

Self help and Zyxel SBG3300 setup



Internet Connection Customer Self Help Guide



Having Problems connecting to the Internet. Don't Panic. Check the following!

Check for any loose connections.

Switch off the router, wait 10 seconds, then switch it back on... Check that the Internet LED light is back on.

Restart the computer and check for internet connectivity using the browser: <https://www.google.co.za> or any other website.

Still No Connection!

In the event you still don't have internet access:
unplug all other devices e.g. fax machine except the computer and router and then repeat the previous steps.

Should you still experience service difficulties, please disconnect all equipment and proceed with the steps that follow.

How to:

Install & set up a Zyxel SBG3300 router.



The following items are supplied in the box.



Plug the power supply into the power source.



Plug the power supply cable into the router.



Turn on the router and make sure that the power light is on.



Plug a splitter into a telephone wall socket.



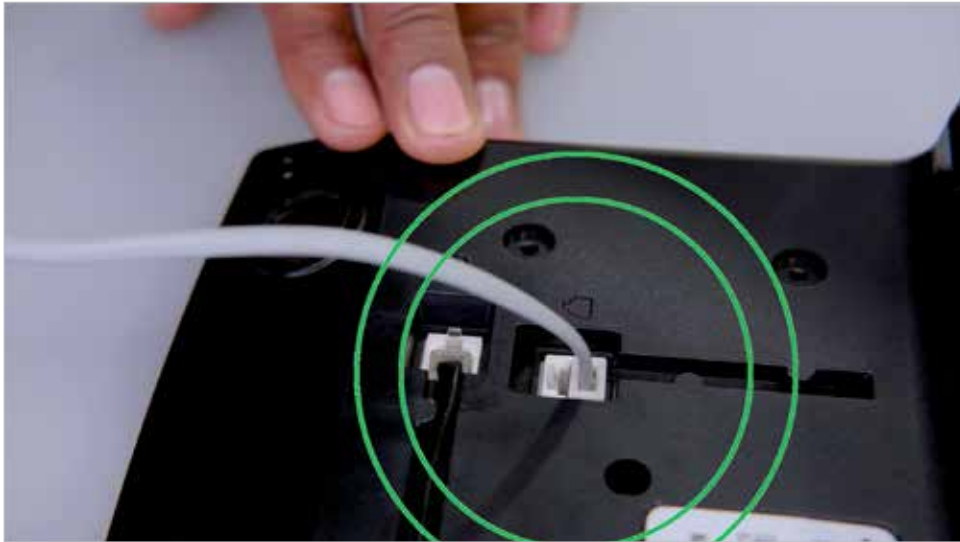
Plug a telephone cable into the red port on the splitter.



Plug the other end of the cable into the router port marked DSL.



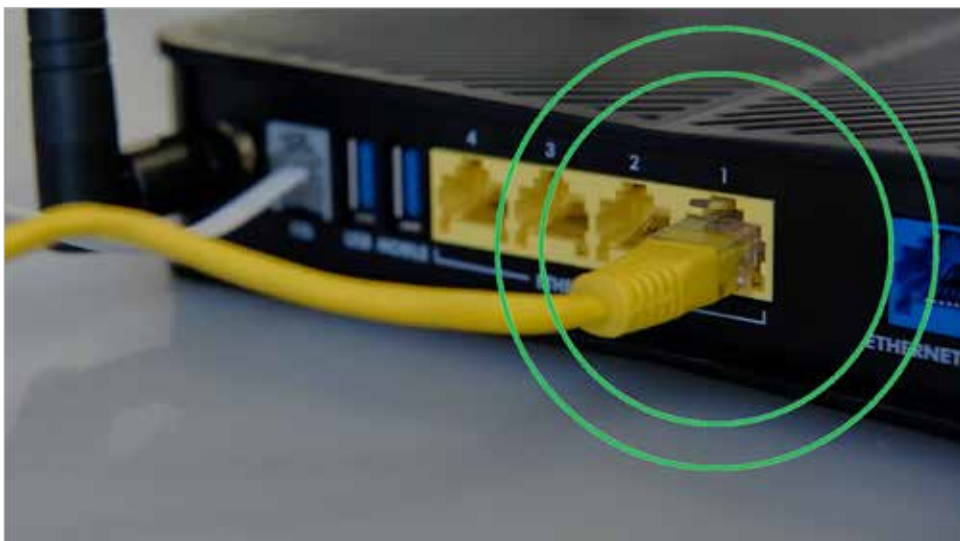
Plug a telephone cable into the green port on the splitter.



Plug the other end of the cable into a telephone.



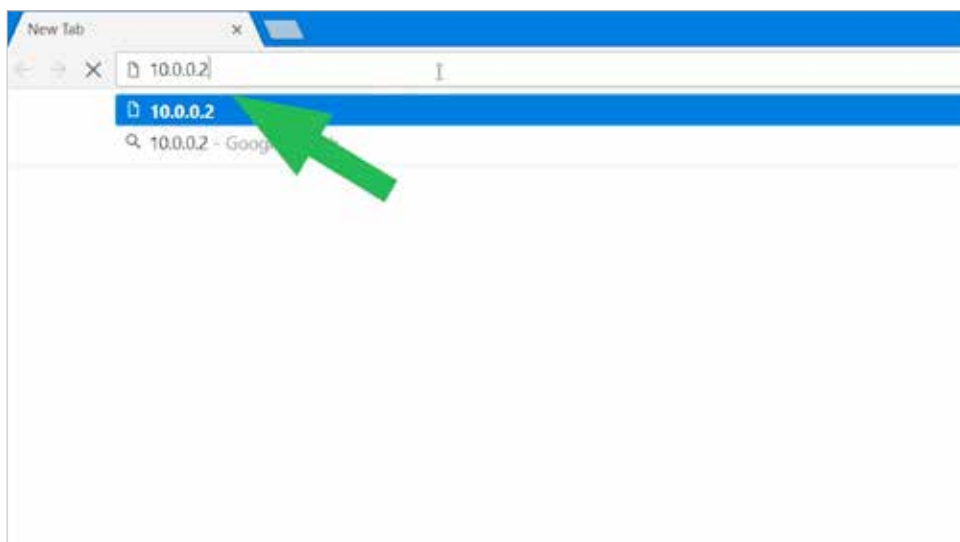
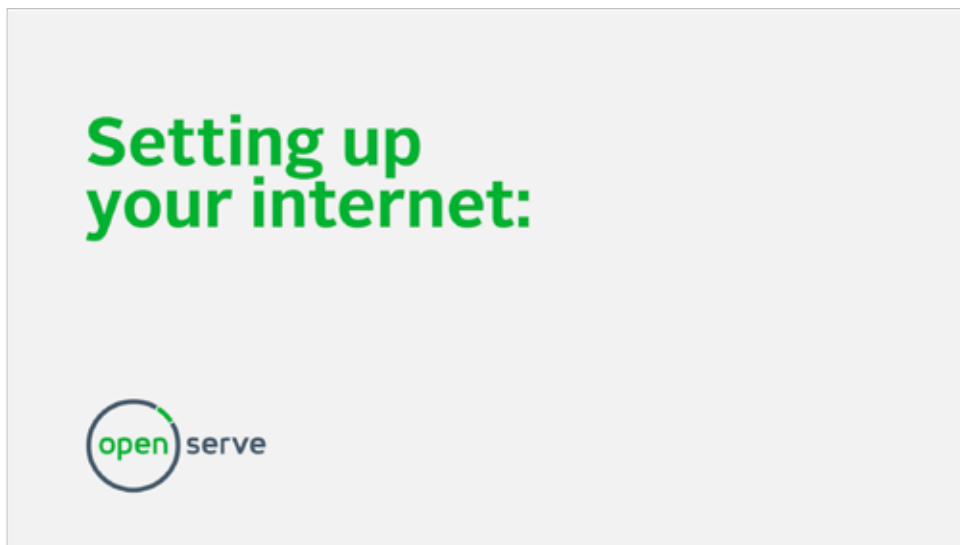
Attach both of the aerials to the router.



Plug the LAN cable into the first LAN port on the router.



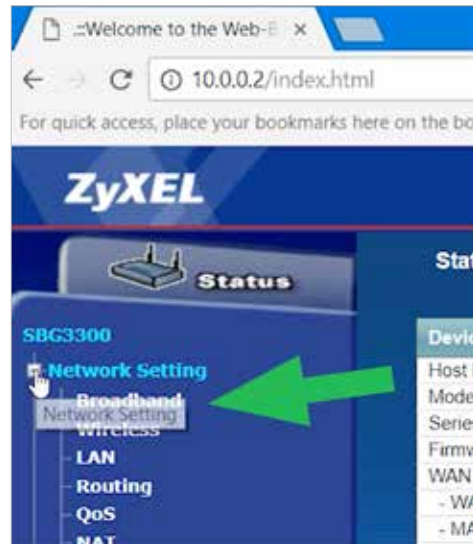
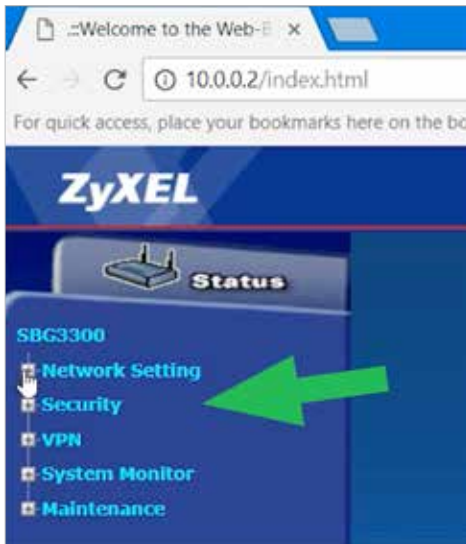
Plug the other end into a LAN port on your computer.



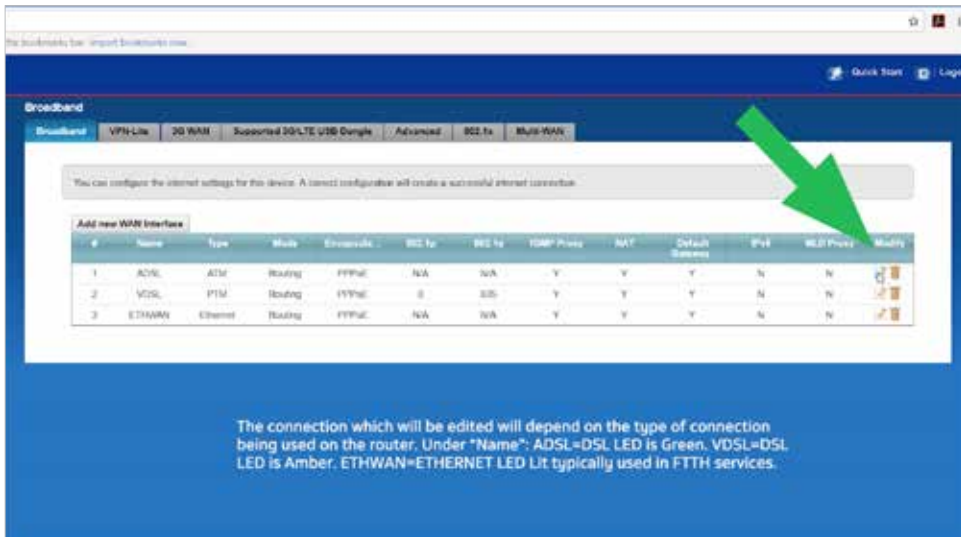
Open your browser and type in your modem's IP address, such as 10.0.0.2, into the address bar and press enter.



By default the router log in credentials for the username and password will be admin or use the last successful credentials to log into the router main page. Click log in.



From the Zyxel router main page that loads, click network setting and broadband.



Edit the corresponding connection type by clicking on the edit icon under the modify column.

PPP Information

PPP User Name :

PPP Password :

PPP Auth Retry [minutes] : [The re-try interval is betw

PPP Auto Connect :

IDLE Timeout [minutes]:

PPPoE Service Name :

PPPoE Passthrough :

IP Address

Obtain an IP Address Automatically

Static IP Address

IP Address :

Change the default ISP username and password to the one that was given to you by your ISP. This must be edited under the PPP information heading,

PPP Information

PPP User Name :

PPP Password :

PPP Auth Retry [minutes] : [The re-try interval is betw

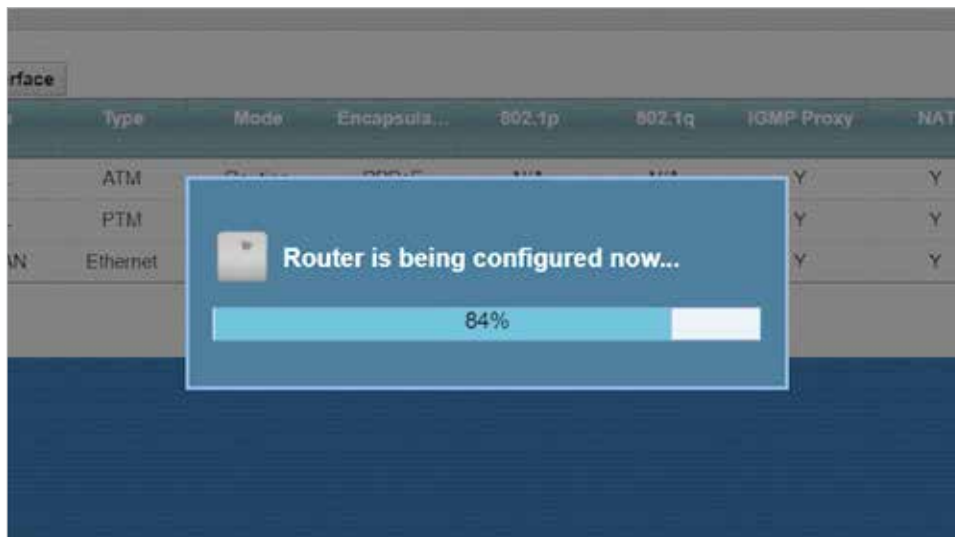
PPP Auto Connect :

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PPPoE Passthrough :

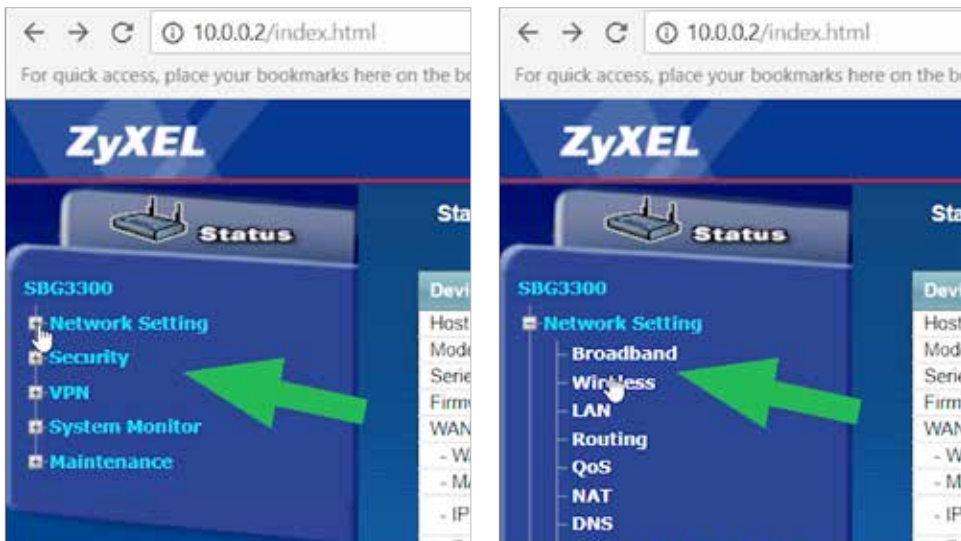
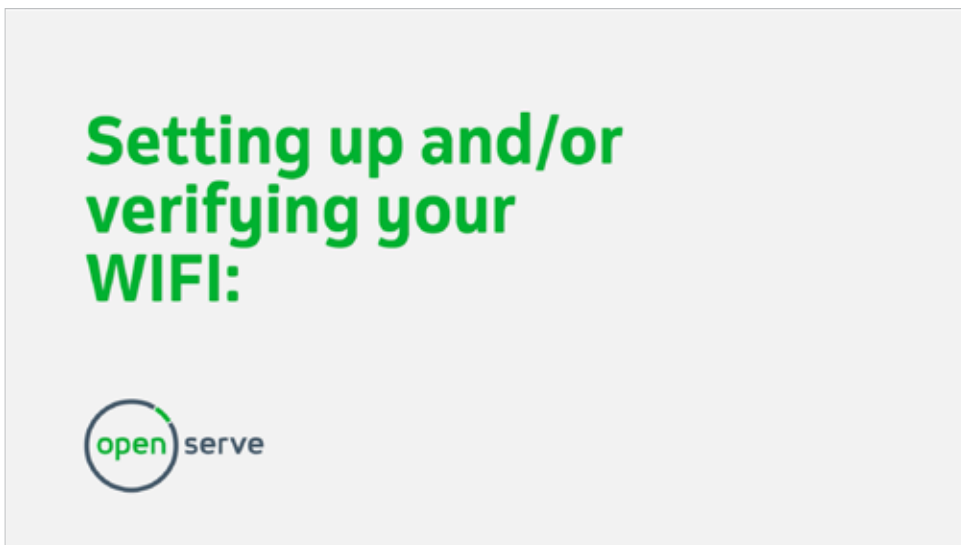
next to PPP username and password. Then click apply.



Wait for the progress indicator to finish.



Confirm that your internet light is green, if it is still red, repeat the previous steps or contact your ISP to verify the username and password and for further assistance.



Select the network setting option and click on wireless in order to configure the Wi-Fi settings.

data from unauthorised access or damage via a wireless network.

Wireless Network Setup

Wireless Enable Disable (settings are invalid w

Disable/Enable wifi button Enable Disable

Band : 2.4GHz ▾

Channel : Auto ▾ Current: 5 [more...](#)

Wireless Network Settings

Wireless Network Name(SSID) : MyHomej

Max clients: 32

Hide SSID

Enhanced Multicast Forwarding

Max. Upstream Bandwidth: Kbps

Max. Downstream Bandwidth: Kbps

Edit your SSID name to your preferred Wi-Fi network name

No Security Basic **More Secure (Recommended)**

Security Mode: WPA2-PSK ▾

Generate password automatically

Show Password

Enter 8-63 characters (a-z, A-Z, 0-9 and special characters(!@()_=-.-)), other characters are not allowed [more...](#)

Password:

and then scroll down to the security level setting and deselect the generate password box.

Security Mode: WPA2-PSK ▾

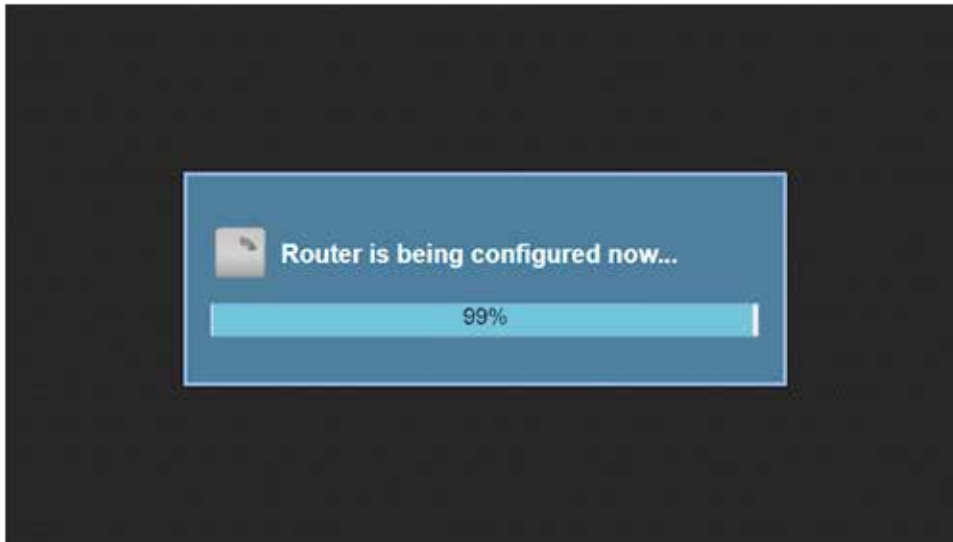
Generate password automatically

Show Password

Enter 8-63 characters (a-z, A-Z, 0-9 and special characters(!@()_=-.-)), other characters are not allowed [more...](#)

Password:

You will now be able to enter a password of your choice of at least 8 characters. Click on apply.

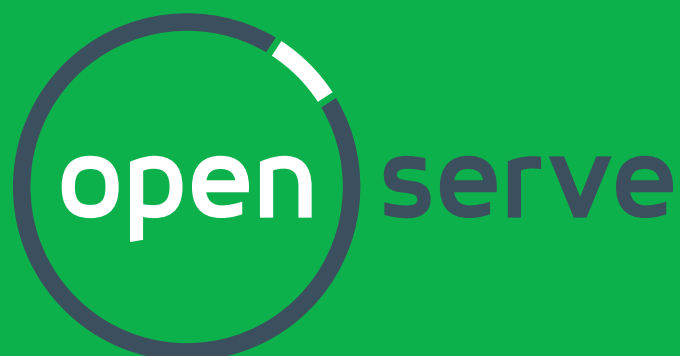


A notification will pop up showing the progress of the configuration.



It is important to reconnect to the router using your new Wi-Fi username and password. In order to connect a device to your newly created Wi-Fi network, search for available Wi-Fi networks on your device and select your new SSID and connect.

Thank you for using Open Serve.



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