Quick Start Guide
Fritz!Box

Contents

Fritz!Box Quick Start Guide

Welcome to your Fritz!Box Quick Start Quide.

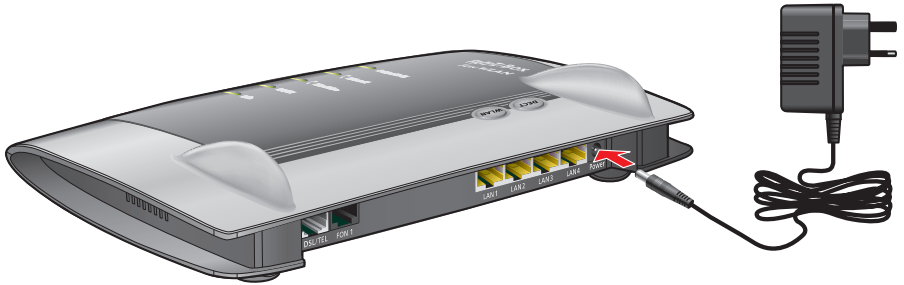We would like to thank you for choosing Digiweb Broadband.

We really appreciate your custom.

Step 1: Unpack Contents

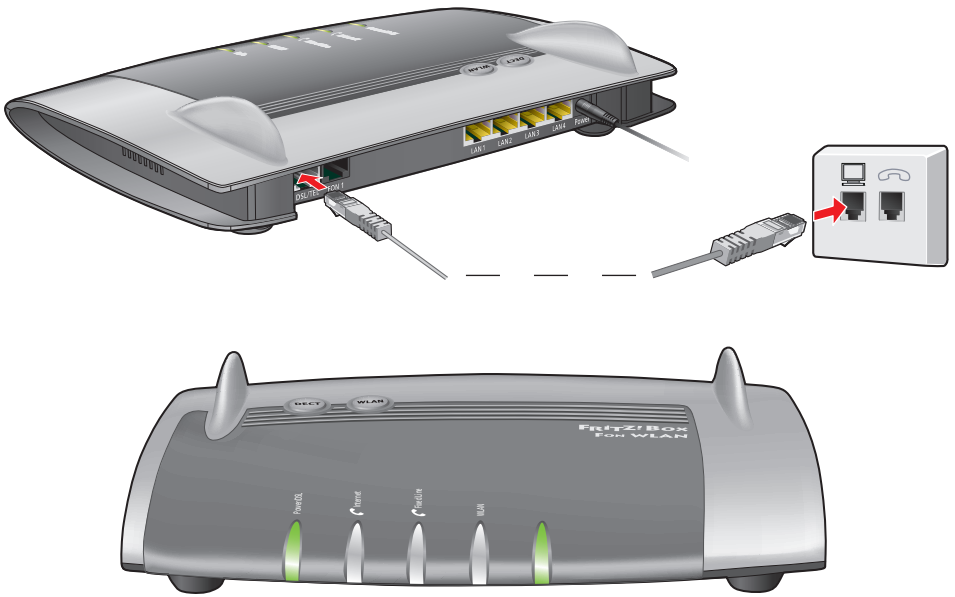You will find the following items included in your new Broadband Pack.

A. Fritz!Box Pack
B. 1 x Fritz!Box
C. 1 x 12V 2A DC Power Supply Unit (PSU)
D. 1 x DSL Phone Cable
E. 1 x Ethernet / Network Cable

## Step 2: Connect the 12V 2A DC Power Supply Unit (PSU)

- Connect the PSU (C) to the Fritz!Box (B) as per above diagram.
- Connect the PSU (C) to the nearest power socket.

Step 3: Connect the DSL Phone Cable

- Connect the larger RJ45 connector on the DSL phone cable (D) to the DSL/TEL port on the back of the Fritz!Box (B)
- Connect the smaller RJ11 connector on the DSL phone cable (D) to the installed dedicated Fibre data socket as shown on left below.
- Wait up to 5 mins for the Power/DSL light on your Fritz!Box to go steady green. The VoIP "Internet" light will only activate if you have opted for a Digiweb Broadband Talk VoIP package.
- If the Power/DSL light on your Fritz!Box fails to go steady green, please check your cable connections are firmly connected and ensure that you are connected to the correct dedicated Fibre data socket.
- Upon completing the above checks and where the Power/DSL light on your Fritz!Box fails to go steady green, please contact the Technical Support team as per contact details provided in this Quick Start Guide.

Example of a Data & Landline Socket

Data

Landline
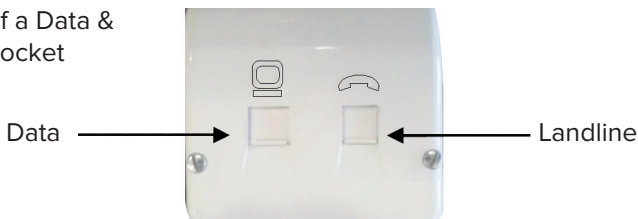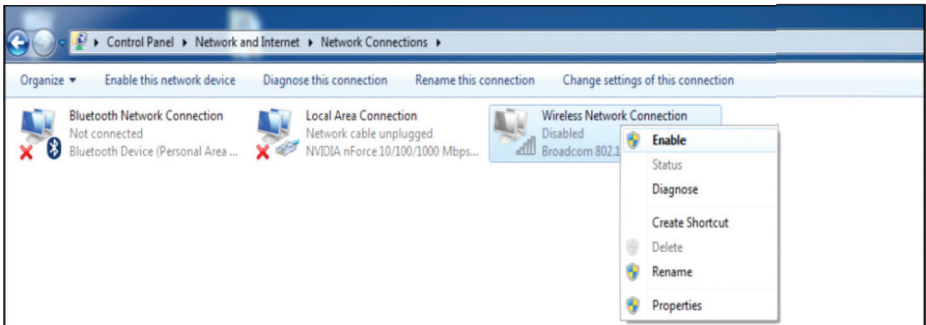
Step 4: Enable Wi-Fi Connection

For Windows PC / Laptop:
- Click the windows button typically placed in the bottom left hand corner of your desktop.
- Choose "Control Panel"
- Choose "Network and Internet"
- Choose "Network and Sharing" or "Network and Sharing Centre"
- Choose "Change adapter settings"
- Right click " Wireless Network Connection"
- Select "Enable". DO NOT select "Disable" if adapter is already enabled.

Note: Your computer setup and screen may differ from the above.
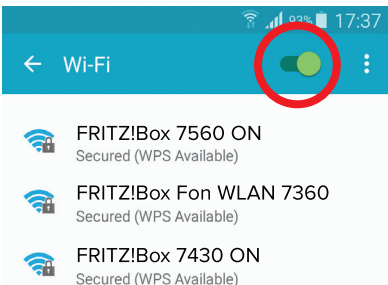
For Tablet / Smartphone:
- Go to settings > Wi-Fi > Ensure switch is on per Android and Apple iOS screenshots above.

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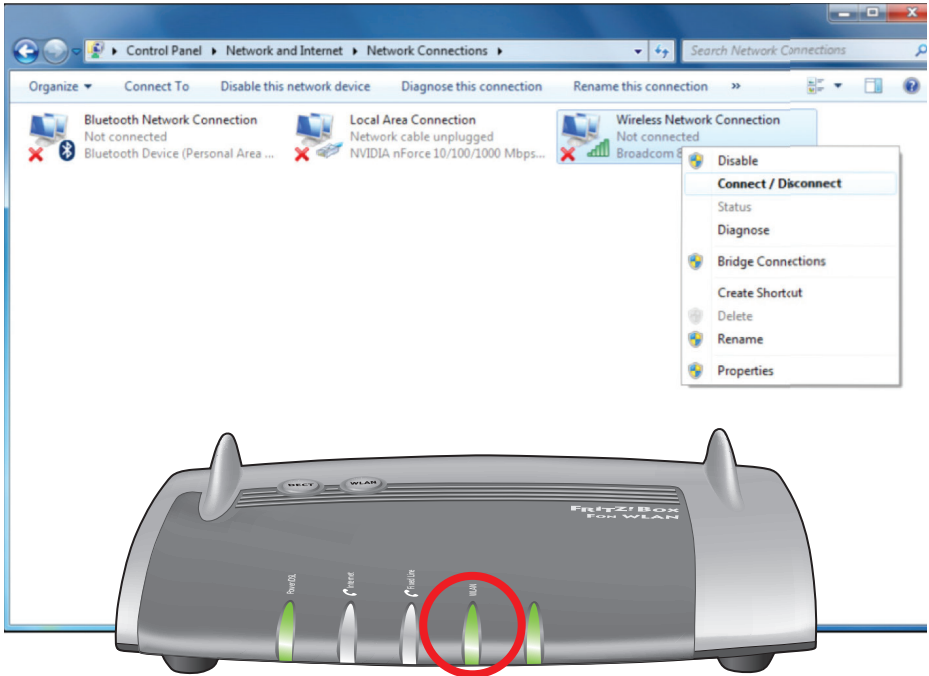
Step 5: Activate Wireless Connection

- Ensure that the WLAN LED is ON steady green as per above.
- If WLAN LED is off press WLAN button once -
  (do not hold down) to activate WLAN.

For Windows PC / Laptop:
- Right click on the "Wireless Network Connection"
- Select "Connect / Disconnect"

For Tablet / Smartphone:
- No additional steps required at this point.

Step 6: Choose your Wireless Network

For Windows PC / Laptop:
- On the base of your Fritz!Box modem you will find the network name (SSID) for example "FRITZ!Box 7560 ON", "FRITZ!Box 7430 ON" or "FRITZ!Box Fon WLAN 7360"
- Select your network name (SSID) - e.g. "FRITZ!Box 7430 ON" or "FRITZ!Box Fon WLAN 7360" from the list currently appearing on your screen from Step 5.
  Please note: Your network name (SSID) may differ from the example shown.
- Select the "Connect automatically" option so that your computer remembers the Wi-Fi network and automatically connects every time you turn on your computer.
- Click "Connect"

For Tablet / Smartphone:
- Select your network name (SSID) - e.g. "FRITZ!Box 7560 ON", "FRITZ!Box 7430 ON" or "FRITZ!Box Fon WLAN 7360" on your tablet / smartphone screen.

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Step 7: Wi-Fi Network Security Key / Password

- To connect your devices wirelessly, enter the "WLAN Network Key (WPA2)" into the "Security key" or "password" field on your device & screen from Step 6. You can locate your unique "WLAN Network Key" on the sticker attached to the base of the Fritz!Box.
- Click connect.

All done. You should now be connected. Enjoy your Digiweb broadband.

Please note:

- The WLAN Network Key "12345678987654321234" shown in the example above is for illustration purposes only.
- The Fritz!Box password "zigzag5481" shown in the example above is for illustration purposes only. It is NOT your Wi-Fi password / key.
  See page 11 and page 14 for Fritz!Box password use.
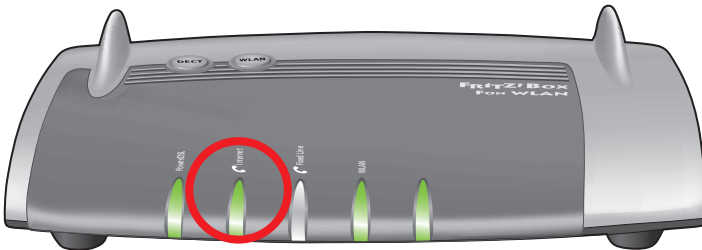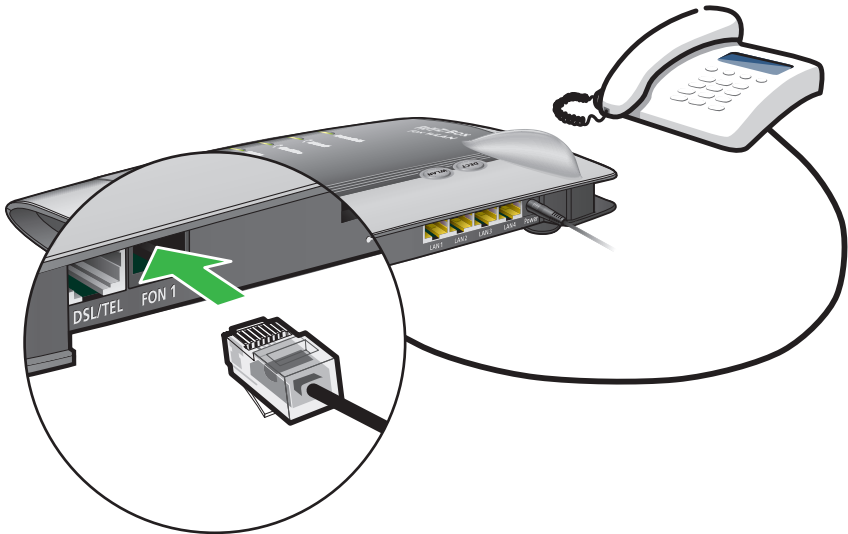
Step 8: Broadband Talk VoIP Phone Setup

If you have opted for Digiweb's Broadband Talk VoIP telephone service, please connect your telephone to the "FON 1" port on the back of the Fritz!Box to start using your VoIP telephone service. The VoIP Internet light circled above will be steady green when Digiweb Broadband Talk VoIP is active.

For more details on VoIP visit: http://www.digiweb.ie/support/phone-setup/

If you have opted for Digiweb's fixed line telephone service, please connect your telephone to the telephone socket as installed by the telecoms engineer during the installation process. Do not connect your telephone to the Fritz!Box.

FRITZ!Box

FRITZ!NAS   MyFRITZ!

Overview

Model: FRITZ!Box
Current power consumption: 29%

FRITZ!OS: 06.83

Connections

Internet — connected since 28.05.2018, 15:02 o'clock
Provider: Digiweb Fibre FTTC
IP address: ●●●●●●●●●●●●

Telephony — no telephone numbers configured

Interfaces

DSL — connected ↓92,7 Mbit/s ↑19,8 Mbit/s
LAN — connected (LAN 2)
Wireless LAN — on, Radio network 2,4 GHz: FRITZ!Box NB
Wireless LAN — on, Radio network 5 GHz: FRITZ!Box 7560 NB
DECT — off
USB — no device connected

Calls today: 0   more...
No calls

Answering machine today: 0   more...
Answering machine disabled

Home Network enabled: 1   more...
RS-lpt   LAN

Convenience Features
Telephone book   1 contact in telephone book
Storage (NAS)   60 kB used, 10 MB free
Parental Controls   ready

FRITZ!Box 7430 Edition UK
Installation: http://fritz.box

WLAN Network (SSID)   FRITZ!Box password
FRITZ!Box 7430 TP   zigzag5481
WLAN Network Key (WPA2)

1234 | 5678 | 9876 | 5432 | 1234

Serial no.   Power units:
                           311POW069 • 311POW074
                           311POW152 • 311POW158
                           12V 1.4A
CWMP account

AVM GmbH,   Article no.:   CE
10547 Berlin 2000 2788

or

FRITZ!Box Fon WLAN 7360 Edition UK
Installation: http://fritz.box   Article no.: 2000 2638

WLAN Network Key (WPA2):

1234 | 5678 | 9876 | 5432 | 1234

Serial no.:   CWMP account:

MAC address:
C8:0E:14:F4:B0:7A
Use only with the power unit 311POW069 12V 1,4A

© AVM GmbH
avm.de

or

FRITZ!Box 7560 Edition UK
Installation: http://fritz.box   AVM

WLAN Network (SSID)   FRITZ!Box password
FRITZ!Box 7560 NB   zigzag5481
WLAN Network Key (WPA2)

1234 | 5678 | 9876 | 5432 | 1234   CE

Serial No.   Power unit:
                           311POW159
   12V 2A
CWMP account

AVM GmbH, 10547 Berlin   Art. no.: 2000 2834

Internet Connection Status

- Open your Browser (Internet Explorer, Firefox, Chrome, etc)
- Type 192.168.178.1 or http://fritz.box into the address bar of your selected browser
- Enter the Fritz!Box password as shown on the sticker attached to the base of your Fritz!Box. The Fritz!Box password "zigzag5481" shown in the example above is for illustration purposes only.
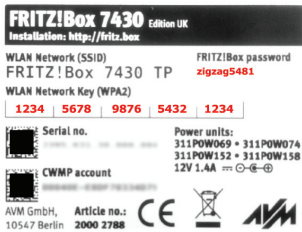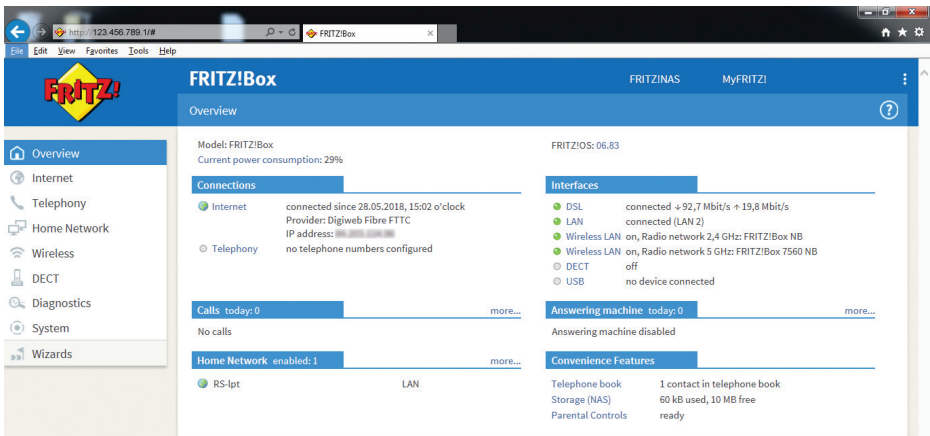 It is NOT your Wi-Fi password / key.
  For Fritz!Box 7360 model, use "**1234**" as the password.
- By default you are now looking at the Overview screen. Under "Connections" you should see a green LED beside "Internet" followed by "connected since (date/time)"
- If you are using Digiweb Broadband Talk VOIP service, under "Connections", you should see a green LED beside "Telephony" followed by the "1 telephone number enabled " (e.g. 0123456789)
- For non Digiweb Broadband Talk VOIP customers, under "Connections", you should see a grey LED beside "Telephony" followed by "no Telephone numbers configured"

Manual Configuration Settings

Please note that the Fritz!Box is pre-configured with the correct Digiweb settings. You should not be required to change these settings. A factory reset of the Fritz!Box as per page 14 will return the preconfigured settings at any point. However if configuring an alternate 3rd party VDSL modem, the following settings are required:

FIBRE VDSL SETTINGS:

- Encapsulation = PPPoE LLC
- ATM Settings = Detect automatically (recommended setting)
- Username = digiweb@nga.digiweb.ie
- Password = digiweb
- VLAN ID = 10

ADSL SETTINGS:

- Encapsulation = PPPoE LLC
- ATM Settings = VPI:8 VCI:35
- Username = digiweb@dsl.digiweb.ie
- Password = digiweb
- VLAN ID = not required

Troubleshooting

LED Operation

Power / DSL	**Flashing:** Connection / Sync is being established. Please ensure DSL phone cable (D) is connected as per Step 3. **On (Solid):** Connection / Sync is established. Connection should now be online as per pre-configured settings.
Internet **(VOIP Phone Service)**	**Flashing:** You have new messages in your Fritz!Box inbox. **On (Solid):** A telephone connection on your Digiweb VOIP service is active.
Fixed Line **(Phone Service)**	**Not applicable.**
WLAN	**Flashing:** Adopting the Wireless/WiFi settings **On (Solid):** Wireless / WiFi are active. Please refer to Step 7.
Info	**Flashing:** Configuring / Configurable e.g. firmware update. **DO NOT POWER OFF when this LED is flashing!** Red: Configuration error – please power off and on the Fritz!Box. Contact Digiweb Technical Support if powering off and on does not fix this.

Factory Reset
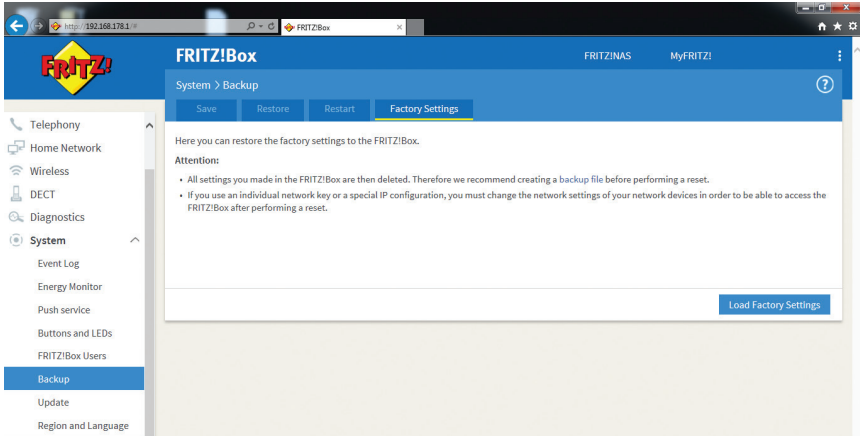
Where your are experiencing irresolvable problems with the Fritz!Box, please complete the following steps to factory reset your Fritz!Box:

- Open your Browser (Internet Explorer, Firefox, Chrome, etc)
- Type 192.168.178.1 or fritz.box into the address bar of your selected browser
- Enter the Fritz!Box password (see page 11).
- Pre Factory Reset Checks:
    - o Save your phonebook if you are using the Fritz!Box phone book option. Refer to user manual for full details on how to complete this.
    - o Please note that any user specific configuration changes will be lost so you need to use the "Backup" > "Save" option is you wish to restore these settings.
- Click "Backup" in the "System" menu.
- Click on the "Factory Settings" tab and click "Load Factory Settings".
- Answer the question "Do you want to restore the factory settings?" with "OK".
- Restore your saved phonebook and saved user configuration where required.
- Alternative method via telephone handset:
    - o With your telephone handset connected to "Fon 1" on your Fritz!Box, Dial #991*15901590* and press the call button (lift receiver).
    - o Hang up again after about 3 seconds.
    - o Allow up to 5mins before the Fritz!Box can be accessed again.
    - o This method will not back up your Fritz!Box phonebook and user specific configurations
- If you are a Digiweb Broadband Talk VOIP customer, please contact Digiweb Technical Support to reactivate your VOIP phone settings.

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Fritz!Box Quick Start Guide
https://www.digiweb.ie/digiweb_quickstartguide_fritzbox

Fritz!Box 7560 Manual
https://www.digiweb.ie/digiweb_fritzbox7560manual-pdf

Fritz!Box 7430 Manual
https://www.digiweb.ie/digiweb_fritzbox7430manual

Fritz!Box 7360 Manual
https://www.digiweb.ie/Digiweb_FRITZBox7360Manual

Fritz!Box Parental Controls
Quick Set Up Guide
www.digiweb.ie/downloads/digiweb_parentalcontrols

Contact Details

Broadband and Telephony Technical Support
Telephone: 1918 or 1890 940 400
Email: support@digiweb.ie

Customer Care
Telephone: 1918 or 1890 940 400
Email: customercare@digiweb.ie

Sales
Telephone: 1800 28 58 28
Email: sales@digiweb.ie

Thanks again for your custom and we hope you enjoy your new Digiweb Broadband service.

Digiweb

www.digiweb.ie