then click **Connect**.

7 The mobile connection is now up, but will not be used for Internet access unless your main Internet connection goes down. Your main connection is always the preferred connection to the Internet.
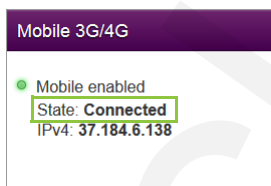
3   Wireless networking

Introduction

This section provides all information on how to use the wireless features of your TG588v v2.

Wireless access point

Your TG588v v2 comes with an integrated IEEE 802.11n wireless access point.

Configuring your wireless clients

For more information on how to make a wireless connection to your TG588v v2, see:

- *"3.1 Connecting your wireless client via WPS" on page 20*
- *"3.2 How to manually connect a wireless client" on page 22*
- *"3.3 Connecting your wireless client by scanning a QR code" on page 23*

Secure your wireless connection!

> By default, the wireless access point of your TG588v v2 is not secured. This means that everyone who is within the range of your TG588v v2 can access your network, with the possible consequences that:
>
> - Your personal data on devices in your local network can be exposed and compromised.
> - People may use your connection to access the Internet.
> - Hackers may use your connection to commit crimes.
>
> You can easily prevent this by securing your wireless access point. For more information, see *"3.4 Securing your wireless connection" on page 24*.

3.1 Connecting your wireless client via WPS

WPS

Wi-Fi Protected Setup (WPS) allows you to add new wireless clients to your local network in a swift and easy way, without the need to enter any of your wireless settings (network name, wireless key, encryption type).

Requirements

- Your wireless client must support WPS. Consult the documentation of your wireless client for this.

    The following operating systems have native WPS support:

    - Windows supports WPS from Windows Vista Service Pack 1 onwards.
    - Android supports WPS from Android 4.0 (Ice Cream Sandwich) onwards.
    - BlackBerry supports WPS from BlackBerry 6 onwards.

- Your TG588v v2 must use **WPA2 PSK** or **WPA+WPA 2 PSK** encryption or no encryption (default encryption).

    WPS cannot be used in combination with the following encryptions:

    - **WPA2**
    - **WPA**
    - **WEP**

- The WPS function must be enabled on your TG588v v2. This is the default setting.

WPS Methods

The following WPS methods are supported by your TG588v v2:

- *Push Button Configuration (PBC):*
  You simply push the WPS button on both your wireless client and your TG588v v2 to connect them to each other. See *"Connect your wireless client WPS PBC" on page 20*.

- *PIN code entry on the wireless client:*
  You enter the PIN code of your TG588v v2 on the configuration utility of your wireless client to connect them to each other. See *"Connect your wireless client using WPS PIN code entry on the wireless client" on page 21*.

- *PIN code entry on your TG588v v2*:
  You enter the WPS PIN code of your wireless client on the TG588v v2 web interface to connect them to each other. For more information, see *"Connect your wireless client using WPS PIN code entry on your TG588v v2" on page 21*.

Connect your wireless client WPS PBC

Make sure that you know how to start WPS on your wireless client before you start. Consult the documentation of your wireless client for more information.

Proceed as follows:

1 Shortly press the WPS button on your **TG588v v2**:
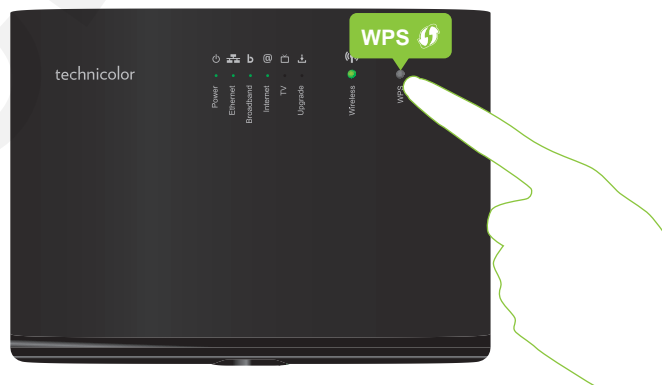
2 The **WPS** LED starts blinking orange. This indicates that your TG588v v2 is now searching for wireless clients that are in registration mode. You now have two minutes to start WPS on your wireless client.

3 Start **WPS** PBC on your wireless client.

4 Your TG588v v2 provides its wireless settings to the wireless client.

5 At the end of the WPS process, the status of the **WPS** LED on your TG588v v2 will change to either of the following:

- Solid green

  This indicates that you successfully registered and connected this wireless client. You are now connected to your TG588v v2 wireless network.

- Blinking red

  This indicates that your TG588v v2 could not find any wireless client in WPS pairing mode or that the exchange of the wireless settings and/or registration failed. For more information, see *"Cannot connect via WPS" on page 53*.

Connect your wireless client using WPS PIN code entry on the wireless client

Proceed as follows:

1 Check the label on your TG588v v2 and note the following information:

- The PIN code that is printed next to the WPS logo.

- The **Network Name**.

  These are the default values. If you already changed these settings, use the new settings instead.

2 Go to the WPS PIN code entry page of your wireless client. Consult the documentation of your wireless client for more information.

3 Enter the PIN code,

> Do not include the hyphen when entering the PIN code. For example, if the PIN code is **1234-5678**, then enter **12345678**.

4 Your wireless client may prompt you to select your access point. If this is the case, your access point will be listed with its **Network Name**.

> You can find the default network name on the product label of the TG588v v2.

Connect your wireless client using WPS PIN code entry on your TG588v v2

Proceed as follows:

1 Locate and note the WPS PIN of your wireless client. For more information, consult the documentation of your wireless client.

2 Browse to the *TG588v v2 web interface*.
For more information, see *"4.1.1 Accessing the TG588v v2 web interface from your local network" on page 29*.

3 Click **Wireless**. The **Wireless** page appears.

4 In the **WPS Device PIN code** box under **Access Point**, type the PIN code of your wireless client and click **Set PIN code**.

In case of problems

If you are having trouble connecting your wireless client via WPS, see *"Cannot connect via WPS" on page 53* for more instructions.

3.2 How to manually connect a wireless client

Procedure

To connect a wireless client to the wireless network, configure that wireless client with the wireless settings (network name and wireless key) of your access point.

If your TG588v v2 is still using the default wireless settings, use the network name (SSID) and wireless key that is printed on the product label of your TG588v v2 (or product ID card if included).

> ℹ️ You can always find back the current wireless settings via the TG588v v2 web interface. For more information, see *"Forgot your wireless key?" on page 53*

3.3 Connecting your wireless client by scanning a QR code

Introduction

Your TG588v v2 allows you to generate a Quick Response (QR) code that contains all wireless settings that are needed to connect to the access point of your TG588v v2. You are then able to connect to the TG588v v2 wireless network by scanning the generated code.

Target devices

This connection method is typically used for tablets and smartphones.

Requirements

Your wireless client must have:

- Your TG588v v2 is using the default network name (SSID) and wireless key. These settings are also printed on the product label.
- Your TG588v v2 must use **WPA-PSK + WPA2-PSK** encryption.
- A camera to scan the code.
- An application (app) to interpret the QR code and connect to a wireless network.

Procedure

Proceed as follows:

1 Browse to the TG588v v2 web interface.
For more information, see *"4.1.1 Accessing the TG588v v2 web interface from your local network" on page 29*.

2 Click **Wireless**. The **Wireless** page appears.

3 Under **QR Code**, click **Generate QR Code**.

4 The wireless QR code appears.
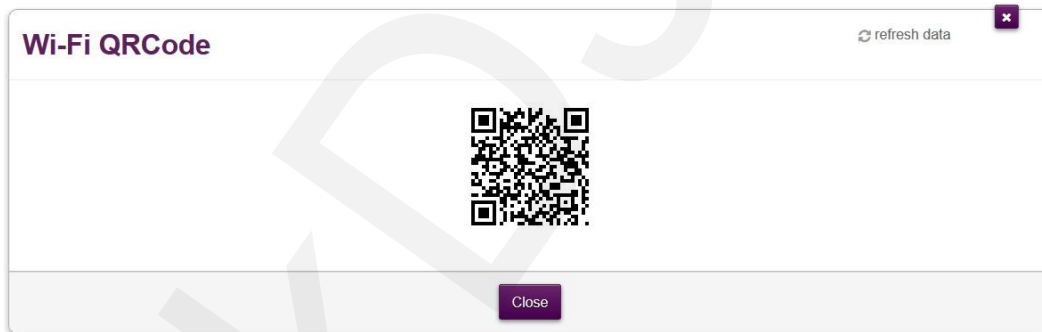
You can now:

- Scan the code directly from your screen.
- Print this page and scan the code from paper.

5 Your app shows you the wireless settings included in the QR code and offers you to connect to the corresponding wireless network.

6 Connect to the network.

3.4 Securing your wireless connection

Introduction

We strongly recommend you to protect all wireless communication between any wireless client and your TG588v v2 with a wireless key. This ensures that:

- Only clients that use the correct Network Name (SSID) and wireless key can connect to access point of your TG588v v2.

- All data passing through the wireless access point of your TG588v v2 is secured by adequate encryption.

Encryption types

The list below gives you an overview of the encryption types supported by your TG588v v2 and ordered by descending security level; you will find the highest level of security at the top of the list:

- WPA-Enterprise (WPA-802.1X or simply WPA) encryption:
  Wireless clients will authenticate to a specific Remote Authentication Dial In User Service (RADIUS) server. This RADIUS server then provides the wireless key that must be used to encrypt its data. The RADIUS server regularly updates this key at a specified interval.

- WPA-Personal (WPA-PSK) Encryption:
  The wireless connection is secured with a pre-shared key that has been defined by the user. Wireless clients must be configured with this key before they can connect to your TG588v v2. Your TG588v v2 supports the following WPA-PSK versions (ordered by descending security):

  - **WPA2 PSK**: the most recent and most secure version of WPA-PSK.
    Choose this version if you are sure that all your wireless clients support WPA2-PSK.

  - **WPA+WPA2 PSK**: this is a mixed mode.
    WPA2-PSK is the preferred encryption type, but wireless clients that do not support WPA2-PSK can still use WPA-PSK as encryption type.
    Choose this option if not all of your wireless clients support WPA2-PSK, or if you are not sure. Wireless clients that support WPA2-PSK will use WPA2-PSK, the others will use WPA-PSK.

- WEP Encryption:
  The least safe encryption type used for wireless connections. Like WPA-PSK it uses a user-defined key, but WEP has been proven to have security issues.

  > **!** Although your TG588v v2 allows you to use WEP or no security, we strongly advise against using one of them!

Configuration

To secure your wireless network with:

- WPA-PSK encryption, continue with *"3.4.1 Configuring WPA(2)-PSK encryption" on page 25*.

- WPA encryption (via RADIUS), continue with *"3.4.2 Configuring WPA-Enterprise encryption" on page 26*.

3.4.1 Configuring WPA(2)-PSK encryption

Procedure

Proceed as follows:

1 Browse to the TG588v v2.
For more information, see *"4.1.1 Accessing the TG588v v2 web interface from your local network" on page 29*.

2 Click **Wireless**. The **Wireless** page appears.

3 In the **Security Mode** list under **Access Point**, select one of the following modes:

- **WPA2-PSK**

- **WPA-PSK + WPA2-PSK**

For more information, see *"Encryption types" on page 24*.

4 In the **Wireless Password** box, type a the key of your choice. The key must consist of 8 to 63 alphanumeric characters.
For example: MyKey123.

5 Click **Save**.

6 Reconnect your wireless client(s) to your TG588v v2 using the new security settings.
For more information, see *"3.1 Connecting your wireless client via WPS" on page 20* or *"3.2 How to manually connect a wireless client" on page 22*.

3.4.2 Configuring WPA-Enterprise encryption

Requirements

- A RADIUS server must be readily set up on your local network.

Procedure

Proceed as follows:

1 Browse to the *TG588v v2 web interface*.
For more information, see *"4.1.1 Accessing the TG588v v2 web interface from your local network" on page 29*.

2 Click **Wireless**. The **Wireless** page appears.

3 In the **Security Mode** list under **Access Point**, select one of the following modes:

- **WPA2**

- **WPA+WPA2**

For more information, see *"Encryption types" on page 24*.

4 The following RADIUS settings are now available for configuration:

- **RADIUS Authentication Server's IP:** enter the IP address of your RADIUS server.

- **RADIUS Authentication Server's port:** enter the WPA RADIUS Port.

- **RADIUS Authentication Server's secret**: enter the WPA RADIUS Key.

5 Click **Save** to apply your changes.

6 Reconnect your wireless client(s) to your TG588v v2.
For more information, see *"3.2 How to manually connect a wireless client" on page 22*.

4 TG588v v2 web interface

Introduction

The TG588v v2 web interface allows you to configure your TG588v v2 using your web browser.

Overview

This chapter contains the following topics:

4.1   Accessing the TG588v v2 web interface

Introduction

You can access the TG588v v2 web interface from the following locations:

- From your local network.
  For more information, see *"4.1.1 Accessing the TG588v v2 web interface from your local network" on page 29*.

- From the Internet. Access from the Internet is disabled by default and can only be activated for a limited time.
  For more information, see *"4.1.2 Accessing your TG588v v2 from the Internet (Remote Assistance)" on page 30*.

4.1.1 Accessing the TG588v v2 web interface from your local network

Procedure

Proceed as follows:

1 Browse to http://192.168.1.1 on a computer or device that is currently connected to your TG588v v2 (either wired or wirelessly).

> ⚠ **192.168.1.1** is the default IP address of your TG588v v2. If you have changed the IP address of your TG588v v2, use this IP address instead.

2 The TG588v v2 web interface appears. By default, you are logged in as guest. This means that some items may be hidden. To view all items, click **Sign In** and enter your user name (👤) and password (🔒).

> ℹ If you did not change the default credentials, the user name is **admin** and the password is the **ACCESS KEY** that is printed on the product label of your TG588v v2.

3 All cards are now available.

4.1.2 Accessing your TG588v v2 from the Internet (Remote Assistance)

Introduction

Remote assistance allows you to grant access to your TG588v v2 from the Internet.

Security

The following security measures are applied:

- When activating remote assistance, a dedicated user account will be created. Only users with a correct user name and password can access the TG588v v2 web interface.
- Only HTPP Secure (HTTPS) sessions are allowed.
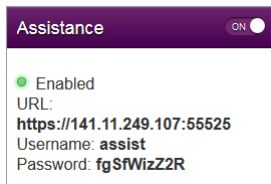
Session duration

The remote session ends when one of the following conditions is met:

- You or the technical support disables remote assistance.
- Your TG588v v2 is restarted.
- After 30 minutes of inactivity on the remote side.

How to enable remote assistance

Proceed as follows.

1 Open a web browser on a computer that is *connected to your local network* (and TG588v v2).
2 Browse to your TG588v v2 web interface.
3 In the **Assistance** card, click the switch to put it in the ON position.
4 Your TG588v v2 enables remote assistance and displays the connection details in the assistance card.

> **Assistance**   ON
>
> ● Enabled
> URL:
> **https://141.11.249.107:55525**
> Username: **assist**
> Password: **fgSfWizZ2R**

Pass the connection details to the person that will be accessing your TG588v v2 from the Internet.

How to access your TG588v v2 from the Internet

If someone wants to access your TG588v v2 from the Internet, that person has to proceed as follows:

1 Open your web browser and browse to the **URL** displayed in the **Assistance** card.(for example, https://131.141.151.161:55174).

> ⚠ You must:
>   ▫ Use http**s**.
>   ▫ Include the colon followed by the port number at the end.

2 Your browser may prompt you that it does not recognize the security certificate. If so, indicate that you want to continue.
3 The **Sign** in page appears. Enter the user name and password displayed in the **Assistance** card.

How to disable remote assistance

In the **Assistance** card, click the switch to put it in the OFF position.

4.2 Account settings

In the upper-right corner of the page, you see the user name you signed in with.

When you click the arrow next to your user name, the following options appear:

- **Change password**
  Click this option to change your password. The **Change Password** page appears.

Type your current password in the first box, type your new password and confirm it. Click **Change Password**.

It is recommended to change the default password settings.

Choose a password that you can easily remember. If you forget your password the only option is to reset your TG588v v2. For more information, see *"6.4 Reset to factory defaults" on page 55*.

- **Sign out**
  Click this option to close the session and sign out.

4.3 Cards

Overview

The home page contains the following cards:

Card	For more information, see...
Gateway	*"4.3.1 Gateway" on page 33*
Broadband	*"4.3.2 Broadband" on page 34*
Internet Access	*"4.3.3 Internet Access" on page 35*
Wireless	*"4.3.4 Wireless" on page 36*
Local Network	*"4.3.5 Local Network" on page 37*
Devices	*"4.3.6 Devices" on page 38*
WAN Services	*"4.3.7 WAN Services" on page 39*
Firewall	*"4.3.8 Firewall" on page 40*
Diagnostics	*"4.3.9 Diagnostics" on page 41*
Assistance	*"4.3.10 Assistance" on page 42*
Mobile 3G/4G	*"4.3.11 Mobile 3G/4G" on page 43*
Management	*"4.3.12 Management" on page 44*
Content Sharing	*"4.3.13 Content Sharing" on page 45*

Launch buttons

When pointing to a header, the following icons may appear:

Button	Description
ℹ️	Click this button to view additional information.
⚙️	Click this button to view or change the settings.

Toggle buttons

Some cards have an on/off switch in the header:

Button	Description
ON◯	The service is currently enabled. Clicking this button will disable the service.
◯OFF	The service is currently disabled. Clicking this button will enable the service.

4.3.1 Gateway

The Gateway card

The **Gateway** card displays:

- The current version of the TG588v v2 firmware.
- A picture of your TG588v v2

The Gateway page

To open the Gateway page, click the **Gateway** card header:

The **Gateway** page allows you to:

- View basic information about your TG588v v2.
- View or change the time settings used by your TG588v v2.
- Restart your TG588v v2.
- Reset your TG588v v2 to factory defaults.
  For more information, see *"6.4 Reset to factory defaults" on page 55*.
- Export your current configuration.
- Import a previously saved configuration.
- Upgrade the firmware of your TG588v v2 (if available).

4.3.2 Broadband

The Broadband card
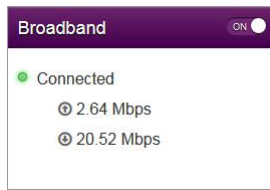
The **Broadband** card displays the current status of your broadband interface.

Broadband switch

In the **Broadband** card header, you can see whether your broadband interface is enabled or not. If the switch is set to:

- **ON** then the broadband interface is enabled. Clicking the switch will disable your broadband interface.
- **OFF** then the broadband interface is disabled. Clicking the switch will enable your broadband interface.

The Broadband page

To open the **Broadband** page, click the **Broadband** card header.

The **Broadband** page displays information about your broadband connection.

In the upper-right corner, you can click **show advanced** to:

- Configure the broadband type.
- View additional statistics.

4.3.3 Internet Access

The Internet Access card
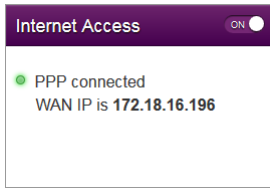
The **Internet Access** card displays:

- The current status of your Internet connection.
- The WAN IP address
  This is the IP address that your TG588v v2 uses for its communication on the Internet.

Internet Access switch

In the **Internet Access** card header, you can see whether your broadband interface is enabled or not. If the switch is set to:

- **ON** then your main Internet connection is enabled. Clicking the switch will disable your main Internet connection.
- **OFF** then your main Internet connection is disabled. Clicking the switch will enable your main Internet connection.

Viewing additional settings

Click **Internet Access**. The **Internet Access** page appears and displays additional settings.

4.3.4 Wireless

The Wireless card

The **Wireless** card displays:
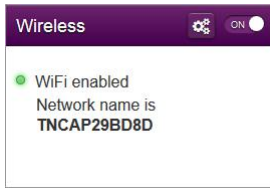- The status of the wireless access point (enabled or disabled).
- The network name (SSID) of the wireless access point.

Wireless ON/OFF switch

In the **Wireless** card header, you can see whether the wireless interface is enabled or not. If the switch is set to:
- ON then the wireless radio is enabled. Clicking the switch will disable the wireless radio. As a result all access points on your TG588v v2 will be switched off.
- OFF then the wireless radio is disabled. Clicking the switch will enable the wireless radio.

  This is in fact the software equivalent of the **Wireless** button on the housing.

  For more information, see *"Wireless button" on page 8*.

The Wireless page

Click the **Wireless** card header to open the Wireless page.

On the left of the **Wireless** page you can select the access point that you want to configure:

For each access point, you can:
- View or change the wireless interface settings.
- View or change the access point settings
- Start a WPS push button configuration
- Generate a QR code to connect a wireless client.

Configuration examples

In this Setup and User Guide you can find information on how to:
- Change the wireless security settings.
  For more information, see *"3.4 Securing your wireless connection" on page 24*.
- Configure and use WPS.
  For more information, see *"3.1 Connecting your wireless client via WPS" on page 20*.
- Use the QR code.
  For more information, see *"3.3 Connecting your wireless client by scanning a QR code" on page 23*.

4.3.5 Local Network

The Local Network card

Local Network

● DHCP enabled
Gateway IP is **192.168.1.1** and
netmask is **255.255.255.0**
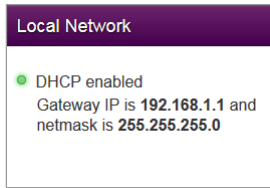
The **Local Network** card displays:

- The status of the DHCP server (enabled or disabled).
- The local IP address and netmask of your TG588v v2.

The Local Network page

To open the **Local Network** page, click the **Local Network** card header.

On the **Local Network**, you can:

- View or change the IP address of your TG588v v2.
- View or change the DHCP settings of your TG588v v2.
- Add or remove static DHCP leases for devices.

To view advanced settings, click **show advanced** in the upper-right corner.

4.3.6 Devices

The Devices card

The **Devices** card displays the number of devices connected to:

- The Ethernet interface.
- Wireless interface.

**Viewing additional settings**

Click **Devices** card and click [icon]. The **Local network** page appears and allows you to:

- View a list of all devices in your local network.

- Configure Internet access rules for the devices in your local network.
  For more information, see *"5.1 Time of Day (ToD) access control" on page 48*.

To view update the list, click **refresh data** in the upper-right corner.

4.3.7 WAN Services

The WAN Services card
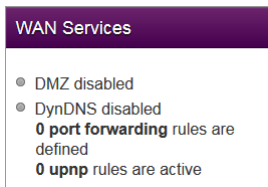
The **WAN Services** card displays:

- The DMZ status
  For more information, see *"5.2 DMZ" on page 49*.

- The number of port forwarding rule that are defined.
  Port forwarding allows you to forward incoming Internet traffic arriving on a specific port to a local device.

- The number of UPnP rules that are active.
  UPnP-enabled games and applications automatically create port the necessary forwarding rules to run services on that device.

Viewing additional settings

Click **WAN services**. The **WAN Services** page appears and allows you to:

- View or change the port forwarding rules

- View the active UPnP rules.

In the upper-right corner, you can click **show advanced** to:

- Configure a DMZ host.
  For more information, see *"5.2 DMZ" on page 49*.

- Enable or disable UPnP services

- Configure Dynamic DNS
  The dynamic DNS service allows you to assign a fixed DNS host name (for example mywebpage.dyndns.org) to a broadband connection even if it is using a dynamic IP address. As soon as the device gets a new IP address, the dynamic DNS server updates its entry to match the fixed DNS host name the new IP address.
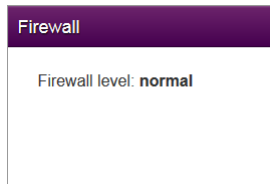
4.3.8 Firewall

Introduction

Your TG588v v2 comes with an integrated firewall that helps you protect your network from attacks from the Internet. This firewall has a number of predefined levels to allow you to adjust the firewall to your needs.

The default mode is **normal**. In **normal** mode, the firewall will:

- Allow all outbound connections and will silently drop all unknown incoming connections.
- Protect your TG588v v2 and local network against intrusions.

The Firewall card

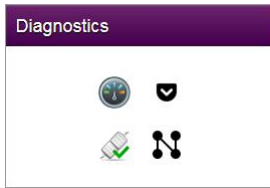The **Firewall** card displays current firewall level used.

Viewing additional settings

Click **Firewall**. The **Firewall** page appears and allows you to:

- Change the firewall level.
- Enable or disable response to Internet pings.

4.3.9 Diagnostics

The Diagnostics card

The **Diagnostics** card displays the following troubleshooting tools.

Tool	Function
	View DSL connection statistics.
	Run ping and trace route test.
	Run connection checks.
	View port state and network statistics.

Click on the icon to open the corresponding tool.

Alternatively, you can click **Diagnostics** and then select the required tool.

4.3.10 Assistance

Introduction

Remote assistance allows you to make your TG588v v2 web interface accessible from the Internet.

For more information, see .

4.3.11 Mobile 3G/4G

Mobile fallback

Your TG588v v2 allows you to use a mobile Internet connection (3G, LTE or 4G) as fallback connection for your Internet access. This means that your TG588v v2 offers you the possibility to automatically switch to the mobile Internet connection when your main Internet connection is down.

The Mobile card

Mobile 3G/4G

● Mobile enabled
State: **Connected**
IPv4: **37.184.6.138**

The **Mobile** card displays:

- The status of your mobile connection.
- The public IP address of the TG588v v2.

The Mobile page

To open the **Mobile** page, click **Mobile**.

The **Mobile** page allows you to:

- View information about the line and the mobile network status.
- Configure you mobile connection.

For more information, see *"Configure the mobile Internet connection" on page 17*.

4.3.12 Management

The Management card

Management
User management and log viewer
User Manager
Log Viewer
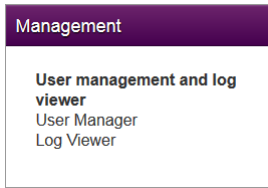
The Management page

To open the Management page, click **Management**.

The **Management** page allows you to:

- Manage the user accounts of the TG588v v2 web interface.

- View event logs.

4.3.13 Content Sharing

Introduction

If you connect a USB storage device to the USB port of your TG588v v2, you can share the content on your USB storage device(s) with other devices that are connected to your local network (mostly computers).

For more information, see *"5 Sharing content" on page 1*.

4.4 Backing up/restoring your configuration

Introduction

Once you have configured your TG588v v2 to your needs, it is recommended to back up your configuration for later use. This way you can always return to your working configuration in case of problems.

Backing up your configuration

Proceed as follows:

1 Browse to your *TG588v v2 web interface*.
  For more information, see *"4.1.1 Accessing the TG588v v2 web interface from your local network" on page 29*.

2 Click **Gateway**. The **Gateway** page appears.

3 Click **Export**.

4 Browse to the TG588v v2 web interface.
  For more information, see *"4.1.1 Accessing the TG588v v2 web interface from your local network" on page 29*.

5 The TG588v v2 prompts you to save your backup file.

> **!**   Do not change the file extension.

6 Save your file to a location of your choice.

> **!**   Do not edit the backup files as this may result in corrupt files making them worthless as configuration backup.

Restoring your configuration

Proceed as follows:

1 Browse to your *TG588v v2 web interface*.
  For more information, see *"4.1.1 Accessing the TG588v v2 web interface from your local network" on page 29*.

2 Click **Gateway**. The **Gateway** page appears.

3 Under **Import Configuration**, click **Browse**, open your backup file and then click **Import**.

> **i**   Backup files usually have **.bin** as extension.

4 The TG588v v2 restores your configuration.

5 The TG588v v2 restarts.

5 Internet security

Overview

The TG588v v2 offers various options to secure your network and network connection:

Topic	Page
5.1 Time of Day (ToD) access control	*48*
5.2 DMZ	*49*

5.1 Time of Day (ToD) access control

Introduction

Time of Day allows you to create *access schedules for Internet access*.

By default, all devices have permanent access to the Internet without any restriction. Time of Day allows you to limit a device's Internet access to specific times and days.
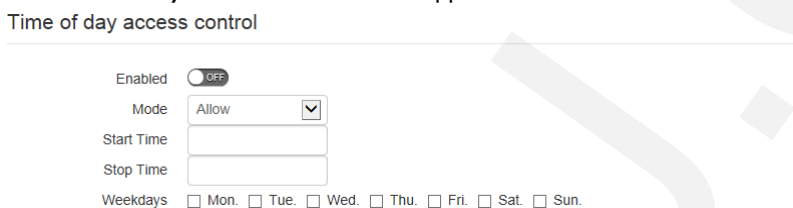
Warning

Make sure that:

- The persons using these devices are aware of the time schedule. This to avoid the loss of data due to unexpected service interruption.
- You protect the TG588v v2 with a password. If not, all users would be able to change the access control rules.

Creating an access control rule for a device

Proceed as follows:

1 Browse to the TG588v v2 web interface.
   For more information, see *"4.1.1 Accessing the TG588v v2 web interface from your local network" on page 29*.

2 Click **Devices**. The **Devices** page appears and lists all devices that have been connected to the TG588v v2.

3 Click the 🖉 button of the device for which you want to create a rule.

4 The **Time of day access control** section appears.

   Time of day access control

Enabled	OFF
Mode	Allow ▾
Start Time	
Stop Time	
Weekdays	☐ Mon. ☐ Tue. ☐ Wed. ☐ Thu. ☐ Fri. ☐ Sat. ☐ Sun.

5 Switch **Enabled** to ON.

6 In the **Mode** list, click

   - **Allow** if you want to specify at what time frames the device should have access the Internet.
   - **Block** if you want to specify at what time frames the device should *not* have access the Internet.

7 Enter the **Start Time** and **Stop Time** as h:mm (for example: **8:10**, **23:59**).

8 Next to **Weekdays**, select the days of the week on which you want this rule to be applied.

9 Click ✔.

Disabling an access control rule for a device

By removing the access control rule, the device will regain permanent access to the Internet.

Proceed as follows:

1 Browse to the TG588v v2 web interface.
   For more information, see *"4.1.1 Accessing the TG588v v2 web interface from your local network" on page 29*.

2 Click **Devices**. The **Devices** page appears.

3 Set the **ToD** switch for the device to OFF.

4 The device now has permanent access to the Internet.

5.2 DMZ

Introduction

The TG588v v2 allows you to configure one local device as a De-Militarized Zone (DMZ) host. This means that:

- None of the TG588v v2 firewall rules will be applied to this device.
- All traffic originating from the Internet will be forwarded to this devices unless there is a specific port forwarding rule defined or automatically created for a specific type of traffic.

Use a static address for the DMZ host

Make sure that your DMZ host uses a static IP address (you choose a fixed IP address) instead of a dynamic IP address (the DHCP server assigns an IP address). If you use a dynamic IP address, the device might get a new IP address after some time and the port forwarding rule will no longer be applied to the device and another device may unexpectedly be acting as the DMZ host.

How to configure a device as DMZ host

1. Browse to the TG588v v2 web interface.
   For more information, see *"4.1.1 Accessing the TG588v v2 web interface from your local network" on page 29*.
2. Click **WAN Services**. The **WAN services** page appears.
3. In the upper-right corner, click **show advanced**. The **DMZ** section appears.
4. Switch **Enabled** to **ON**.
5. In the **Destination** box, type the IP address of the device that you want to use as the DMZ host.
6. Optionally, you can make exceptions on the DMZ by creating port mappings to direct specific traffic to other devices. To do this, click **Add new port mapping** under **Port forwarding table**.
7. Click **Save**. DMZ is now active.

6 Support

Introduction

This chapter suggests solutions for issues that you may encounter while installing, configuring or using your TG588v v2.

If the suggestions do not resolve the problem, contact your service provider.

Topics

This chapter describes the following topics:

6.1   General TG588v v2 troubleshooting

None of the LEDs light up (TG588v v2 does not work)

Make sure that:

- The TG588v v2 is plugged into a power socket outlet.
- You are using the correct power supply for your TG588v v2 device.

  ℹ️ The power requirements for your TG588v v2 are clearly indicated on the identification label of the TG588v v2. Only use the power supply unit that is supplied with your TG588v v2.

- The TG588v v2 is turned on via the push button or rocker switch on the back panel.

The Broadband LED does not light up or is blinking

Make sure that:

- The DSL cable is correctly connected. For more information, see *"2.2 Connecting your TG588v v2 to your service provider's network" on page 13*.
- The DSL service is enabled on your telephone line. For more information, contact your Internet Service Provider.
- Check the **Broadband** settings on the web interface. Proceed as follows:

  a Browse to the *TG588v v2 web interface*.
  For more information, see *"4.1.1 Accessing the TG588v v2 web interface from your local network" on page 29*.

  b In the **Broadband** card header, make sure that the switch is in the ⟨ON◯⟩ position.

TG588v v2 unreachable

If you cannot access your TG588v v2 via your web browser, you might consider a hardware reset as described in *"6.4 Reset to factory defaults" on page 55*.

6.2 Ethernet connection troubleshooting

Ethernet LED does not light up

Make sure that:

- The Ethernet cable is correctly connected to the Ethernet port on your TG588v v2 and your computer.
- You are using the correct cable type for your Ethernet equipment, which is at least UTP CAT5 with RJ-45 connectors.

6.3 Wireless connection troubleshooting

Cannot connect via WPS

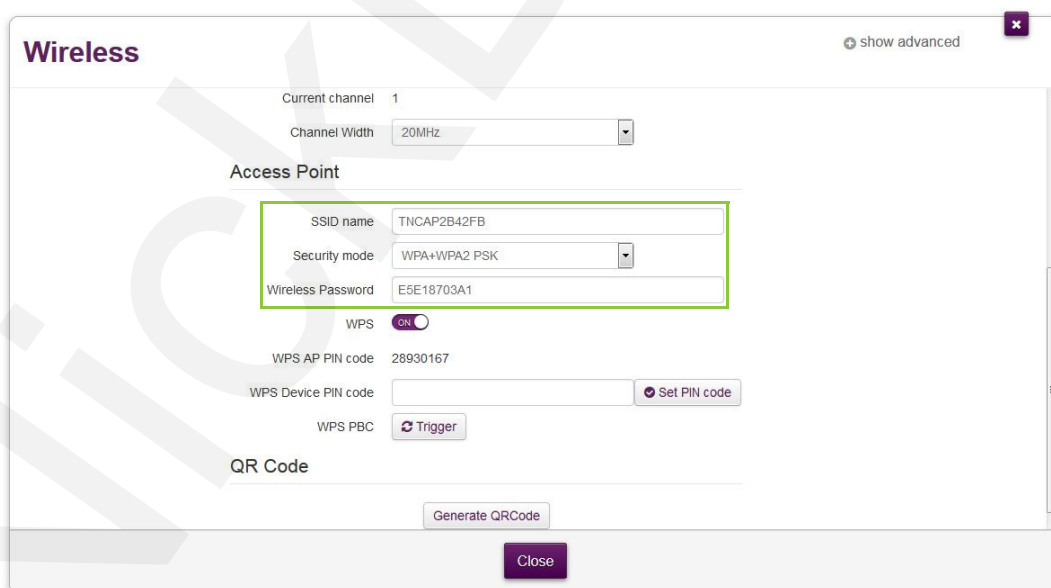If you have trouble connecting your wireless client via WPS, try one of the following:

- The WPS session only lasts 2 minutes, make sure to press the WPS button on both devices within this time slot.
- Wait until the WPS LEDs of the TG588v v2 and other devices are off and then try again.
- Move the devices closer to each other.
- Make sure that the wireless inteface and WPS are enabled on the TG588v v2. Proceed as follows:

  a Browse to the *TG588v v2 web interface*.
  For more information, see *"4.1.1 Accessing the TG588v v2 web interface from your local network" on page 29*.

  b Click **Wireless**. The **Wireless** page appears.

  c In the **Wireless** card header, make sure that the switch is ON.

  d In the upper-right corner, click **show advanced**.

  e Under **Access Point**, make sure that:

    - **Broadcast SSID** is switched to ON.
    - **WPS** is switched to ON.
    - **Security** mode is not **WEP**.

  f If you made changes, click **Save**.

If the problem persists, configure your wireless client manually. For more information, see *"3.2 How to manually connect a wireless client" on page 22*.

Forgot your wireless key?

If you have changed the wireless settings manually and you don't remember your settings, try one of the following:

1 Use a computer that is already connected to your network.

  i If none of your computers is connected to the wireless network, connect one with an Ethernet cable. For more information, see *"2.4 Connecting your wired devices" on page 15*.

2 Browse to the web interface.
  For more information, see *"4.1.1 Accessing the TG588v v2 web interface from your local network" on page 29*.

3 Click **Wireless**. The **Wireless** page appears.

4 Under **Access Point**, you can find the network name (SSID) and wireless key (password).

The TG588v v2 does not appear in your wireless client's access point list

- Make sure that the TG588v v2 wireless interface is enabled.
  - **a** Browse to the *TG588v v2 web interface*.
    For more information, see *"4.1.1 Accessing the TG588v v2 web interface from your local network" on page 29*.
  - **b** In the **Wireless** card header, make sure that the switch is `ON ⬤`.
- If the signal is low or not available, try to reposition the TG588v v2 for optimal performance.
- *Change the wireless channel*.

The TG588v v2 access point no longer available

If you were able to connect in the past, but can't connect anymore:

- Make sure that the wireless client adapter is enabled (message like "radio on").
- Make sure that the wireless client is still using the correct wireless settings (network name (SSID), security settings).

Poor Wireless Connectivity or Range

Try the following:

- Check the signal strength, indicated by the wireless client manager. If the signal is low, try to reposition the TG588v v2 for optimal performance.
- *Change the wireless channel*.
- Use WPA(2)-PSK as encryption.
  For more information, see *"3.4 Securing your wireless connection" on page 24*.

Change the wireless channel

Proceed as follows:

1 Browse to the *TG588v v2 web interface*.
For more information, see *"4.1.1 Accessing the TG588v v2 web interface from your local network" on page 29*.

2 Click **Wireless**. The **Wireless** page appears.

3 In the **Channel** list under **Interface**, click a channel other than displayed in **Current channel**.

4 Click **Save**.

6.4 Reset to factory defaults

Resetting your TG588v v2

If at some point you can no longer connect to the TG588v v2 or you want to make a fresh install, it may be useful to perform a reset to factory defaults.

> ⚠ A reset to factory default settings deletes all configuration changes you made. Therefore, after the reset a reconfiguration of your TG588v v2 will be needed.
>
> Also your wireless clients will have to be re-associated, as described in *"3 Wireless networking" on page 19*.

Methods

You can choose between:

- *Resetting the TG588v v2 via the web interface*
- *Reset the TG588v v2 via the Reset button*

Resetting the TG588v v2 via the web interface

Proceed as follows:

1 Browse to the *TG588v v2 web interface*.
For more information, see *"4.1.1 Accessing the TG588v v2 web interface from your local network" on page 29*.

2 Click **Gateway**. The **Gateway** page appears.

3 Click **Reset**.

4 The TG588v v2 restores the factory default configuration and restarts.

Reset the TG588v v2 via the Reset button

Proceed as follows:

1 Make sure the TG588v v2 is turned on.

2 Push the **Reset** button for at least 7 seconds and then release it.

3 The TG588v v2 restarts.

> ⚠ Your system administrator may have disabled the physical reset button of the TG588v v2. In this case, a hardware reset to defaults is not possible.