technicolor

FGA5330

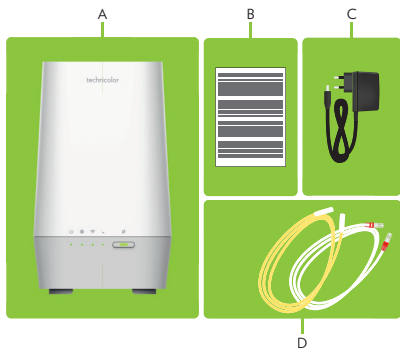# QUICK SETUP GUIDE

1. Before you start

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

Caution!

- Do not look directly into the fibre source or into the end of a connected fibre cable.
- Do not bend the fibre cable. Overbending the fibre cable may cause internal damage to the fibre cable.
- Do not touch the fibre cable ends. They must remain clean to ensure optimal performance.

2. Check the content of your package

Your package contains the following items:

Item	Description
A	One FGA5330 gateway
B	User Documentation (this Quick Setup Guide, Safety Instructions & Regulatory Notices...). Other additional documents may be included.
C	One power adapter (type may differ depending on region)
D	One yellow Ethernet cable (with yellow connectors) One Ethernet cable with red connectors (optional)

⚠️ In addition your package may also include an SFP module and a fiber cable.

# 3. Connect your gateway to the Broadband service

Choose your installation method

To connect your gateway to the Internet you can either:

- Directly connect your gateway to your service provider's fiber network. In this setup your gateway is used as *Fiber gateway*. Follow the instructions from *"Option A: Connect as Fiber Gateway" on page 2*.
- Place your gateway behind another Internet access device. In this setup your gateway is used as *local Ethernet router*. Follow the instructions from *"Option B: Connect as local Ethernet router" on page 2*.
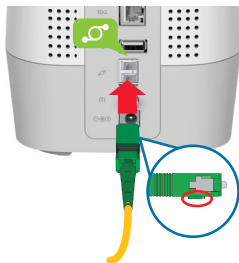
Option A: Connect as Fiber Gateway

1 Remove the protective cap from the SFP module readily inserted into the ⌀ port.
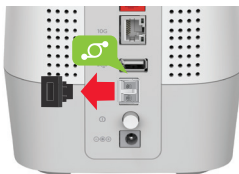
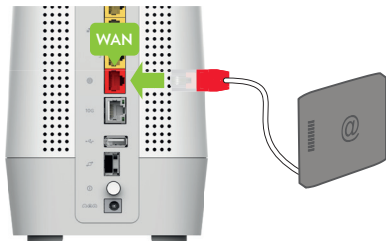**2** Take one end of the fibre cable and remove the protective cap from the connector.
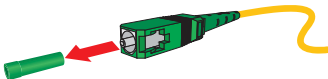
3 Insert the connector in the ⌀ port.

4 Take the other end of the fibre cable, remove the protective cap from the connector and then insert the connector in the optical termination point.

Option B: Connect as local Ethernet router

1 Plug the Ethernet cable with the red connectors into the red Ethernet **WAN** port on your gateway.
2 Plug the other end of the Ethernet cable into the Ethernet port of your Internet access device.

4. Connect your telephones to your gateway

Connect your corded phone or DECT base station to the green 📞 port.
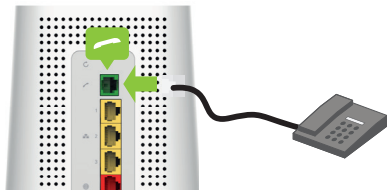
5. Power on your gateway
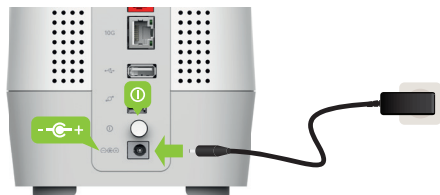
1 Plug the connector of the electric power supply adapter into the power inlet port (--⊙-+) of your gateway. Plug the adapter into a nearby power outlet.

2 Press the power button (⏻) on the back panel.

> ⚠ Wait until the ⏻ LED becomes solid blue. This can take several minutes! Do not power off your gateway or unplug any cables!

6. Connect your network devices

We recommend 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 devices.

6.1. Connect your wired (Ethernet) devices

If you want to connect a device using a wired (Ethernet) connection:
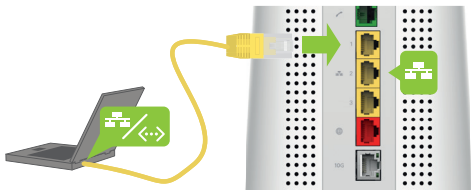
1 Take the yellow Ethernet cable.

2 Connect one end of the Ethernet cable to one of the yellow Ethernet ports of your gateway.

3 Connect the other end of the Ethernet cable to your device.

4 Connect your other Ethernet devices.

5 We recommend you to first configure your gateway (see *"7. Configure your gateway to your needs (optional)" on page 6*) before connecting your Wi-Fi devices (see *"6.2. Connect your Wi-Fi devices" on page 4*).

6.2. Connect your Wi-Fi devices

Your gateway has two Wi-Fi access points:

- The *5 GHz access point* offers superior transfer rates, is less sensitive to interference and allows you to connect Wi-Fi 6 (IEEE802.11a/n/ac/ax) devices that support 5 GHz.
- The *2.4 GHz access point* allows you to connect Wi-Fi 6 (IEEE802.11b/g/n/ac/ax) devices. Use this access point for Wi-Fi devices that don't support 5 GHz.

Your gateway supports band steering, a function that lets your gateway automatically select the best access point for each of your connected Wi-Fi devices.

If band steering is enabled both access points will appear as one.

Wi-Fi settings label

The label of your gateway provides useful information about your Wi-Fi network:

- The **Network Name**.
  This name is used to identify your Wi-Fi network. Some use the term SSID instead.
- The **Wireless Key**.
  This key is used to secure your Wi-Fi network. Only devices that use this key can connect to the Wi-Fi network. You can enter this key manually or configure it automatically using WPS.

If band steering is disabled, each access point will have its own Network Name and Wireless Key.

Tips

To achieve optimal link quality:

- Always try to reduce the number of obstacles (especially walls) between your Wi-Fi devices to a minimum.
- Do not place your Wi-Fi devices in the neighbourhood of devices that cause interference (microwave ovens, cordless phones, baby monitors, etc.).

Connecting a Wi-Fi device using WPS Push Button Configuration (PBC)

1 Make sure that your Wi-Fi devices supports WPS PBC and you know how to start it. For more information, consult the documentation of your Wi-Fi device.

2 On your gateway, briefly press the **WPS** (🛜) button and release it.
  The **WPS** (🛜) LED starts blinking blue slowly.

3 Within two minutes, start WPS PBC on your Wi-Fi device. You will probably have to do this in one of the following ways:

  - Press a WPS (🛜) button on your Wi-Fi device.
  - Start WPS (PBC) on the user interface of your Wi-Fi device.
  - Open a list of available networks and select the **Network Name** mentioned on the label of your gateway.

4 After a few seconds, your Wi-Fi device should be connected.

> ⚠ If the **WPS** (🚫) LED starts blinking fast, then your gateway could not connect your Wi-Fi device. For more information, see *"The WPS LED is blinking fast" on page 6*.

Connecting a Wi-Fi device manually

On your Wi-Fi device, proceed as follows:

1 Open the list of available Wi-Fi networks and select the entry that contains the **Network Name** from the label.

2 Your Wi-Fi device will ask you to enter the Wi-Fi key or password.

7. Configure your gateway to your needs (optional)

The gateway web interface allows you to configure your gateway using your web browser. To access the gateway web user interface:

1 Browse to http://192.168.1.1 on a computer or device that is currently connected to your gateway (either wired or over Wi-Fi).

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

8. Troubleshooting

8.1. WPS troubleshooting

WPS does not start

Make sure that the Wi-Fi is on. You can check the gateway web interface. See *"7. Configure your gateway to your needs (optional)" on page 6* for more information.

The WPS LED is blinking fast

This indicates that your gateway could not connect to your Wi-Fi device.

Do the following:

1 Wait two minutes and then start WPS again.

2 Turn your gateway slightly and then try again.

3 Obstructions may deteriorate the signal strength. Try to minimize the number of walls between the two devices and then try again.

4 Move the devices closer to each other and then try again.

8.2. How to reset your gateway

If at some point you want to restore the default settings, proceed as follows:

1 Make sure that your gateway is turned on.

2 Use a pen or an unfolded paperclip to push the recessed **Reset** button on your gateway for *at least 10 seconds* and then release it.
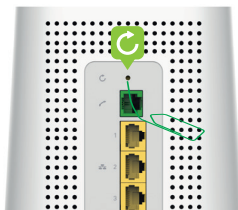
3 Your gateway restarts and applies the factory default settings.

Technicolor Delivery Technologies – www.technicolor.com

627XXXXX

SAFETY INSTRUCTIONS AND REGULATORY NOTICES

BEFORE YOU START INSTALLATION OR USE OF THIS PRODUCT, CAREFULLY READ ALL SAFETY INSTRUCTIONS

Applicability

These Safety Instructions and Regulatory Notices apply to:
- Technicolor xDSL Modems & Gateways
- Technicolor Fiber Modems & Gateways
- Technicolor LTE Mobile Modems & Gateways
- Technicolor Hybrid Gateways
- Technicolor Ethernet Routers & Gateways
- Technicolor Wi-Fi Extenders

Using equipment safely

When using this product, always follow the basic safety precautions to reduce the risk of fire, electric shock and injury to persons, including the following:
- Always install the product as described in the documentation that is included with your product.
- Do not use this product to report a gas leak in the vicinity of the leak.
- Avoid using this product during an electrical storm. There may be a remote risk of electric shock from lightning.

Used symbols

Following symbols may be found in this and accompanying documentation as well as on the product or accompanying accessories:

Symbol	Indication
⚡	This symbol is intended to alert you that uninsulated voltage within this product may have sufficient magnitude to cause electric shock. Therefore, it is dangerous to make any kind of contact with any inside part of this product.

Symbol	Indication
⚠	This symbol is intended to alert you of the presence of important operating and maintenance (servicing) instructions in the documentation that is included with your product.
⌂	This symbol indicates for indoor use only (IEC 60417-5957).
▣	This symbol indicates Double insulated Class II equipment (IEC 60417-5172). Does not require an earth connection.
∿	This symbol indicates Alternating Current (AC).
⎓	This symbol indicates Direct Current (DC).
◇⊖◇	This symbol indicates Electrical polarity.
⏚	This symbol indicates Fuse.

Directives

Product use

You must install and use this product in strict accordance with the manufacturer's instructions as described in the user documentation that is included with your product.

Before you start installation or use of this product, carefully read the contents of this document for device specific constraints or rules that may apply in the country where you want to use this product. If you have any doubts about the installation, operation or safety of this product, please contact your supplier.

Any change or modification made to this product that is not expressly approved by Technicolor will result in the loss of product warranty and may void the user's authority to operate this equipment. Technicolor disclaims all responsibility in the event of use that does not comply with the present instructions.

technicolor

Technicolor Delivery Technologies
8-10 rue du Renard, 75004 Paris, France
technicolor.com

DSL3752167E

Software and firmware use

The firmware in this equipment is protected by copyright law. You may only use the firmware in the equipment in which it is provided. Any reproduction or distribution of this firmware, or any portion of it, without express written consent from Technicolor is prohibited.

Software described in this document is protected by copyright law and furnished to you under a license agreement. You may only use or copy this software in accordance with the terms of your license agreement.

Open Source Software notification

The software of this product may contain certain open source software modules which are subject to Open Source Software license terms (see https://opensource.org/osd for definition). Such Open Source Software components and/or versions may change in the future versions of the software product.

A list of the Open Source Software used or provided as embedded into the current software of the product and their corresponding licenses and version number are, to the extent required by applicable terms, available on Technicolor's website at the following address: www.technicolor.com/opensource or at another address as Technicolor may provide from time to time.

If and where applicable, depending on the terms of the applicable Open Source Software licenses, the source code of the Open Source Software is available for free upon request.

For avoidance of doubt, Open Source Software is only licensed by the original owner of the Open Source Software under the terms set forth in the designated Open Source License.

Environmental information

Batteries (if applicable)

Batteries contain hazardous substances which pollute the environment. Do not dispose of them with other articles. Take care to dispose them at special collecting points.

Recycle or dispose of batteries in accordance with the battery manufacturer's instructions and local/national disposal and recycling regulations.

Energy efficiency

Energy savings

The user documentation that is included with your product 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 this documentation before putting your equipment in service in order to get the best service it can offer you.

Safety instructions

- *Read these instructions.*
- *Keep these instructions.*
- *Heed all warnings and cautions.*
- *Follow all instructions.*

Climatic conditions

This product:

- Is intended for in-house stationary use; the maximum ambient temperature must not exceed 40 °C (104 °F); the relative humidity must be between 20 and 80 %.
- Must not be mounted in a location exposed to direct or excessive solar and/or heat radiation.
- Must not be exposed to heat trap conditions and must not be subjected to water or condensation.
- Must be installed in a Pollution Degree 2 environment (an environment where there is no pollution or only dry, non-conductive pollution).

If applicable, batteries (battery pack or batteries installed) must not be exposed to excessive heat such as sunshine, fire or the like.

This product is intended for indoor use only.

Ventilation and positioning

This product is intended to be used indoors in a residential or office environment.

- Remove all packaging material before applying power to the product.
- Place and use the product only in positions as described in the user documentation that is included with your product.

In case the product is wall-mountable you can check www.technicolor.com/ch_regulatory for wall mount instructions.

- Never push objects through the openings in this product.
- Do not block or cover any ventilation openings; never stand it on soft furnishings or carpets.
- Leave 7 to 10 cm (3 to 4 inches) around the product to ensure that proper ventilation gets to it.
- Do not install the product near any heat sources such as radiators, heat registers, stoves, or other apparatus (including amplifiers) that produce heat.
- Do not put anything on it which might spill or drip into it (for example, lighted candles or

containers of liquids). Do not expose it to dripping or splashing, rain or moisture. If a liquid enters inside the product, or if the product has been exposed to rain or moisture, unplug it immediately and contact your supplier or customer service.

Cleaning

Unplug this product from the wall socket and disconnect from all other devices before cleaning. Do not use liquid cleaners or aerosol cleaners. Use a damp cloth for cleaning.

Water and moisture

Do not use this product near water, for example near a bathtub, washbowl, kitchen sink, laundry tub, in a wet basement or near a swimming pool. Transition of the product from a cold environment to a warm one may cause condensation on some of its internal parts. Allow it to dry by itself before using the product.

Electrical powering

The powering of the product must adhere to the power specifications indicated on the marking labels.

In case this product is powered by a power supply unit:
- *For USA*: This product is intended to be supplied by a UL listed Direct Plug-in Power Unit marked "Class 2" and rated as indicated on the label on your product.
- This power supply unit must be Class II and a Limited Power Source in accordance with the requirements of IEC 60950-1/EN 60950-1, Clause 2.5 or IEC 62368-1/EN 62368-1, Annex Q and rated as indicated on the label on your product. It must be tested and approved to national, or local standards.

⚠ Only use the power supply unit that is supplied with this product, is supplied by your service provider or local product supplier, or a replacement power supply unit provided by your service provider or local product supplier.
The use of other types of power supplies is prohibited.
If you are not sure of the type of power supply needed, consult the user documentation that is included with your product or contact your service provider or local product supplier.

Accessibility

The plug on the power supply cord or power supply unit serves as disconnect device. Be sure that the mains supply socket outlet you use is easily accessible and located as close to the product as possible.

The power connections to the product and the mains supply power socket outlet must be accessible at all times, so that you always can disconnect the product quickly and safely from the mains supply.

Overloading

Do not overload mains supply socket outlets and extension power cords as this increases the risk of fire or electric shock.

Handling batteries

This product may contain disposable batteries.

⚠ CAUTION
There is danger of explosion if the battery is mishandled or incorrectly replaced.

- Do not disassemble, crush, puncture, short the external contacts, dispose of in fire, or expose to fire, water or other liquids.
- Insert batteries correctly. There may be a risk of explosion if the batteries are incorrectly inserted.
- Do not attempt to recharge disposable or non-reusable batteries.
- Please follow instructions provided for charging rechargeable batteries.
- Replace batteries with the same or equivalent type.
- Do not expose batteries to excessive heat (such as sunlight or fire) and to temperatures above 100 °C (212 °F).

Telephone cable

⚠ CAUTION
To reduce the risk of fire, use only No 26 AWG wire size or larger telecommunication line cord.

Connect the telecommunication line cord only in the PSTN, FXO, DSL or Line port of the product. Never plug the telecommunication line cord in another receptacle of the product.
Follow the installation instructions in the sequence as outlined in the user documentation that is included with your product.

Servicing

⚠ To reduce the risk of electric shock or electrocution, do not disassemble this product.

If service or repair work is required, take it to a qualified service dealer.

Damage requiring service

Unplug this product from the mains supply socket outlet and refer servicing to qualified service personnel under the following conditions:
- When the power supply, power cord or its plug are damaged.

- When the attached cords are damaged or frayed.
- If liquid has been spilled into the product.
- If the product has been exposed to rain or water.
- If the product does not operate normally.
- If the product has been dropped or damaged in any way.
- There are noticeable signs of overheating.
- If the product exhibits a distinct change in performance.
- If the product is giving off smoke or a burning smell.

Protect the product when moving it
Always disconnect the power source when moving the product or connecting or disconnecting cables.

Interface classifications (upon applicability)
The external interfaces of the product are classified as follows:
- DSL, Line: TNV (Telecommunications Network Voltage) circuit, subjected to overvoltages (TNV-3)
- Phone, FXS: TNV circuit, not subjected to overvoltages (TNV-2)
- PSTN, FXO: TNV circuit, subjected to overvoltages (TNV-3)
- MoCA: TNV circuit, not subjected to overvoltages (TNV-1)
- All other interface ports (e.g. Ethernet, USB,...), including the low voltage power input from the AC mains power supply: SELV (Safety Extra-Low Voltage) circuits.

⚠️ **WARNING**
- The Phone, FXS port will be classified as a *TNV-3* circuit when connected internally to the PSTN, FXO port, for example, when the product is powered off.
- If the product is equipped with a USB interface, or any type of connector with metallic shielding, you are not allowed to connect the Phone, FXS port with the PSTN, FXO or the DSL, Line port by any means, for example with an external telephone cable.

Regulatory information
North-America - United States of America
Federal Communications Commission (FCC) Compliancy statement

FC This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Responsible Party - U.S. contact information
Technicolor Connected Home LLC, 5030 Sugarloaf Parkway, Building 6, Lawrenceville, GA 30044 USA, 317-587-5466.
FCC Caution: Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment.

FCC Part 15B Supplier's Declaration of Conformity
The FCC Part 15B Supplier's Declaration of Conformity (SDoC) for your product is available at the following internet address:
www.technicolor.com/ch_regulatory.

FCC radio frequency interference statement
This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:
- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

RF exposure statement

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. End users must follow the specific operating instructions for satisfying RF exposure compliance. To maintain compliance with FCC RF exposure compliance requirements, please follow operation instruction as documented in the product documentation.

When the product is equipped with a wireless interface, then it becomes a mobile or fixed mounted modular transmitter and must have a separation distance of at least 30 cm between the antenna and the body of the user or nearby persons. In practice, this means that the user or nearby persons must have a distance of at least 30 cm from the product and must not lean on the product in case it is wall-mounted.

With a separation distance of 30 cm or more, the M(aximum) P(ermissible) E(xposure) limits are well above the potential this wireless interface is capable to produce.

This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

Restricted frequency bands

In case this product is equipped with a wireless transceiver operating in the 2.4 GHz band, it can only use channels 1 to 11 (2412 to 2462 MHz) on U.S.A. territory.

In case this product is equipped with a wireless transceiver operating in the 5 GHz band, it meets all the other requirements specified in Part 15E, Section 15.407 of the FCC Rules.

The availability of some specific channels and/or operational frequency bands are country dependent and are firmware programmed at the factory to match the intended destination. The firmware setting is not accessible by the end user.

This equipment complies with Part 68 of the FCC Rules.

The customer information required for Telephone Terminal Equipment ("TTE") approved for connection to the Public Switched Telephone Network ("PSTN"), pursuant to 47 CFR §68.218(b)(1) is available at the following internet address: www.technicolor.com/ch_regulatory.