

# Service Managed Gateway™

## Installing your GW7000 Series SMG



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# 1 Unpacking your router

## 1.1 Package contents

Check that you have all the components listed below.







1x GW7000		
1x purple ADSL cable	Both ends of the cable looks like this:	
1x yellow Ethernet cable.	Both ends of the cable look like this:	
1x Black dial modem cable for PSTN.	One end of the cable looks like this: The other end of the cable looks like a standard telephone connector.	
1x optional ADSL filter		
1x power cord		

Table 1: Components for installing your GW7000

## 1.2 GW7000 series model descriptions

Your model number is located on the side of the packaging box. In the table below, match your model number. Check that all the parts are in your package before you install your SMG.

If there is a 'Y' in a field, you should have that part. If there is a 2 in a field, you should have 2 parts. If there is an 'O' in a field, it is an optional part. If you are missing any parts, please contact your distributor.

Model Number	Port Description	Power Supply Unit (PSU)	Power Cable	WAN Connection Cable RJ11 purple	Modem (PSTN) Cable BT-RJ11 white	LAN Connection Cable	ADSL Filter
<b>GW7010</b>	Quad Ethernet, WAN Ethernet	Y	Y	Y	-	Y	-
<b>GW7025</b>	Quad Ethernet, WAN Ethernet	Y	Y	Y	Y	Y	-

<b>GW7110</b>	Quad Ethernet, ADSL, WAN Ethernet	Y	Y	Y	-	Y	O
<b>GW7125</b>	Quad Ethernet, ADSL, WAN Ethernet, Modem	Y	Y	Y	Y	Y	O
<b>GW7210</b>	Quad Ethernet, Dual ADSL, WAN Ethernet	Y	Y	2	-	Y	O
<b>GW7225</b>	Quad Ethernet, Dual ADSL, Modem	Y	Y	2	Y	Y	O

**Table 2: GW7000 series model numbers**

### 1.3 Serial number

When you receive your GW7000 package retain the outer packaging. The label containing the model number, serial number (S/N) and part number (P/N) is located on the side of the packaging box.

Each GW7000 is assigned a unique serial number. Record your device serial number on a printed copy of your warranty or somewhere you can easily access it. You must reference your unique serial number (S/N) when you contact your distributor or Virtual Access support for installation and configuration confirmation or should you request service on the device.



**Figure 1: The model number on the side of the packaging**

Unpack the contents. There is a corresponding silver label located on the bottom of the router.

If you do not know what kind of connection to configure on your GW7000 series SMG, look at the model number on the bottom of the SMG and check the model number in table 2 above.



**Figure 2: The model number on the bottom of the router**

If your GW7000 series SMG has dual ADSL, a second ADSL cable (purple) is provided.

If your GW7000 series SMG has a serial port, you need a serial cable. We do not provide a serial cable with the GW7000 series SMG with a serial port.

You can buy a serial cable from your distributor. Make sure that the serial cable that you buy complies with the interface that you use.

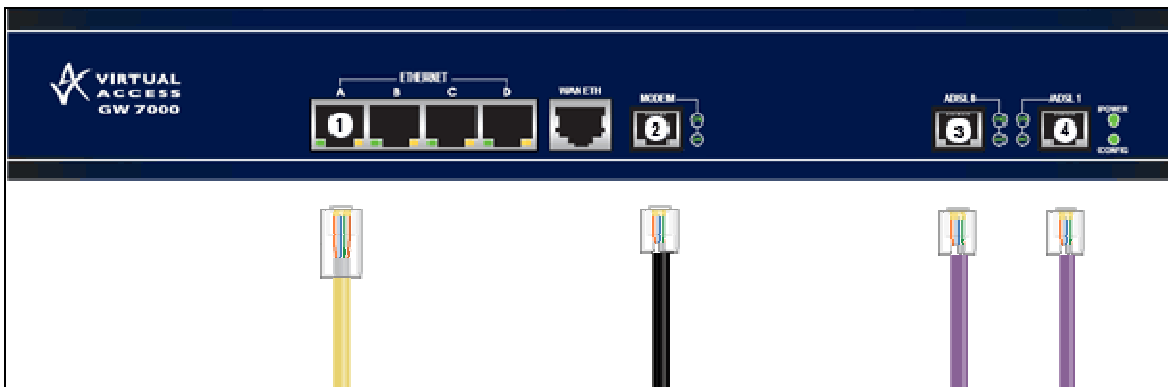
The [serial cables page](#) on the Virtual Access website gives specifications of the serial cables that you can use with a GW7000 series SMG.

## 2 Installing your GW7000 series SMG before it is automatically configured

The SMG is shipped in its factory default configuration for automatic configuration. After you have powered up the router for the first time, the config LED flashes to indicate that it is in a factory default configuration. The SMG automatically downloads its firmware and configuration files either via the ADSL or V90 connection. After connecting the cables, the automatic configuration process will take between 5 – 10 minutes. After the configuration is complete, the unit will reboot. After reboot the config LED will be solid to indicate that the automatic configuration process has been successful.

If this process is not successful, contact your support team.

### 2.1 Installing a GW7000 ADSL SMG



**Figure 3: The cables you need for an ADSL connection**

There are two different size WAN connectors: 1 small black RJ11 and 1(or 2) small purple RJ11(s); and 1 larger yellow RJ45.

1. On your GW7000 series SMG, connect one end of a yellow RJ45 Ethernet cable to the Ethernet port marked A. Connect the other end into the LAN port of your PC or to a LAN hub.
2. Connect the RJ11 end of the black cable to the port marked MODEM. Connect the other end to a PSTN telephone socket.
3. To connect directly to an ADSL service, connect one end of the RJ11 connector on the purple cable to the port marked ADSL-0. Connect the other end of the RJ11 connector to the ADSL socket on the wall. This socket can be an RJ45 or an RJ11 port. The RJ11 will fit into both.

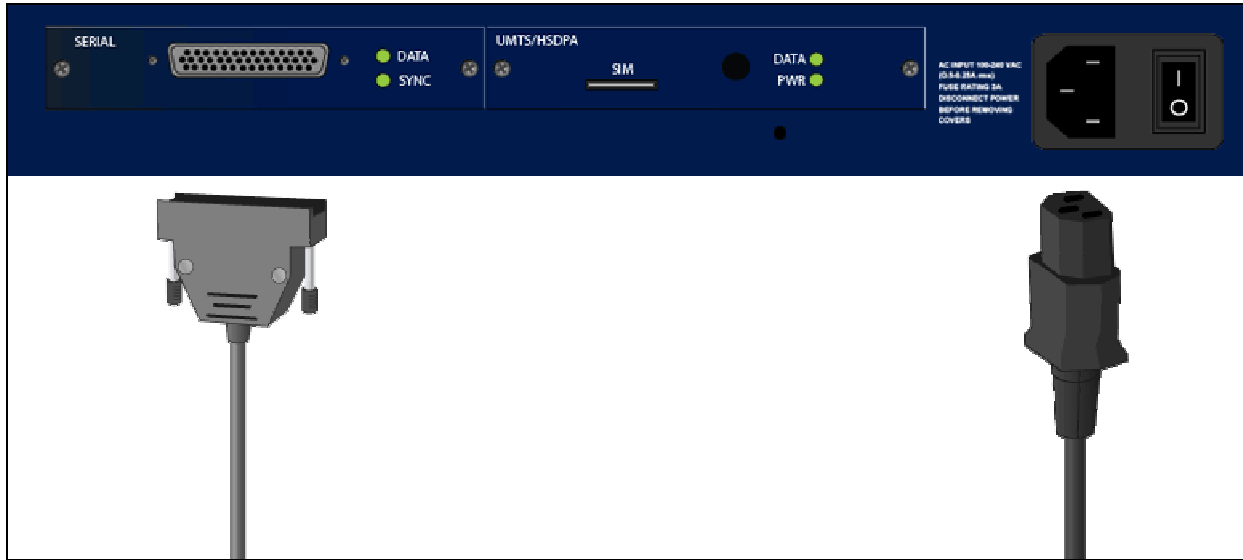
If you are using a cable or ADSL modem and not a direct service connection, do not connect the ADSL cable. Connect one end of an Ethernet cable to the port marked WAN ETH. Connect the other end to the Ethernet port on your cable or ADSL modem.

4. If you are using dual ADSL, connect one end of the second purple cable to the port marked ADSL-1. This cable has an RJ11 connector on both ends. Connect the other end of the RJ11 connector to the ADSL socket on the wall. This socket can be an RJ45 or an RJ11 port. The RJ11 will fit into both.

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The SMG is shipped in its factory default configuration for automatic configuration. The config LED will be flashing to indicate that it is in a factory default configuration. The SMG automatically downloads its firmware and configuration files either via the ADSL or V90 connection. This process will take between 5 – 10 minutes. After the download is complete, the unit will reboot. After reboot the config LED will be solid to indicate that the automatic configuration process has been successful.

If this process is not successful, contact your support team.



**Figure 4: The cables you need for an ADSL connection**

If you are using a serial connection, connect the serial cable to the serial port on the back of the SMG.

Connect the power supply connector to the Power port on the back of the SMG.

If the LEDs on your SMG are not correctly lit, check that:

- the cables are attached correctly, and
- your service has been enabled by your provider.

## 2.2 Installing a GW7000 E1/T1 SMG



Figure 5: The cables you need for an E1/T1 connection

1. For a standard connection, connect one end of the E1/T1 cable to the E1/T1 port on the back of the SMG and the other end of the cable to an E1/T1 switch.
2. For a back-to-back connection, connect one end of an E1/T1 cross over cable to the E1/T1 port on the back of the SMG. Connect the other end of the cable into the E1/T1 port of another device.
3. Connect the power supply connector to the Power port.

If the LEDs on your SMG are not correctly lit, check that:

- the cables are attached correctly, and
- your service has been enabled by your provider.

## 2.3 Installing a GW7000 3G SMG

### **WARNING**

**The SIM card MUST be inserted into the SMG before the unit is powered on. Do not insert or remove the SIM card after the unit has been powered on.**

1. Ensure the unit is powered off.
2. Hold the SIM card with the chip side facing down and the cut corner top left.
3. Gently push the SIM card into SIM slot 1 until it clicks in.

To remove the SIM card, gently push the SIM card. The card will click out.



Figure 6: The position of the SIM card

4. Attach the antenna to the GW7000.

5. Connect the power supply connector to the Power port.

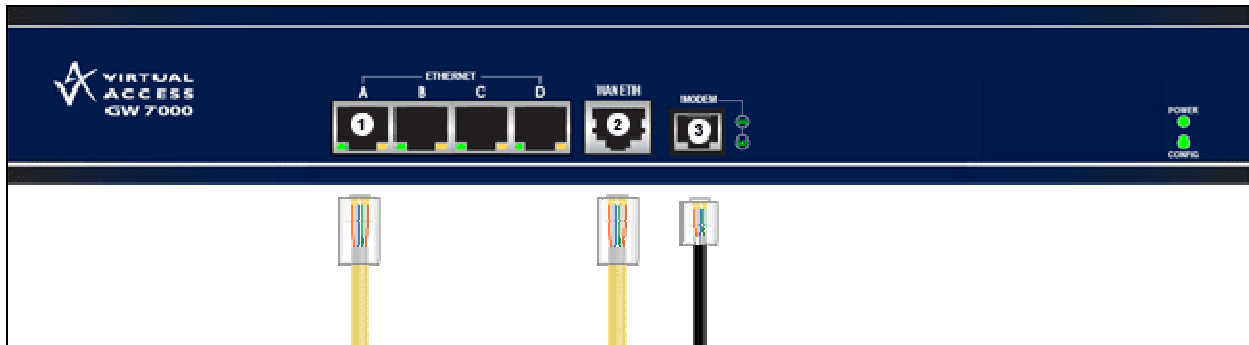


**Figure 7: The back of the GW7000 3G**

If the LEDs on your SMG are not correctly lit, check that:

- the cables are attached correctly, and
- your service has been enabled by your provider.

## 2.4 Installing a GW7000 public Ethernet connection SMG



**Figure 8: The cables you need for a public Ethernet connection**

1. On your GW7000 series SMG, connect one end of a yellow RJ45 Ethernet cable to the Ethernet port marked A. Connect the other end into the LAN port of your PC or to a LAN hub.
2. Connect one end of the Ethernet cable supplied by your service provider to the port marked WAN ETH on the SMG. The other end of the Ethernet cable will already be connected to the switch or socket provided by your service provider.
3. Connect the RJ11 end of the black cable to the port marked MODEM. Connect the other end to a PSTN telephone socket.

## Document change history

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<b>0.1</b>	<b>02/02/10</b>	<b>Karl Crawford</b>	