



Hawaiian Telcom High-Speed Internet Access

The **HomePortal® 3801HGV Gateway** provides your High-Speed Internet access. It also acts as an advanced gateway which lets you connect your home-networked devices wirelessly or via one of four 10/100 Ethernet ports.

The HomePortal 3801HGV Gateway is set to default security settings when shipped. Your Hawaiian Telcom Technician will assist you in setting your custom Wireless Network ID and changing the default password. If you forget your password or need to reset the unit to factory settings, the following information will assist you in reconfiguring the Wireless Access.

The default network name (labeled as “SSID”) and password (labeled as “Wireless Network Key”) are located to the right of the barcode on the side of the HomePortal 3801HGV Gateway (see Figure 1). Mac OS X users may need to enter the “\$” character at the beginning of the Wireless Network Key (for example, \$1234567891).



Figure 1

ACCESSING THE USER INTERFACE

The HomePortal 3801HGV Gateway is configurable via web browser to allow for customized settings and control.

To launch the HomePortal 3801HGV Gateway user interface, access the **Home** page of the gateway by entering one of the following URLs into a compatible browser on the computer connected to the gateway:

- <http://gateway.2Wire.net>
- <http://home>
- <http://192.168.1.254>

The **Home** page will then appear (see Figure 2).



Figure 2

CONFIGURING THE SYSTEM PASSWORD

This task allows you to set a password for your HomePortal 3801HGV Gateway in order to protect it from unauthorized access. You can either set the interface to use the Default System Password or create a Custom Password.

Steps:

- 1. From the home screen, click on the tab **Settings**.
- 2. Click on tab **System Info**.
- 3. Click on the header **Password**.
- 4. The password page will then appear (see Figure 3).

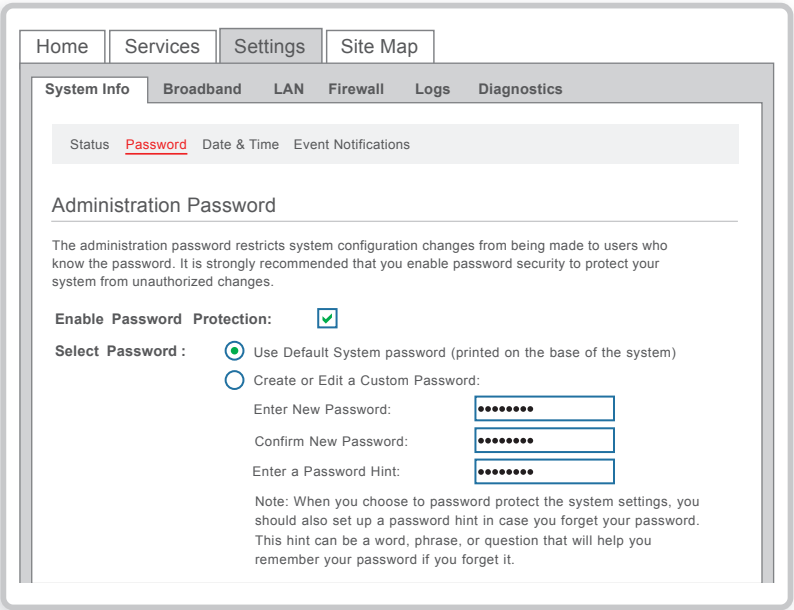


Figure 3

- 5. Select the **Enable Password Protection** check box.
- 6. Select a password type:
 - Use **Default System Password** (or)
 - Create a **Custom System Password**

SETTING A DEFAULT OR CUSTOM SYSTEM PASSWORD

To use the default password:

- 1. Select the **Use Default System password** radio button. The default password is printed on the side of the unit (see Figure 1).
- 2. Click **Save**.

To create a custom password:

- 1. Select the **Create or Edit a Custom Password** radio button (see Figure 4).

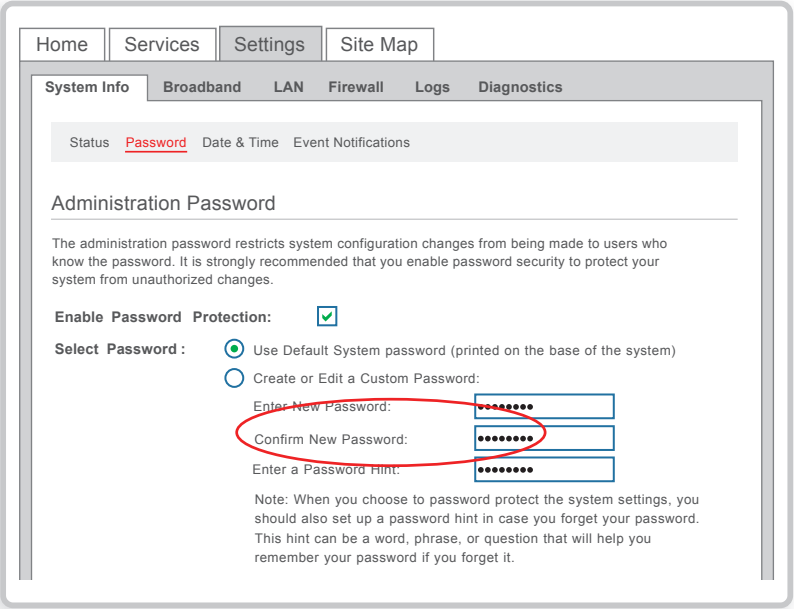


Figure 4

- 2. Enter a password in the **Enter New Password** text box. The password is case-sensitive and can contain up to 31 alpha-numeric characters with no spaces.
- 3. Enter the same password in the **Confirm New Password** text box.
- 4. Enter a hint in the **Enter a Password Hint** text box. A password hint can be a word, a phrase, or a question that can help you remember your password in case you forget it. Note: Although not required, it is strongly recommended that you enter a hint to act as a reminder.
- 5. Click **Save**.

NOTE: If you customize the **System Password**, it does NOT change the **Wireless Password**.



In the event that the Custom System Password is lost or forgotten, please perform a reset. Reset instructions can be found at the end of this guide.

CUSTOMIZING YOUR WIRELESS NETWORK

Renaming your wireless network

To change your Wireless Network Name (SSID), see instructions below.

Steps:

- 1. From the **Home** page, click on the tab **Settings**.
- 2. Click on tab **LAN**.
- 3. Click on the header **Wireless**.
- 4. Under Network Name (SSID), rename the Wireless Network (see Figure 5).

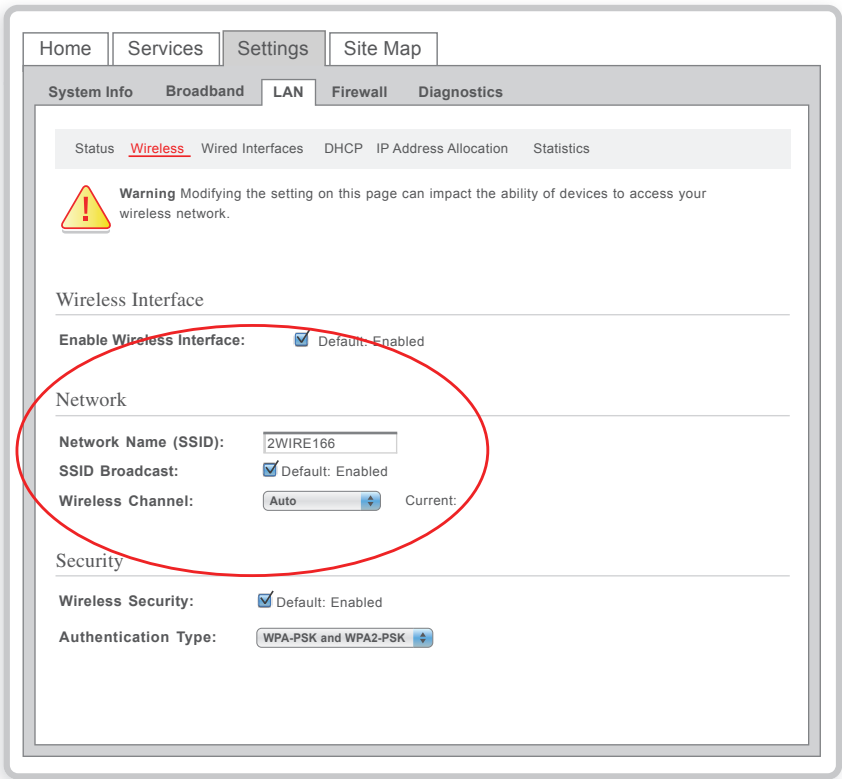


Figure 5

Setting a custom wireless password

If you choose not to use the default **Wireless Network Key** as your wireless password, you can set a custom Wireless Password.

Steps:

1. From the **Home** page, click on the tab **Settings**.
2. Click on tab **LAN**.
3. Click on the header **Wireless**.
4. Under **Wireless Key**, select the radio button labeled: **Set custom encryption key** (see Figure 6).

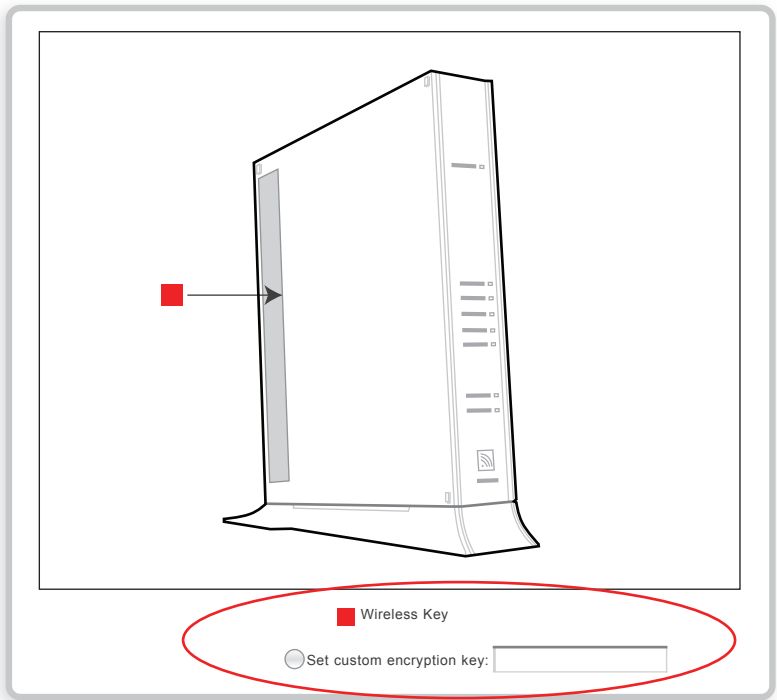


Figure 6

5. Enter a password in the **Enter New Password** text box. The password is case-sensitive and can contain up to 31 alpha-numeric characters with no spaces.

NOTE: If you customize the **Wireless Password**, it does NOT change the **System Password**.

 In the event that the Wireless Password is lost or forgotten, please perform a reset. Reset instructions can be found at the end of this guide.

CONNECTING VIA ETHERNET

The **HomePortal 3801HGV Gateway** has four 10/100 Ethernet ports for directly connecting computers or devices (see Figure 7). Follow these steps to connect directly to the gateway using an Ethernet cable:

1. Connect one end of the Ethernet cable to any of the available LOCAL ETHERNET ports on the back of the gateway.
2. Connect the other end of the Ethernet cable to the Ethernet port on your computer or other Ethernet capable device.

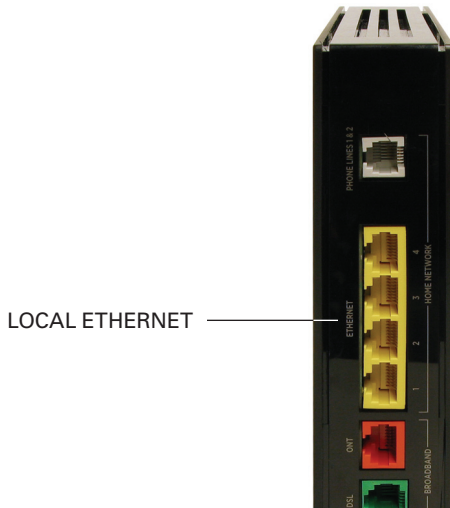


Figure 7

TO PERFORM A RESET

To restore default factory settings, you can reset the HomePortal 3801HGV Gateway. The SSID, Custom System Password, and Wireless Password will be restored to the original settings found on the side of the Gateway (see Figure 1). To perform a reset, press and hold the reset button on the back of the unit for 10 seconds.

CONTACT US

If you need assistance with your HomePortal 3801HGV Gateway or if you have questions about Hawaiian Telcom Services please call 643-4888.