



DRG 7000-Series

All-in-One Home Gateway
Installation Guide

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This Full Installation Guide is also valid for the DRG 700-series. For more information about your DRG, contact your service provider.

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Hereby, Genexis declares that the radio equipment type [designation of type of radio equipment] is in compliance with Directive 2014/53/EU.
The full text of the EU declaration of conformity is available at the following internet address: <https://genexis.eu/red/drg7000>

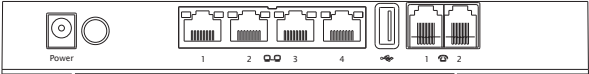
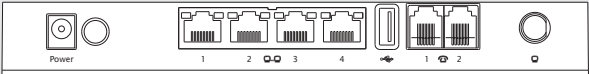
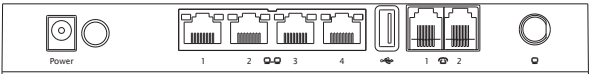

Lodewijkstraat 1A, 5652 AC Eindhoven, The Netherlands.

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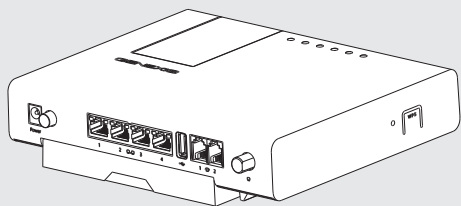
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Models Supported

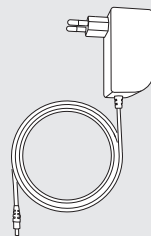
On the label on the back of your DRG (as shown on page 5) you can find the model number of your DRG.
In the table below, you can find an overview of all models.

Model	CATV	Port overview
DRG 7820	No	
DRG 7860	Yes	
DRG 7870	Yes	
DRG 7880	Yes	

Box Content



DRG



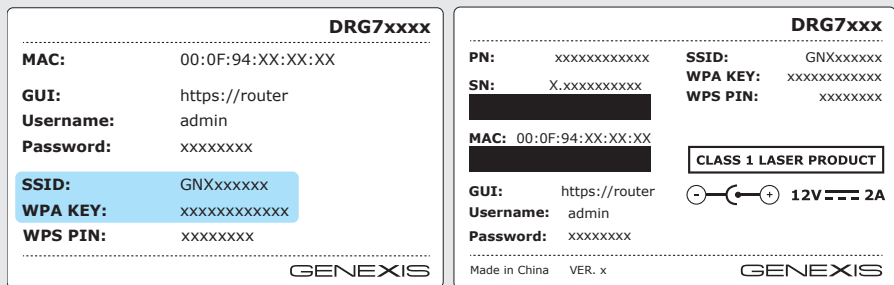
Power adapter

DRG

The main product in your package is your DRG.

Power adapter

A power adapter is included. This will be used to power your DRG.



Information label

Information labels

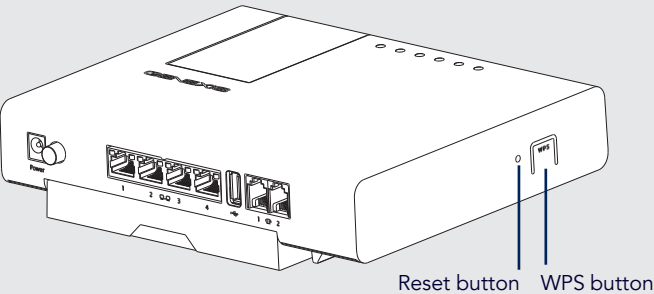
The information on this label is needed when configuring your DRG. On the label, you can find information on how to access the web interface of the router and you can find your login credentials.

There are two labels included in the box. These are copies of the label on the back of your DRG.

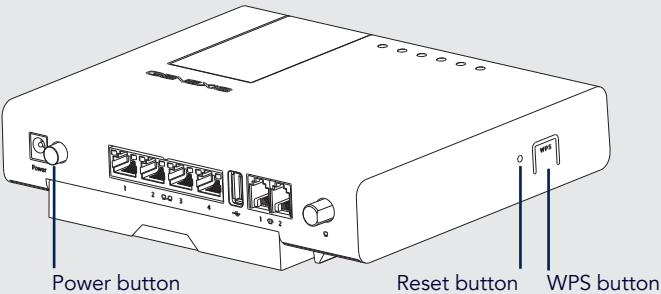
It is important to store one label somewhere safe as it contains information essential to configure your device. You can place your spare label on page 19 of this guide.

Button Overview

DRG



DRG with CATV



WPS button*

The WPS button is located on the side of your DRG. It enables easy configuration with other wireless devices.

Reset button

The reset button is located on the side of your DRG. This button enables you to perform a reset as well as a factory reset of your DRG. You can press this button with a small pin or paperclip.

**Not available on all models of the DRG 700-Series*

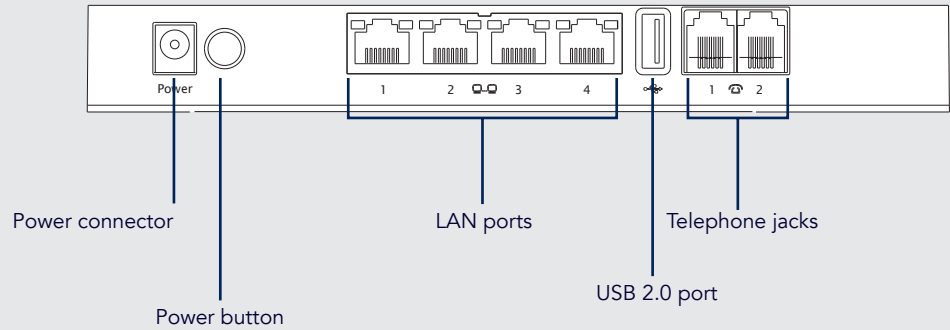
Power button*

The power button is located on the bottom of your DRG. It enables you to turn your DRG on or off.

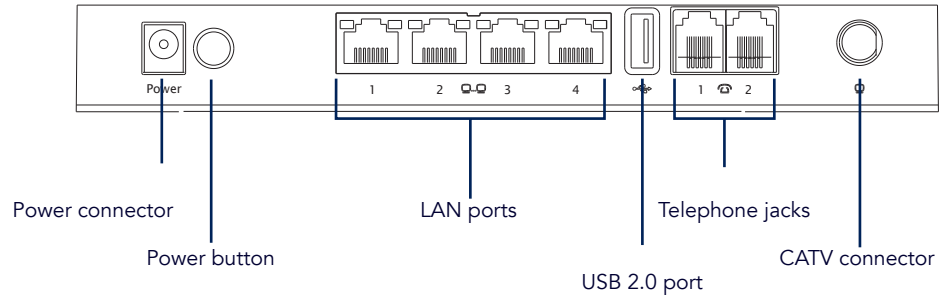
Button		Function
	Power	Press the button to put the device on or off.
	Reset	Press and release to reboot
	Factory Reset	Press and hold for more than 5 seconds. Once the LEDs start flashing, release the button
WPS		Press and release to initiate WPS

Port Overview

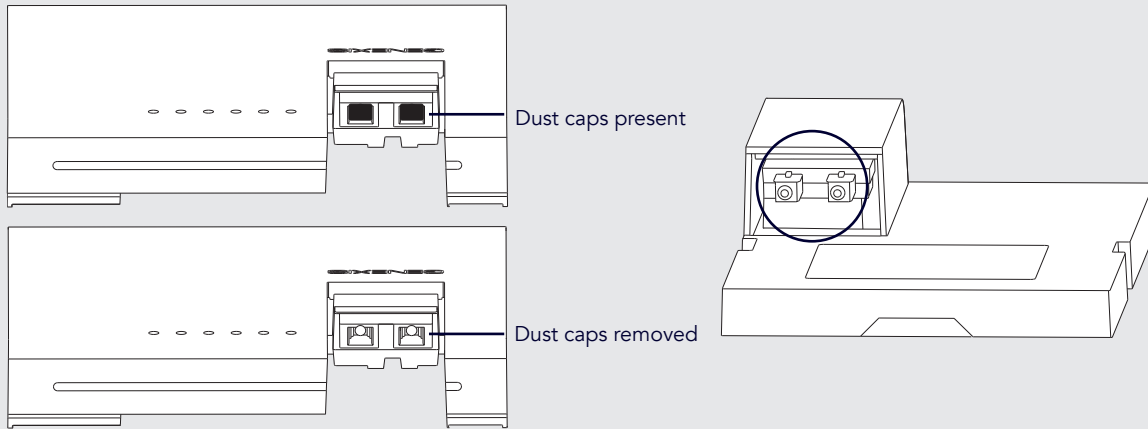
DRG



DRG with CATV



Installation

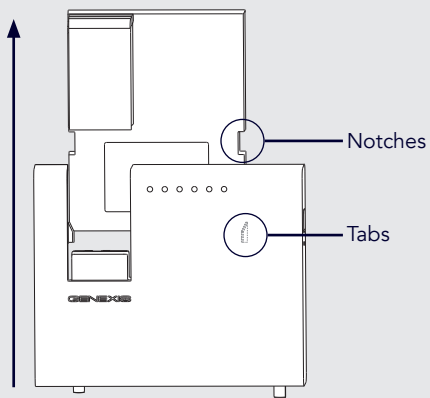


1. Remove dust caps fiber connector(s)

If present, remove the dust caps from the fiber connector(s) on your DRG. The number of connectors will vary depending on the exact model.

2. Remove dust caps connector(s) FTU

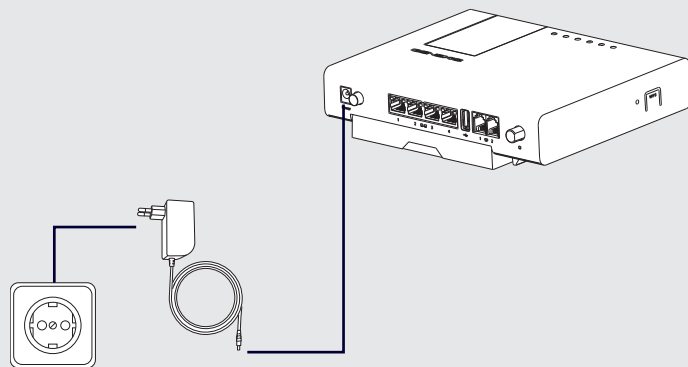
If present, remove the dust caps (shown circled) from the connector(s) on the FTU (Fiber Termination Unit). The number of connectors will vary depending on the exact model.



3. Place your DRG

Place your DRG on the FTU so that the tabs on the side of the DRG align with the notches on the FTU. Both tabs and notches are shown circled on the right.

Slide the DRG up in the direction of the arrow until the fiber connector(s) click(s) gently into place.

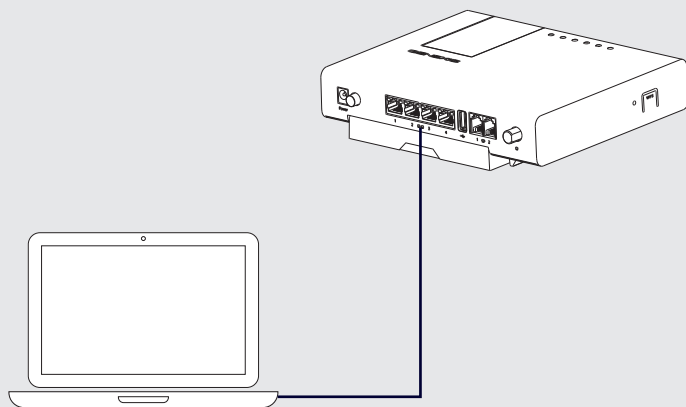


4. Connect to power

Connect the supplied power adaptor to the power socket on the DRG and then plug the adaptor into an AC socket.

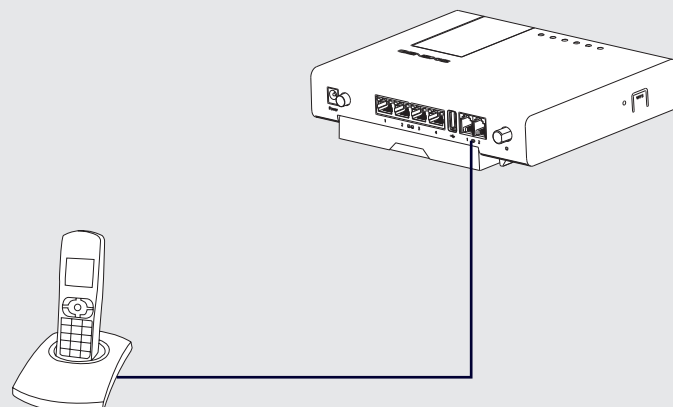
If your DRG has a power button, push it to switch on the device. When the Ψ LED is green, your DRG has successfully powered on.

Installation



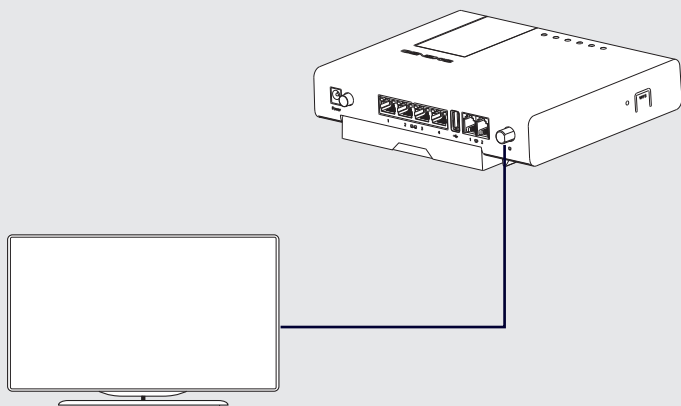
5. Connect to your computer

Connect your computer or laptop to the appropriate LAN port using an Ethernet cable. Your service provider will tell you exactly which port of the DRG to use.



6. Connect to your telephone

When voice ports are available on your model, a standard analogue telephone handset can be connected to one of the active voice ports using a telephone cable. Your service provider will tell you which port of the DRG to use.

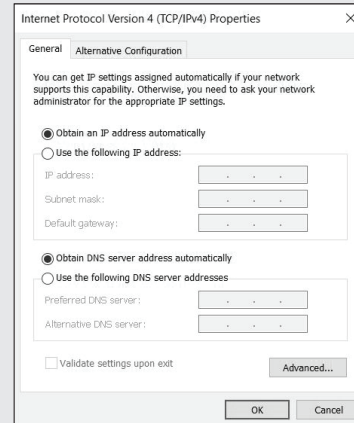
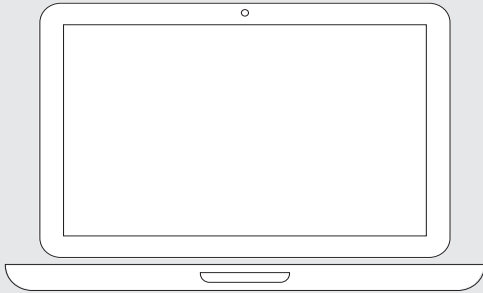


7. Connect to your TV

This step is only relevant if you have a DRG with a CATV connector.

When TV is available on your model, you can connect an analogue television to the CATV connector using a coaxial cable with a male F connector.

LAN (Network) Setup



1. Check your connection

Open a web-browser on your computer and try to visit a web page. For example, load your usual home page or favorite search engine. If the web page loads, your connection is working properly. Skip the rest of this section and continue to the wireless set up section of this Full Installation Guide.

If the web page does not load, continue with step 2. Check your network settings.

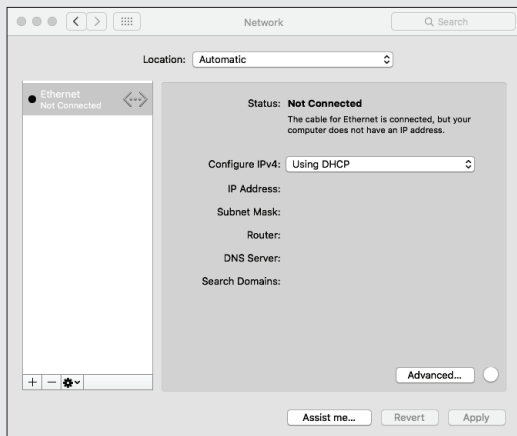
2. Check your network settings

You need to make sure your computer network settings are set to:

- › Use IPv4
- › Obtain an IP address automatically (DHCP)
- › Obtain DNS server(s) automatically

On a Windows computer:

- › Open "Start"
- › Select "Control Panel"
- › Select "Network and Internet"
- › Got to "Network and Sharing Center"
- › Select "Change Adapter Settings"
- › Double click on the correct network adaptor and click on Properties
- › Select the "Internet Protocol Version 4 (TCP/IPv4)" option and choose Properties
- › Ensure "Obtain an IP address automatically" is selected
- › Ensure "Obtain DNS server address automatically" is selected
- › Close all the control panel windows



On a Mac OS computer:

- › Open "System Preferences"
- › Click on "Network"
- › Click on the "Ethernet Adaptor" in the left hand panel
- › Ensure "Configure IPv4" is set to "Using DHCP"


3. Test connection

Try reloading the web page in your browser. If the connection is still not working, please refer to the troubleshooting section (as shown on page 17) or contact your service provider for support.

Wireless Setup

DRG7xxxx	
MAC:	00:0F:94:XX:XX:XX
GUI:	https://router
Username:	admin
Password:	xxxxxxx
SSID:	GNXxxxxxx
WPA KEY:	xxxxxxxxxxxx
WPS PIN:	xxxxxxx

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 **GNX112020**
Secured

Enter the network security key

You can also connect by pushing the button on the router.

Wireless Setup

When wireless connection is available on your model, you can set up the wireless connection. Setting up the wireless connection requires two pieces of information:

1. The SSID of your DRG
2. The WPA key for your DRG

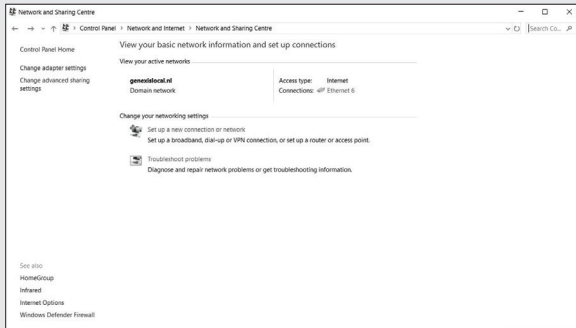
This information can be found on the label included with your DRG.

On a Windows computer:

- › Open "Start"
- › Select "Settings"
- › Select "Network and Internet"
- › Go to "Network and Sharing Center"
- › Choose "Setup a new connection or network"
- › Click on "Connect to the Internet" and click "Next"
- › Click on "Wireless"

You will then be presented with a list of wireless networks that your computer has detected.

- › Choose the network whose name matches the SSID on the label included with your DRG
- › When prompted for the "network security key", the WPA key exactly as printed on the label



Your computer will now connect to the wireless network!







Once successfully connected, the Network and Sharing Center window will change to reflect the new connection status.

On a Mac OS computer:

- › Open "System Preferences"
- › Click on "Network"
- › Click on "Wi-Fi" in the list of interfaces on the left. If necessary, switch Wi-Fi on
- › In the "Network Name:" drop down box, select the SSID that matches the SSID on the label included with your DRG
- › When prompted for the WPA2 password, enter the WPA key exactly as printed on the label






You are now connected!

LED Status

Activity		Description
	On (green)	Powered up successfully
	On (red)	System error
	On (flashing)	System initialising
	Off	No power
	On	Uplink cable connected
	Flashing	Link is initialising or a firmware upgrade is in progress
	Off	Uplink cable disconnected
	On	Voice service enabled and registered
	Flashing	Voice service initialising
	Off	Voice service disabled, or SIP registration failed
	On (green)	CATV on, signal received
	Off	CATV disabled, no signal received
	On	WiFi enabled
	Flashing	WPS active
	Off	WiFi disabled
 (LAN Ports)	Green	1000 Mbps connection
	Yellow	100/10 Mbps connection
	Blinking	Network activity

**Not available on all models*

Troubleshooting

Issue		Action
	LED is off	Make sure you are using only the provided power adapter and have it connected to a working power outlet and the power button is in the on position.
	LED is red or flashing	Turn the device off by removing the power adapter from the power socket. Wait 1 minute and plug it back in.
	LED is off	There is a problem connecting to your service provider. Turn the DRG off, wait 1 minute and turn it back on again.
	LED is off	The voice service is either not enabled or is not fully configured. If voice functionality is part of your subscription, contact your service provider.
	LED is off	CATV is disabled. Please contact you service provider if a CATV signal is expected.
	LED is red	CATV is enabled but no signal is detected. Please contact your service provider if a CATV signal is expected.
	LED is off	Use the DRG's web interface to enable WiFi functionality.

**Not available on all models*

Web interface is not reachable

Make sure the DRG is switched on and the ethernet cable from your computer is plugged into the correct LAN port. Ensure the URL you have entered matches exactly what's shown on the label.

Perform factory reset

Press and hold the reset button for more than 5 seconds. Once the LEDs start flashing, release the button.

If none of these actions resolves your problem, please contact your service provider.

Advanced Configuration

DRG7xxxx

MAC:

00:0F:94:XX:XX:XX

GUI:

https://router

Username:

admin

Password:

xxxxxxxx

SSID:

GNxxxxxx

WPA KEY:

xxxxxxxxxxxx

WPS PIN:

xxxxxxxx

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By default, the router is configured correctly for most home networks. Changing the configuration is only advised for advanced users as it may interrupt your connection. If you should need to reset the router back to its factory settings, please refer to page 6.

Configuring your DRG is done via your web-browser. The label (as shown on page 5) lists the URL you need to connect to. It also lists the user name and password required in order to log in.

Pay careful attention to the URL given for the GUI and make sure you enter it exactly as shown on the label. If your browser gives you an error message about being unable to “verify the identity of the website ‘router’” or that “your connection is not private” or “there’s a problem with the website’s security certificate”, please choose to continue to load the website.

Safety and Care

Safe operation

- Never look directly into the end of a fiber optic cable.
- Use only the supplied power adapter and make sure the adapter is rated for use with the power supply.
- Indoor use only.
- Never expose to or immerse in water.
- Do not block the air vents (the device will overheat).

Operating conditions

- Do not operate in temperatures below 0° C or above 40° C.

Repair and service

- Do not open the housing. The DRG does not contain user serviceable parts inside.
- Please contact your service provider if problems arise.

Care

- Wipe your DRG with a soft, dry cloth.
- Persistent dirt can be removed by wiping with a damp cloth.
- This product must not be disposed of in your normal household waste.
- Please take it to your regular electronic waste collection and recycling location.



Notes

Place your spare label here

Place your spare label here

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