Actiontec GT784WN Router

Setup and User Guide

Table of Contents

1-888-850-5915
Technical Support

TDS®

General Information

Router Kit Components

Your router kit should include the following:

- Actiontec GT784WN modem/router
- Power cord
- Ethernet cable
- Phone cord
- DSL filters

Note: In order to connect the router to your computer, your computer must have an Ethernet Network Interface (NIC) installed.

Powercycling

If you're experiencing trouble getting an Internet connection, complete the following steps:

1. Turn off the Actiontec GT784WN router.
2. Shut down your computer.
3. Wait 60 seconds.
4. Turn on the Actiontec GT784WN router.
5. Wait 1–3 minutes for all lights to stop flashing on the router.
6. Turn on your computer.
7. If your problem is not resolved, please contact our Technical Support team.

Verify Computer Settings

To communicate with your router, your computer must first be set up to receive a DHCP address from the router.

To verify connection configurations:

Windows 7 and Windows Vista:

1. Select the **Start Circle**, then in the **Start Search** field, type "ncpa.cpl".
2. Right-click **Local Area Connection** and click **Properties**.
3. Highlight (do not uncheck) **Internet Protocol TCP/IP Version 4**.
4. From the dropdown list, select **Properties**.
5. Make sure to **Obtain IP Address Automatically** and **Obtain DNS Server Addresses Automatically** are selected, and then click **OK**.
6. Click **Close**.

Windows XP:

1. Select **Start**, then **Run**.
2. Type "ncpa.cpl" in the **Run** box.
3. Right-click **Local Area Connection**, then select **Properties**.
4. Highlight (do *not* uncheck) I**nternet Protocol TCP/IP**.
5. Select **Properties**.
6. Make certain **Obtain IP Address Automatically** and **Obtain DNS Server Addresses Automatically** are selected, and then click **OK**.
7. Click **Close**.

Mac OS X:

1. Select the **Apple** menu, then select **System Preferences**.
2. Select **Network**.
3. On the **Show** dropdown box, select **Built-In Ethernet**.
4. On the **TCP/IP** tab, make sure the **Configure IPv4** dropdown menu is set to **Using DHCP**.
5. Click **Close**.
6. When asked if you want to apply configuration changes, select **Apply**.

Mac OS 8/9:

1. Select the **Apple** menu, then select **Control Panels**, and select **TCP/IP**.
2. On the **Connect via** dropdown menu, select **Ethernet**.
3. On the **Configure** dropdown menu, select **Using DHCP Server**.
4. Click **Close**.
5. When asked if you want to save changes to the configuration, select **Save**.

Router Installation

The router needs proper ventilation to function. Be sure to set up your router in a ventilated area and away from any heat sources.

To wire a single computer:
1. Plug the power cord into the power port on the back of the router.
2. Plug the other end of the power cord into a power outlet.
3. Plug one end of the supplied phone cord into the grey phone port the back of the router.
4. Plug the other end of the phone cord directly into the phone jack in the wall.
5. Plug one end of the yellow Ethernet cable into the Ethernet Network Interface Card (NIC) in your computer.
6. Plug the other end of the Ethernet cable into any yellow Ethernet port on the back of the Actiontec router.
7. The following lights should be lit on the router:
   • Power light on solid green
   • DSL light on solid green (may flash somewhat)
   • Internet light on solid green (may flash somewhat)
   • Ethernet light on solid green (may flash somewhat)

Configuring Your Router

To configure your router, you will need your Customer Information Sheet with your Static IP Address settings. If you do not have this, please contact our Technical Support team before going any further.

To configure your router:
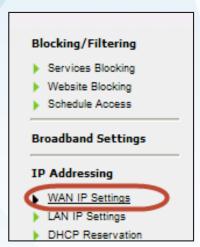1. Open an Internet browser (Internet Explorer, Firefox, Safari, etc.). In the address field enter "192.168.0.1" and press **Enter**.
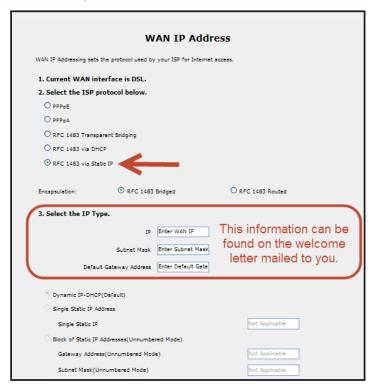2. On the Main Menu, click the **Advanced Setup** icon at the top of the page.

3. Click the **WAN IP Address** link to begin.

Blocking/Filtering

▶ Services Blocking
▶ Website Blocking
▶ Schedule Access

Broadband Settings

IP Addressing

▶ WAN IP Settings
▶ LAN IP Settings
▶ DHCP Reservation

4. Click the **RFS 1483 via Static IP** radial button under Select the ISP protocol below.
5. Enter **WAN IP**, **Subnet Mask** and **WAN Default Gateway IP** addresses in section 3. This information can be found on your Customer Information Sheet.

WAN IP Address

WAN IP Addressing sets the protocol used by your ISP for Internet access.

1. Current WAN interface is DSL.

2. Select the ISP protocol below.

○ PPPoE
○ PPPoA
○ RFC 1483 Transparent Bridging
○ RFC 1483 via DHCP
⊙ RFC 1483 via Static IP

Encapsulation: ⊙ RFC 1483 Bridged   ○ RFC 1483 Routed

3. Select the IP Type.

IP   Enter WAN IP
Subnet Mask   Enter Subnet Mask
Default Gateway Address   Enter Default Gate

This information can be found on the welcome letter mailed to you.

⊙ Dynamic IP-DHCP(Default)
○ Single Static IP Address

   Single Static IP   Not Applicable

○ Block of Static IP Addresses(Unnumbered Mode)

   Gateway Address(Unnumbered Mode)   Not Applicable
   Subnet Mask(Unnumbered Mode)   Not Applicable
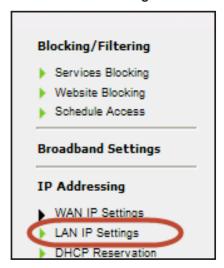
6. Click **Apply**.

7. A Thank You screen will appear. Please wait until the message is gone before proceeding to ensure the WAN configurations are saved. **Stop here and proceed to Configuring Your Computer on page 6, if the devices behind your computer do not need a Static IP address.**

8. Select **LAN IP settings** in the left navigation bar.

9. Click the **Disable** radial button half way down the page under *Set the DHCP server state*.
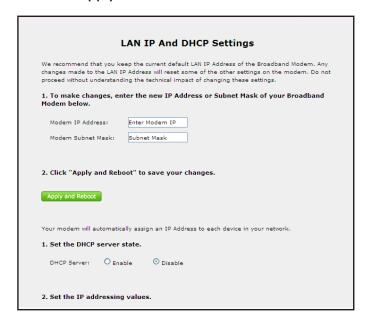
10. Select **Apply** at the bottom of the page.

> Note: There are two Apply buttons on this page. Select the one at the bottom.

11. Enter your **LAN Modem IP Address** and **Subnet Mask** addresses in section 1. This information can be found on your Customer Information Sheet.
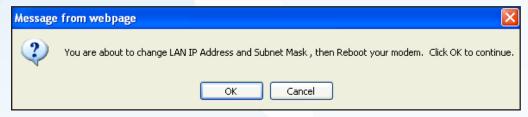
12. Select **Apply and Reboot**.

13. Click **OK** when the message appears.

Configuring Your Computer

Once your router has been configured, you'll need to configure your computer to test and make sure your Static IP addresses are working correctly.

To configure your computer:

Windows 7 and Windows Vista:

1. Select the **Start Circle**. Then in the **Start Search** field, type "ncpa.cpl.".
2. Right click **Local Area Connection**.
3. Select **Properties**.
4. Highlight (do *not* uncheck) **Internet Protocol TCP/IP Version 4**.
5. Select **Properties**.
6. Set the computer to **Use the Following IP Address**.
7. Use the information from your **Customer Information Sheet** to complete the configuration fields (IP Address, Subnet Mask, Default Gateway, DNS).

Windows XP:

1. Select **Start**, then **Run**.
2. Type "ncpa.cpl" in the **Run** box.
3. Right-click **Local Area Connection**, then select **Properties**.
4. Highlight (do *not* uncheck) **Internet Protocol TCP/IP** version 4.
5. Select **Properties**.
6. Set the computer to **Use the following IP Address**.
7. Use the information from your **Customer Information Sheet** to complete the configuration fields (IP Address, Subnet Mask, LAN Gateway, DNS).

Mac OS X:

1. Select the **Apple menu**, then select **System Preferences**.

2. Select **Network**.

3. On the **Show** dropdown box, select **Built-In Ethernet**.

4. On the **TCP/IP** tab, make certain the **Configure IPv4** dropdown box is set to **Manually**.

5. Using the information from your **Customer Information Sheet**, set the following:

   - **IP Address:**   One of the LAN Usable IPs
   - **Subnet Mask:**   LAN Subnet Mask
   - **Default Gateway:**   LAN Default Gateway
   - **DNS Servers:**   DNS Primary & Secondary Servers

6. When asked if you want to apply configuration changes, select **Apply**.

Mac OS 8/9:

1. Select the **Apple menu**, then select **Control Panels**, and select **TCP/IP**.

2. On the **Connect via** dropdown box, select **Ethernet**.

3. On the **Configure** dropdown box, select **Manually**.

4. Using the information from your **Customer Information Sheet**, set the following:

   - **IP Address:**   Any one of the LAN Usable IPs
   - **Subnet Mask:**   LAN Subnet Mask
   - **Router Address:**   LAN Default Gateway.
   - **Name Server Addr.:** DNS Primary & Secondary Servers

5. Click **Close**.

6. When asked if you want to save changes to the configuration, select **Save**.

After configuring your computer, reboot your router by turning it off and then back on. Finally, open a browser and verify that you can access the Internet. If you cannot, please contact our Internet Technical Support team.

Configuring Your TDS Email

Included with your High-Speed Internet service are 20 free email accounts.

To configure your email:

1. Enter "www.tdsbusiness.com/myaccount" in your Web browser.
2. Log in with your TDS username and password

Note: If you are a new TDS customer this was mailed to you for security reasons. If you did not receive this, call 1-888-850-5915.

3. To activate email accounts, select **View/Modify Account Information, Manage Account Users,** and then **Add New Users**. After entering information for the new user, be sure to click **yes** next to **Add Email**.
4. After entering information for a new user, be sure to click **Yes** next to **Add Email**.

Once established, your email accounts can be accessed anywhere with an Internet connection. Simply visit www.tds.net. Then, click the **Check TDS Email** box. Make www.tds.net your home page for easy access!

If you prefer to access your email with an email client (such as Outlook), visit www.tdstelecom.com/pop for setup instructions.