Full Install Setup Guide

Actiontec F2250 Gateway

ACTIONTEC F2250 GATEWAY 2

Overview 2
Available training 2
Required install steps 2
Good Things to Know 2

SETUP GUIDE: RESIDENTIAL, DYNAMIC AND STATIC BUSINESS 3

Initial Provisioning 3
Remote Access 9
Static LAN Setup 11
Option: Static Business Class with DHCP on Public LAN 14
Verify service 17
Installation complete 17

FIXING CONNECTION TYPE 18

Change from Connection Type DHCP to PPPoE 18

WIRELESS SETTINGS 21

Enable wireless 21
Disable wireless 22

REVISIONS 23

Actiontec F2250 Gateway

Overview

The Actiontec F2250 Gateway is capable of ADSL single line, bonded and VDSL operation.

The F2250 Gateway will auto detect the DSL technology. As a result, the F2250 setup steps are the same for any DSL technology. This guide supports provisioning for single line, bonded and VDSL.

Available training

Search in TEDS for the keyword: F2250

Online training focusing on the Actiontec F2250 will continue to be released throughout the year.

Required install steps

Residential or Dynamic Business Class install

Complete the following sections:

1. Initial provisioning
2. Verify service

Static Business Class install

Complete the following sections:

1. Initial provisioning
2. Remote access
3. Static LAN setup
4. Verify service

Good things to know

Repair Escalation Process:

- Frontier Service Bulletin 506.2013
  "HSI Troubleshooting – Escalation to Tier 2 Support"

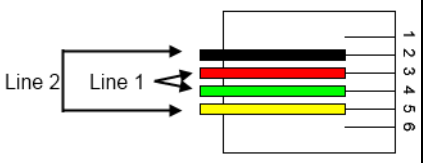
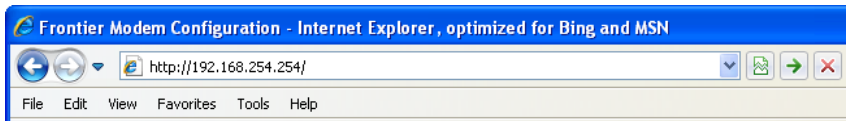
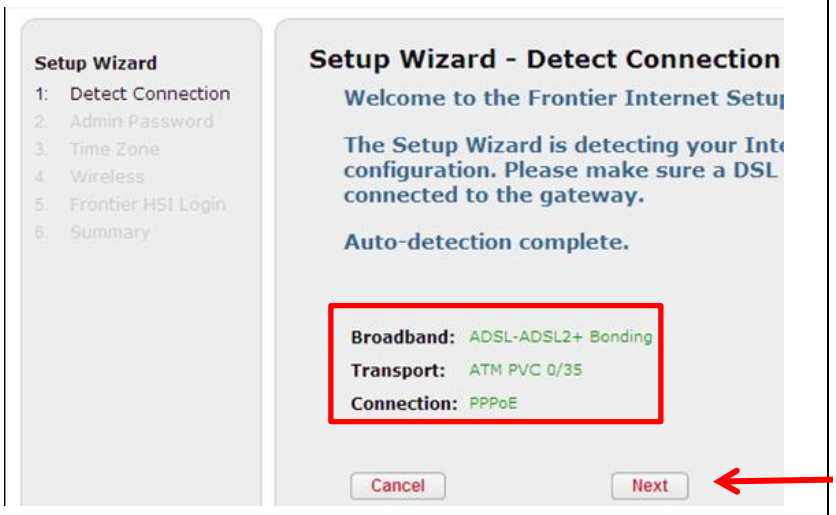
Resetting F2250 to factory defaults:

- Hold reset button in until power light turns orange/yellow (about 10 seconds)

Approved firmware version (12/13/2013): F2250-36.128L.02

Setup Guide: Residential, Dynamic and Static Business

Initial provisioning

Step	Action
1	Complete physical connections to the Actiontec F2250 • Power (switch on) • DSL • Laptop via Ethernet (any port 1-4) DSL Pinout 
2	Open a browser window, the setup wizard should automatically be displayed, however if the wizard does not appear, direct the browser to **192.168.254.254**. 
3	The Setup Wizard will start by auto detecting the WAN configuration. Once the Broadband, Transport and Connection information is green, click: **Next**. 

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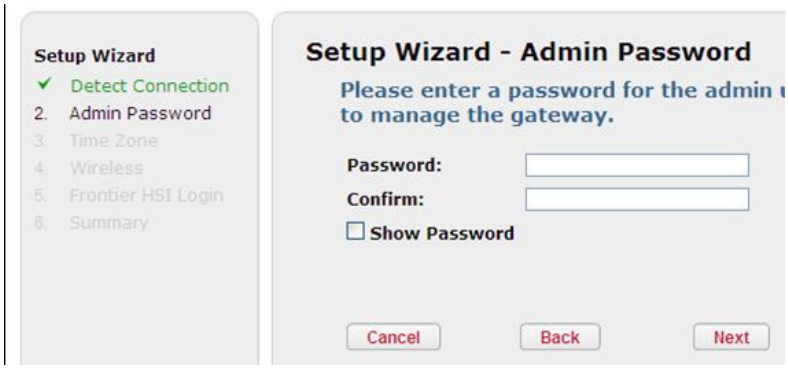
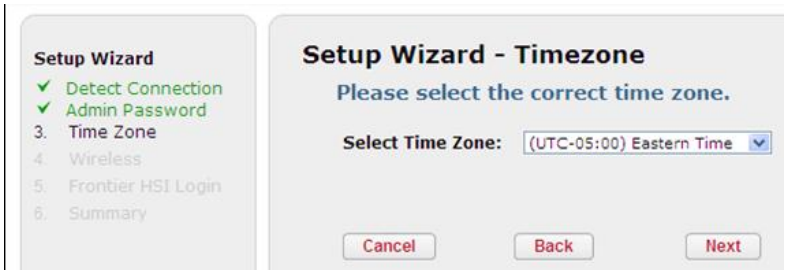
Setup Guide: Residential, Dynamic and Static Business,
Continued

Initial provisioning (continued)

Step	Action

4	Enter the modem password for the admin user.
	The passwords are as follows:
	• Residential HSI:
	  ○ Enter: **admin** twice and click: **Next**
	• Business Class HSI:
	  ○ Enter: **fr0nt13r** twice and click: **Next**
	 

5	• Select: local **Time Zone** from the dropdown menu • Click: **Next** 

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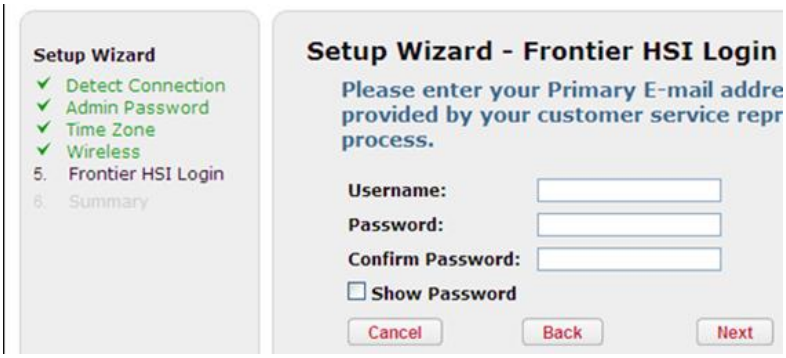
Setup Guide: Residential, Dynamic and Static Business,
Continued

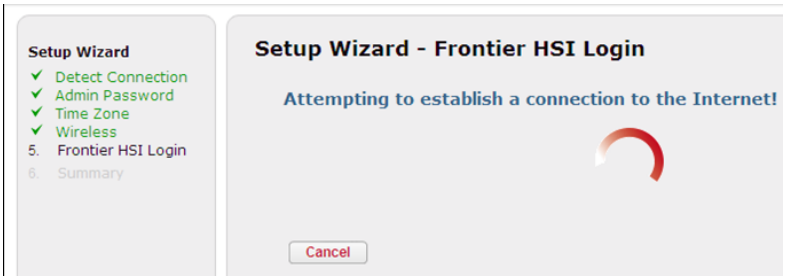
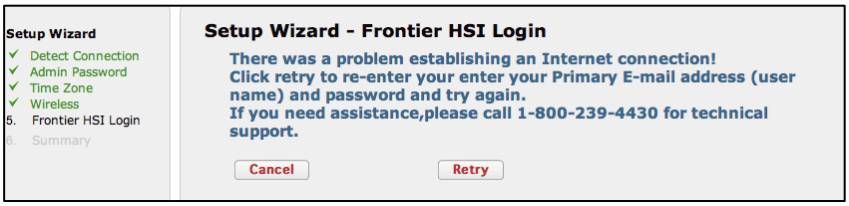
Initial provisioning (continued)

Step	Action
6	• Configure the desired wireless settings • Click: **Next**
7	Enter the account **Username** and **Password**. * This is the account's primary e-mail address and password. If you wish to see the password as you type it, check the Show Password checkbox. Click: **Next**  ***Note**: If the Setup Wizard **does not** present this screen and instead shows the screen in step 8, the customer's port is incorrectly provisioned. Continue with step 8. You'll be directed to fix the connection later.

Continued on next page

Setup Guide: Residential, Dynamic and Static Business,
Continued

Initial provisioning (continued)

Step	Action
8	The Wizard will now attempt to establish a connection to the Internet. The following screen will appear for a short time.  **IF** you receive the screen shown below…Click: **Retry** Note: DSL must be up and trained for this step to be successful. 

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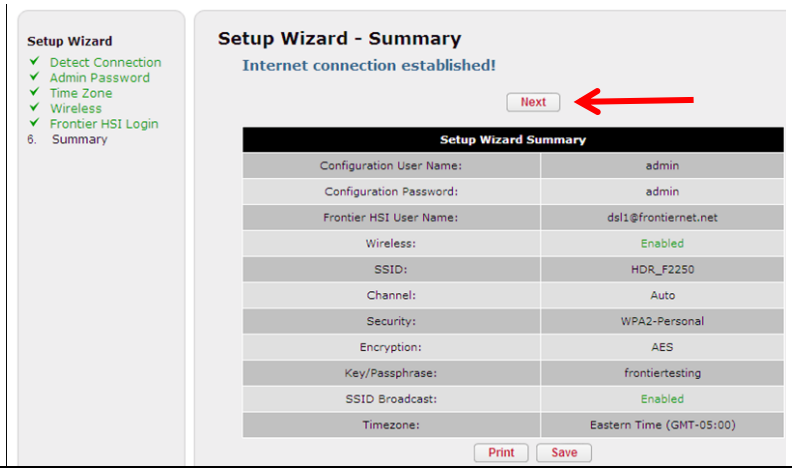
Setup Guide: Residential, Dynamic and Static Business,
Continued

Initial provisioning (continued)

Step	Action
9	Once an Internet connection has been established and authentication is complete the Summary page will be displayed. This Summary page can be saved or printed, however you **must** click **Next** in order to complete the installation process. The browser will be redirected to the Frontier Welcome Page. Click: **Next** 

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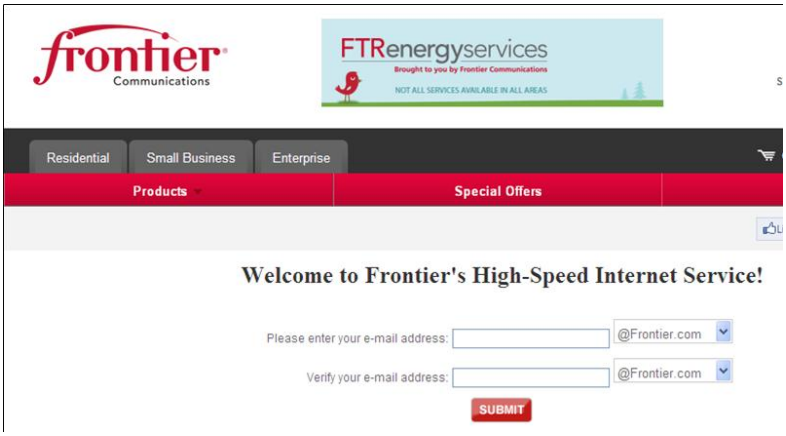
Setup Guide: Residential, Dynamic and Static Business,
Continued

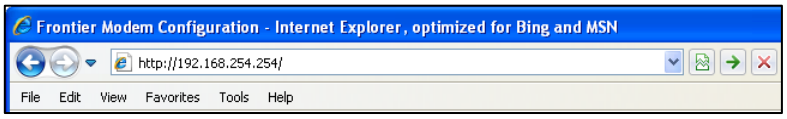
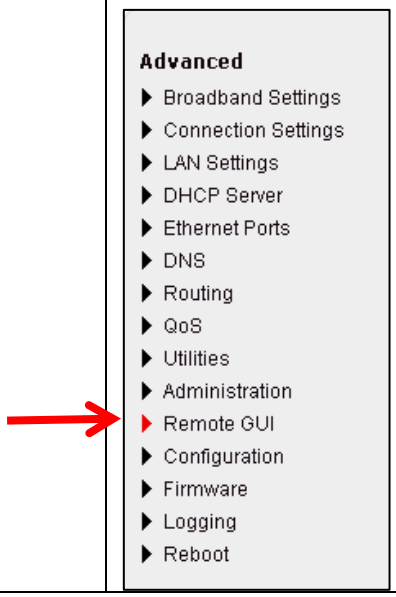
Initial provisioning (continued)

Step	Action
10	• Residential HSI install: Complete E-signature page. • Business HSI install: E-signature page is not used. 
11	The next step depends on whether the Setup Wizard skipped the Username/Password screen back on **Initial provisioning**, page 5 **Was User/Pass screen skipped?** / **Go to…** No: Next step (step 12) Yes: **Fixing connection type** (p18)
12	The next step depends on the type of install. Residential HSI……Go to **Verify service** (page 17) Dynamic Business Class HSI…..Go to **Verify service** (page 17) Static Business Class HSI……...Go to **Remote access** (page 9)

Continued on next page

Setup Guide: Residential, Dynamic and Static Business,
Continued

Remote access

Step	Action
1	Direct your browser to: **http://192.168.254.254** 
2	You may be prompted for the modem's Administrator Username and Password as determined in **Initial provisioning: Step 4** section above. • Username: **admin** • Password: **fr0nt13r**
3	Click: **Advanced** in the top menu bar.
4	Click: **Remote GUI** in the left hand navigation window. 

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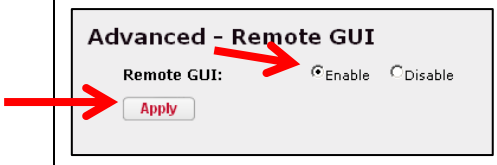
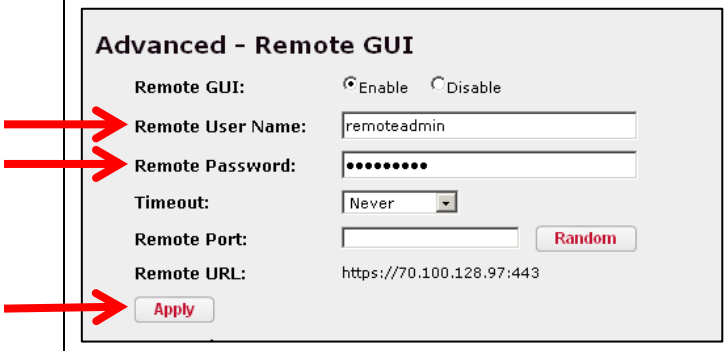
Setup Guide: Residential, Dynamic and Static Business,
Continued

Remote access
(continued)

Step	Action
5	• Click: **Enable** • **C**lick: **Apply** 
6	Remove the default information and enter the following: • Remote User Name: **remoteadmin** • Remote Password: **f+rR3m0te** ← f plus r R 3 m zero t e • Click: **Apply** 
7	Static Business Class HSI……..Go to **Static LAN setup** (page 11)

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Setup Guide: Residential, Dynamic and Static Business,
Continued

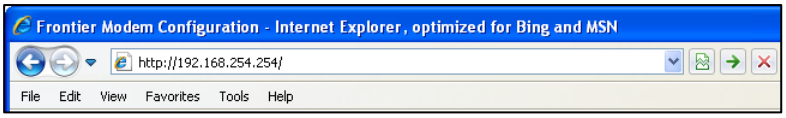
Static LAN setup

The following table gives the steps for a Static Business Class HSI setup only.

For a Static Business Class setup, following actions must be completed:

- **Initial provisioning** (previous section).
- **Remote GUI** (previous section)
- **Static LAN setup** (following section)
- **Verify service** (later section)

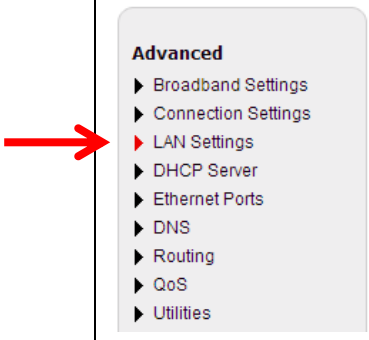
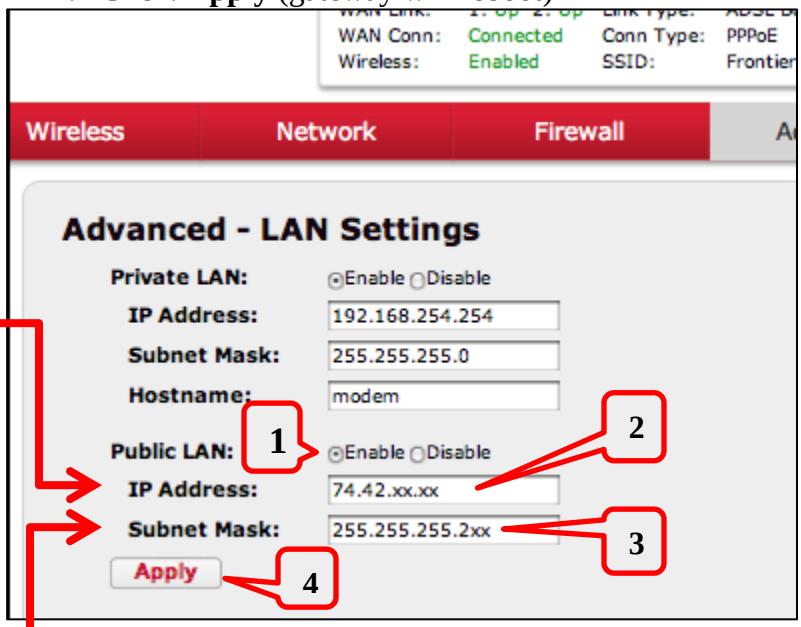
The following steps complete the **Static LAN Setup**.

Step	Action
1	Direct your browser to: **http://192.168.254.254** 
2	You may be prompted for the modem's Administrator Username and Password as determined in **Initial provisioning – Step 3** (page 3). • Username: **admin** • Password: **fr0nt13r**
3	Click: **Advanced** in the top menu bar.

Continued on next page

Setup Guide: Residential, Dynamic and Static Business,
Continued

Static LAN setup (continued)

Step	Action
4	Click: **LAN Settings** in the left hand navigation window. 
5	On the Advanced – LAN Settings page, set the following: 1. Public LAN: **Enable** 2. IP Address: **Static LAN address + 1** (gateway) 3. Subnet Mask: **Static LAN block subnet mask** 4. Click: **Apply** (gateway will reboot) 

Gateway Address
<Static LAN +1>
Example:
Static LAN Block = 128.1.2.16/30
Static LAN + 1 = 128.1.2.17

Static LAN Block Subnet Mask
Example:
Static LAN Block= 128.12.16/**30**
/30 - 255.255.255.252
/29 - 255.255.255.248
/28 - 255.255.255.240

Continued on next page

Setup Guide: Residential, Dynamic and Static Business,
Continued

Static LAN setup (continued)

Step	Action

6	The next step depends on what the customer is expecting.
	Select the appropriate option (A or B).
	(Option A is considered the standard option)
	
	A. Standard Static Business Class…Go to **Verify service** (p17)
	<u>Customer device is manually assigned static IPs</u>
	• Customer Device: IP address manually assigned
	  ○ Static IP address
	  ○ Subnet mask
	  ○ Default gateway
	• Actiontec F2250: Assigns Private IPs
	• Private LAN: Supported (192.168.254.X)
	• Wireless: Supported (can be disabled or enabled)
	
	B. Modify DHCP for Public LAN…Continue on to **Static Business Class with DHCP on Public LAN** (page 14)
	<u>Customer device is assigned Static IPs by the modem</u>
	• Customer Device: set to obtain IP address automatically
	• Actiontec F2250: Assigns Static IP addresses
	• Private LAN: Not available
	• Wireless: Should be disabled

Continued on next page

Setup Guide: Residential, Dynamic and Static Business,
Continued

Option: Static Business Class with DHCP on Public LAN

The following table gives the steps for a Static Business Class HSI setup with DHCP enabled on the Public LAN.

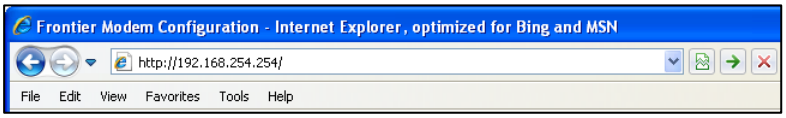
For a Static Business Class with DHCP setup, three items must be completed:

- Complete the **Initial provisioning** section.
- Complete the **Remote access** section.
- Complete the **Static LAN setup** section.
- Complete this **Static Business Class with DHCP on Public LAN** section.

Service behavior using this configuration:

- Customer Device: set to obtain IP address automatically
- Actiontec F2250: Assigns Static IP addresses
- Private LAN: Not available
- Wireless: Should be disabled

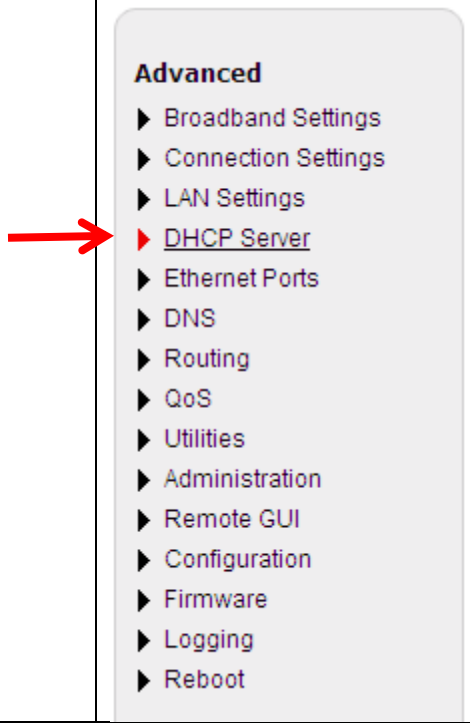
The following table gives the steps necessary to enable DHCP on the customer's public static LAN block.

Step	Action
1	Direct your browser to: **http://192.168.254.254** 
2	You may be prompted for the modem's Administrator Username and Password as determined in **Initial provisioning – Step 3** (page 3). • Username: **admin** • Password: **fr0nt13r**
3	Click: **Advanced** in the top menu bar.

Continued on next page

Setup Guide: Residential, Dynamic and Static Business,
Continued

Option: Static Business Class with DHCP on Public LAN (continued)

Step	Action
4	Click: **DHCP Server** in the left hand navigation window. 

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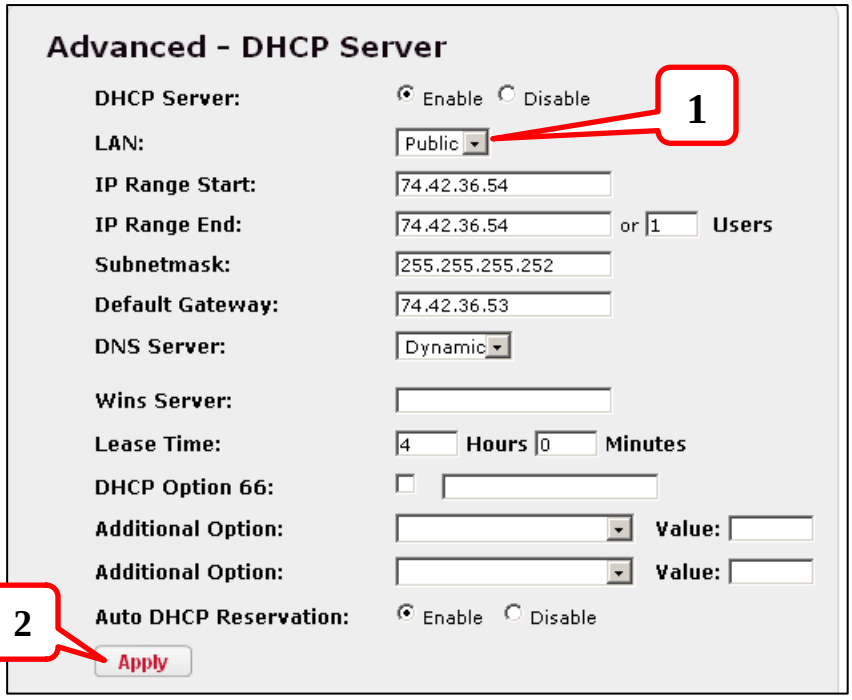
Setup Guide: Residential, Dynamic and Static Business,
Continued

Option: Static Business Class with DHCP on Public LAN (continued)

Step	Action
5	1. Select: **Public** from the LAN dropdown menu. Note: The IP Range Start, IP Range End, Subnet Mask, and Default Gateway information should be filled out automatically. The Public LAN information will be calculated from the configuration of the Public LAN entered on the LAN Settings Page. 2. Click: **Apply** 
6	Disable wireless. See the **Wireless Settings – Disable wireless** section (page 22)
7	Go to the **Verify service** section (page 17)

Continued on next page

Setup Guide: Residential, Dynamic and Static Business,
Continued

Verify service

Use this table to select the proper service verification steps called out below:

Type of Install	Verification Steps
Residential	**Residential / Dynamic Business Class Install**
Dynamic Business Class	**Residential / Dynamic Business Class Install**
Static Business Class (Default: Private DHCP)	**Static Business Class Install** > DHCP set to Private LAN Subnet (default setting)
Static Business Class (Option: Public DHCP)	**Static Business Class Install** > DHCP to Public LAN Subnet

Residential / Dynamic Business Class Install

1. Access e-signature page.
2. Verification complete!

Static Business Class Install

DHCP set to Private LAN Subnet (default setting)

1. Manually assign an IP address from customer's LAN block to your PC
   - IP address: <static LAN block +2>
   - Subnet mask: <as set on page 12, step 5>
   - Default gateway: <static LAN block +1>
   - DNS address: 74.40.74.40
2. Go to: http://www.myipaddress.com
   - It should report the IP address you assigned to your PC
3. Verification complete!

Static Business Class Install

DHCP to Public LAN Subnet (option)

1. Release and renew your PC's IP address
   - ipconfig/release
   - ipconfig/renew
2. New IP address should be: <static LAN block +2>
3. Go to: http://www.myipaddress.com
   - It should report the IP address you assigned to your PC
4. Release customer's IP address from your PC
   - ipconfig/release
5. Verification complete!

Installation complete

If you passed the **Verify service** testing, the install is complete.

Fixing Connection Type

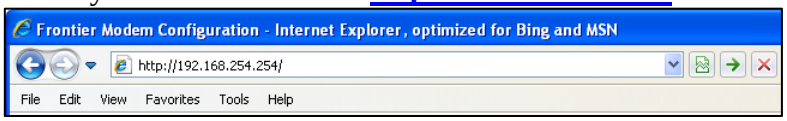
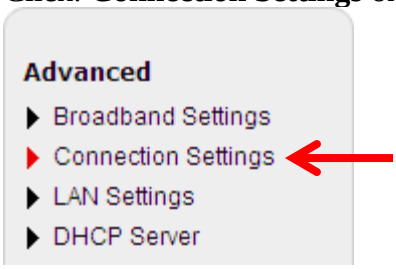
Change connection type from DHCP to PPPoE

The Actiontec F2250 must be on a PPPoE connection.

There are some internal network scenarios that will result in the F2250 selecting to use a DHCP connection type. In these cases, the F2250 must be changed to a PPPoE connection type and the customer's port must be rebuilt by the MCO.

Use the following steps to change to a PPPoE connection type.

IMPORTANT: These steps must be followed in the order they are presented. Any other order can result in the customer's port reverting back to a DHCP connection type.

Step	Action
1	Direct your web browser to: **http://192.168.254.254** 
2	Click: **Advanced** on the top menu bar.
3	Click: **Connection Settings** on the left hand menu. 

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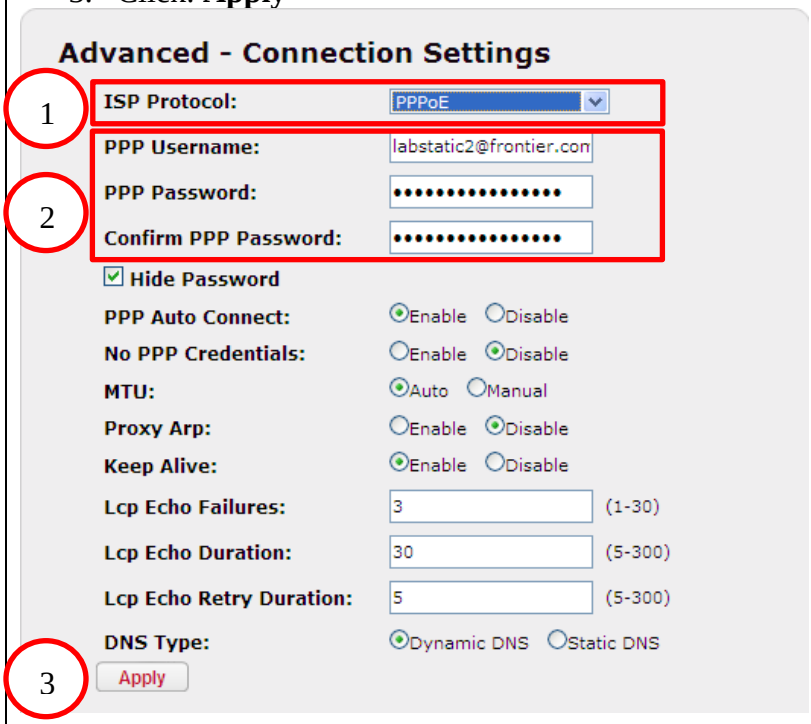
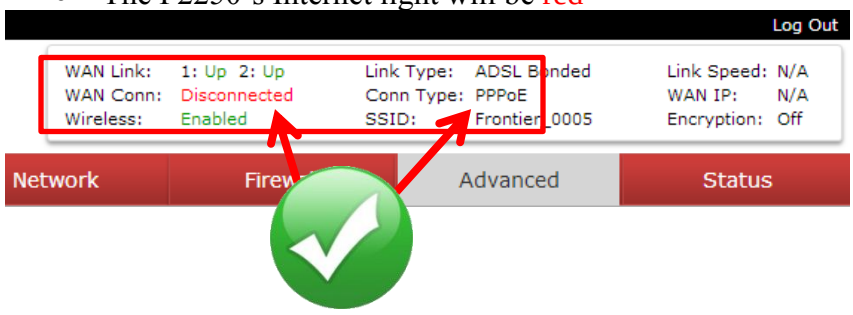
Fixing Connection Type, Continued

Change connection type from DHCP to PPPoE (continued)

Step	Action
4	1. Select: **PPPoE** from the ISP Protocol drop down menu 2. Enter: customer's **PPP username and password** 3. Click: **Apply** 
5	Authentication is expected to fail. • WAN Conn: will indicate Disconnected • Conn Type: will be PPPoE • The F2250's Internet light will be red 

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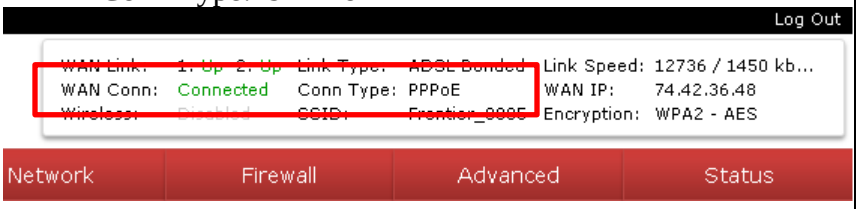
Fixing Connection Type, Continued

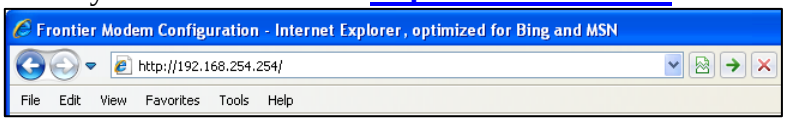
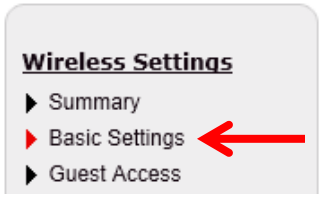
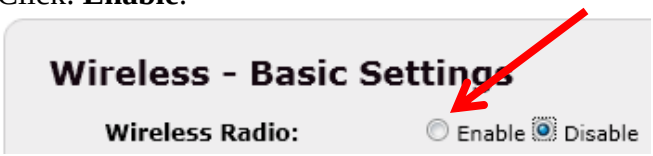
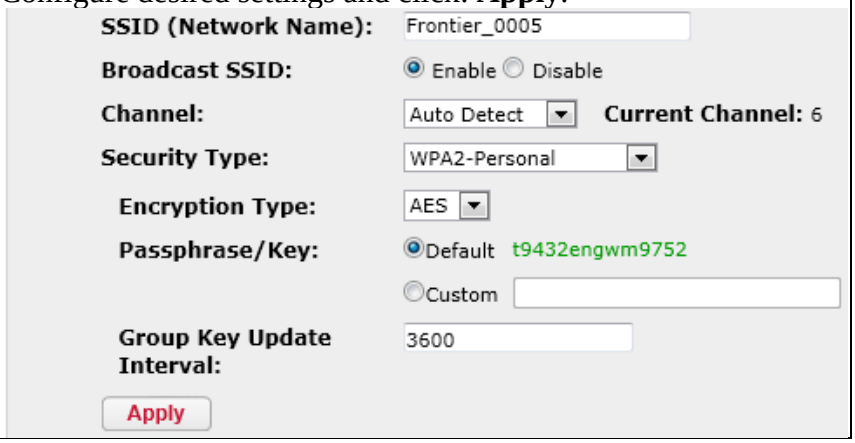
Change connection type from DHCP to PPPoE (continued)

Step	Action
6	Contact MCO to have customer's port rebuilt: 877-626-8990. Announce to MCO "The Actiontec F2250 selected DHCP connection type. Please rebuild customer's port for a PPPoE connection". Wait for MCO to complete port rebuild.
7	Reboot F2250 (power cycle)
8	Authentication is expected to succeed. After DSL light/s are green, log into F2250 and verify… • F2250 Internet light is blue (blinking is OK) • WAN Conn: is Connected • Conn Type: is PPPoE 
9	Go back to **Initial provisioning – Step 12** (page **Error! Bookmark not defined.**)

Wireless Settings

Enable wireless

Perform the following steps to enable wireless.

Step	Action
1	Direct your web browser to: **http://192.168.254.254** 
2	Click: **Wireless** on the top menu bar.
3	Click: **Basic Settings** on the left hand menu. 
4	Click: **Enable**. 
5	Configure desired settings and click: **Apply**. 

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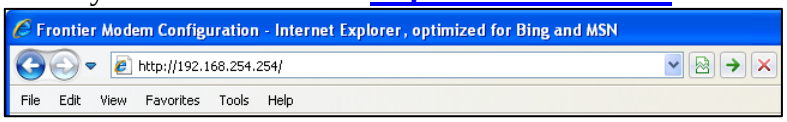
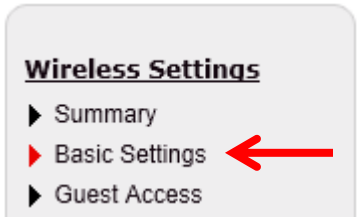
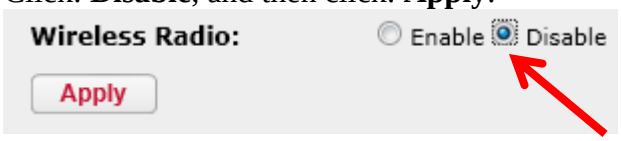
Wireless Settings, Continued

Disable wireless

Perform the following steps to disable wireless.

Step	Action
1	Direct your web browser to: **http://192.168.254.254** 
2	Click: **Wireless** on the top menu bar.
3	Click: **Basic Settings** on the left hand menu. 
4	Click: **Disable**, and then click: **Apply**. 

Revisions

Name	Date	Ver.	Description
Mark Krasz	12/13/2013	1.0	Initial release supporting roll out