

Tilgin Home Gateway HG2700 series



Quick Guide

Tilgin AB
Box 1240
16428 Kista, Sweden
Tel: +46 (0)8 572 38600

For more company, product and contact info:
<https://tilgin.com>

Document Product Number: 13652378
Content Version: B 20-01-29

Table of Contents

1.	Introduction	2
2.	Delivered with the home gateway.....	2
3.	Home Gateway Overview.....	3
3.1.	Home Gateway cable attachments.....	3
3.2.	Home Gateway Interfaces.....	4
3.3.	LEDs Front	5
4.	Installing your Home Gateway.....	6
4.1	Connecting to the Internet (WAN)	7
4.2	Connect the power cord to the AC/DC adapter	7
4.3	Automatic Provisioning.....	7
4.4	Connecting a computer to your Home Gateway.....	8
4.4.1	Connecting a computer by Ethernet cable	8
4.4.2	Connecting a computer by using WLAN(Wireless LAN).....	8
4.4.2.1	Configuring WLAN Client for computer devices	9
4.5	Configuring your computer/device.....	9
4.6	Connecting phones / equipment.....	10
4.7	Connecting a DECT handset to the home gateway.....	10
4.8	Locating a DECT handset	11
5.	Troubleshooting Tips.....	11
6.	Safety Information	11
7.	Safety Recommendations	12
8.	Power Supply	12
9.	Technical Specifications.....	14
10.	Environmental Information	15
11.	Warranty.....	15
12.	Notice of Copyright and Patent Protection	15
13.	Acronyms	15
14.	Declaration of Conformity	16

1. Introduction

The home gateway you have received enables services provided by your operator and can become the full service node in your home.

This Quick Start Guide contains start-up instructions for installing Tilgin Home Gateway HG2700 series.

When following the instructions to connect and start-up the home gateway it will automatically connect to your operator's network for enabling services offered by your operator. If provided, check the instructions from your operator for additional steps needed when connecting and powering up the device.

Quick Guide available on:

<https://tilgin.com/company/support/>

2. Delivered with the home gateway

Confirm that you have received the following:

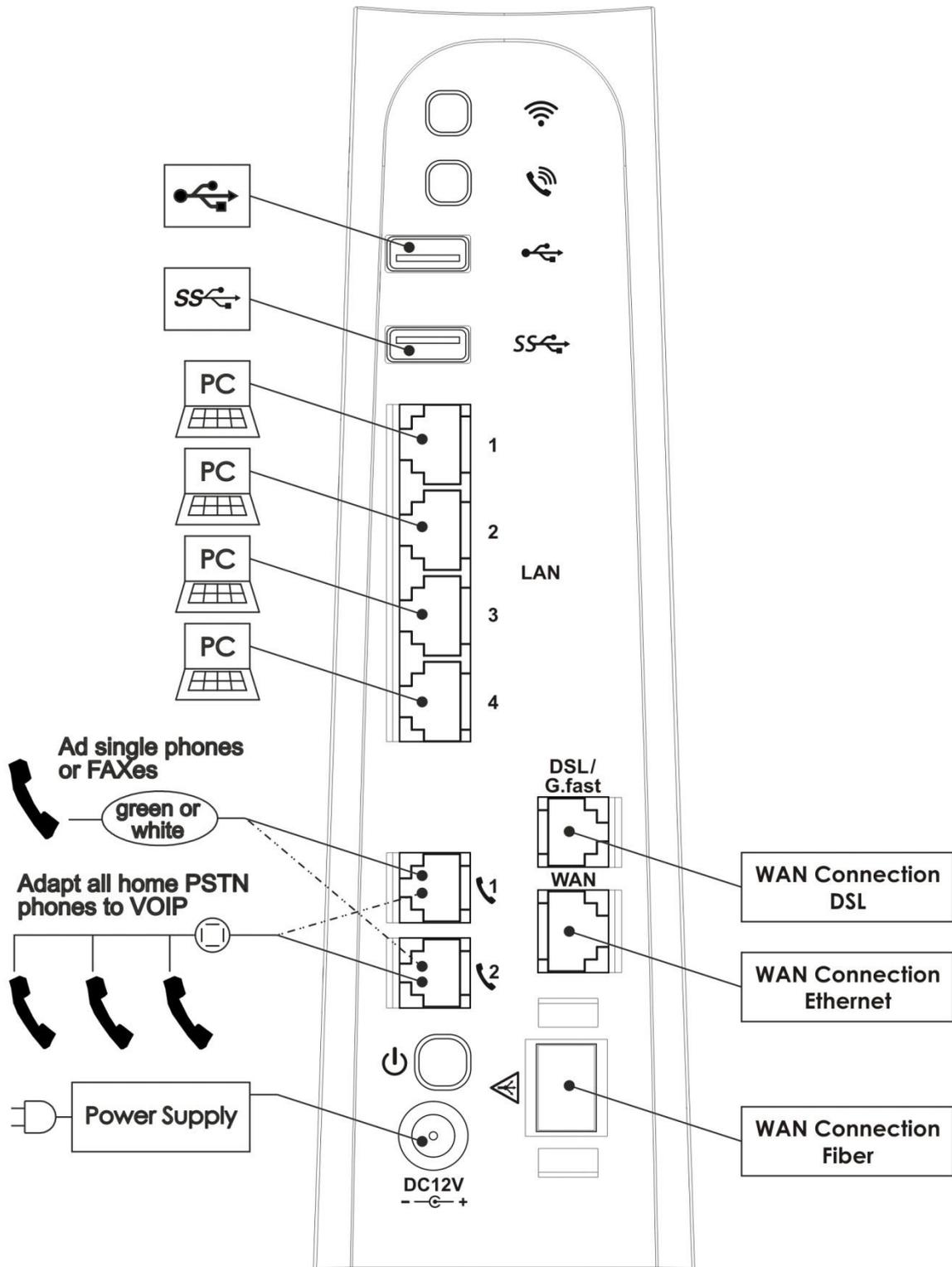
All models:	Qty
HG2700 series gateway	1
AC/DC adapter: Output 12V / 3.0 A	1
Ethernet cable yellow or white	1
Quick Guide (this document)	1
EULA, End User License Terms and Conditions	1
Software pre-installed	1

Your operator might also include additional cables or country specific phone plugs.

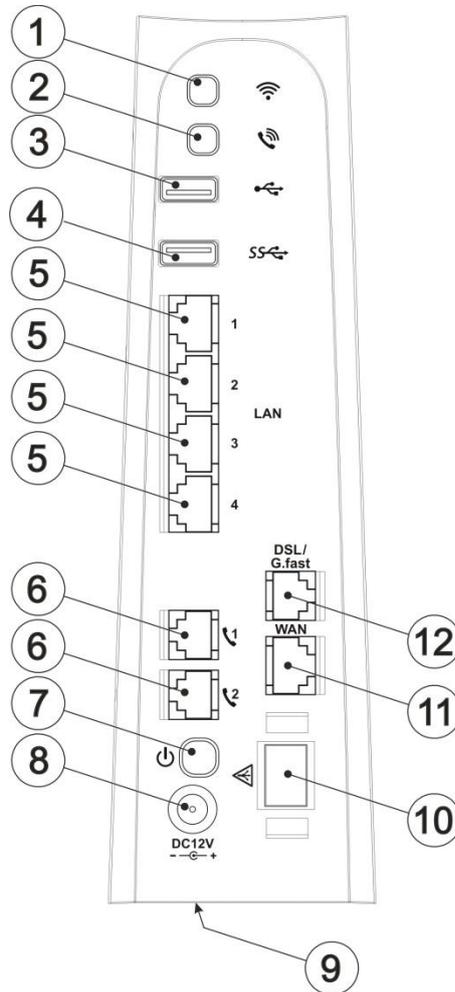
3. Home Gateway Overview

3.1. Home Gateway cable attachments.

See more instructions below



3.2. Home Gateway Interfaces



Pos	Interface	Function
1	Wireless LAN (WLAN) ON / OFF	Turn wireless LAN (WLAN) ON or OFF with short press. Activate Wireless Protected Setup (WPS) with push for 10 seconds.
2	DECT	Locate handsets. Press to page (locate) all connected handsets.
3	USB 2 Host Port	Connects USB Device.
4	USB 3 Host Port	Connects USB Device.
5	LAN ports: 1, 2, 3, 4	Connects Ethernet cables (RJ-45) to the home computers and other devices
6	Phone1 and 2	Connects analogue phones or fax equipment
7	ON / OFF button	Button for turning the home gateway on or off
8	Power Input	Connects the power adapter
9	Reset button	Button for factory reset
10	WAN	Connects to WAN (Internet) using Fiber
11	WAN	Connects to WAN (Internet) using Ethernet
12	WAN	Connects to WAN (Internet) using DSL

Note that some product versions have a subset of the interfaces described above

3.3. LEDs Front

Front LEDs indicates the home gateway and its connection status.



LED	Signaling	Indication
Power	GREEN, Stable	Normal operation
	GREEN, Rapid flash	Upgrading or connecting to operator
	RED, Stable	Not ready, boot in progress
	RED, Slow flash	Connection to operator failed
	OFF	No power
Internet	GREEN, Stable	Internet Connectivity Established
	RED, Stable	No internet Connectivity
WAN	GREEN, Stable	Link 10/100M/1000M
	GREEN, Rapid flash	Traffic activity
	OFF	No link
LAN	GREEN, Stable	Link 10/100M/1000M
	GREEN, Rapid flash	Traffic activity
	OFF	No link
WLAN	GREEN, Stable	Wireless function enabled.
	GREEN, Slow flash	WPS in progress
	GREEN, Short flash	WPS succeeded
	GREEN, Rapid flash	WPS failed
	OFF	Wireless function disabled
USB	GREEN, Stable	Connection established
	OFF	No device connected/detected
Phone	GREEN, Stable	Off – hook
	GREEN, Short flash	Ringling
	GREEN, Rapid flash	N/A
	OFF	Disconnect / on-hook
DECT	Green, slow flash	Pairing in progress
SFP	Green	Detects SFP in slot
Optical Signal	Green	Detects optical signal

Note that some product versions have a subset of the LEDs described above

4. Installing your Home Gateway

When the home gateway is connected, it will automatically be provisioned by your operator. However, the level of configuration can vary from a completely automatic configuration to full manual configuration, depending on what your operator offers.

Follow the specific configuration instructions you may have received from your operator.

The home gateway use Web GUI pages for local configuration with your computer. Pages available in the Web GUI depend on your operator’s offering.

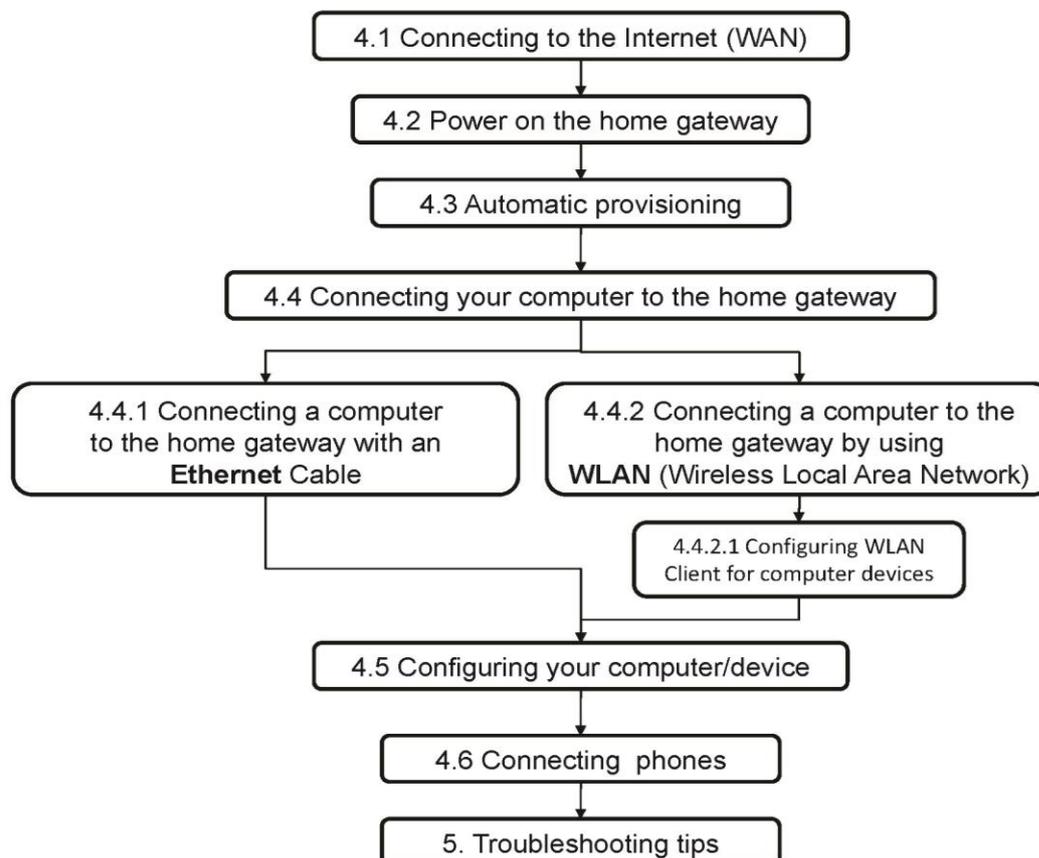
Home gateways and power supplies are electrical devices that can overheat without ventilation.

Place standing or wall mounted on a firm and flat surface and do not cover or crowd them with objects or clothing that prevents good ventilation.

For best WiFi performance place the unit standing up in a high and free position, preferably in a central location of the home.

Home gateways must always be installed away from heat sources and direct sunlight.

The flowchart below describes the procedures to install your home gateway and is explained in detail on the following pages.



4.1 Connecting to the Internet (WAN)

Connect the Ethernet cable into WAN port #11 (#10, #12) (on the gateway) and to the Ethernet access port (SFP fiber access port, DSL access port) offered by the operator.

4.2 Connect the power cord to the AC/DC adapter

1. Connect the AC/DC adapter power cord to the power connector (#8) on the backside of the unit.
2. Plug the power cord into a power outlet.
3. Push the ON/OFF-Button (#7) on the backside to ON
4. Check that the power LED on the front side is lit (red).

4.3 Automatic Provisioning

When the home gateway is properly connected, an automatic configuration will begin.

The home gateway is pre-loaded with software but it will always download newer software and settings from your operator.

Just wait until the power LED turns stable green, which normally takes a few minutes, but may take up to 30 minutes. If the LED still has not turned stable green after 30 minutes, then reboot (push power ON/OFF-button). If problem persists, contact your operator.

For more information about the LED status, see **LEDs Front**.

4.4 Connecting a computer to your Home Gateway

There are two ways to connect a computer to your home gateway, either with the **Ethernet cable** or by using **WLAN (Wireless Local Area Network)**.

Other Ethernet devices or WLAN enabled clients may use same methods to connect.

Note: Some computers can have problems when connecting both Ethernet and WLAN simultaneously.

4.4.1 Connecting a computer by Ethernet cable

Connect the Ethernet port on your computer with an Ethernet cable to one of the LAN ports marked LAN 1 – LAN 4.

4.4.2 Connecting a computer by using WLAN(Wireless LAN)

WPS method

The Tilgin Home Gateway supports the Wi-Fi Protected Setup (WPS) feature to make it easy to set up a secure wireless home network.

Two WPS methods are supported, **PIN** and Push Button Connect (**PBC**).

If your wireless device/adaptor supplier does not support WPS setup, the WLAN connection with the home gateway can be setup manually.

WPS-PIN method

- Enable the WLAN by pressing the WiFi-button once (see picture in 3.2 #1). The WLAN LED on the front will turn green when enabled.

- Enter the PIN code, provided by your wireless device/adaptor supplier, in the local Web GUI of the home gateway.

WPS-PBC method

- Enable the WLAN by pressing the WiFi button once. The WLAN LED on the front will turn green when enabled.

- Press the WiFi button again for 5-10 seconds to enable the PBC function on the home gateway.

- Press the PBC button on your wireless device/adaptor.

Manual method

The WLAN settings are configured manually according to operator specific WLAN settings or by using the default WLAN settings of the home gateway.

Note: Your wireless device/adaptor usually has a connection guide or wizard that will guide you through configuration and connecting to the home gateway.

You should follow these instructions and take into account any WLAN security level settings provided by your operator.

If the instructions provided with the WLAN client fail, and/or your operator does not recommend specific WLAN settings, use the default WLAN port settings described in chapter 4.4.2.1 Configuring WLAN Client for computer devices.

4.4.2.1 Configuring WLAN Client for computer devices

The Wireless LAN configuration is dependent on your computer/operating system. For more detailed instructions refer to your computer operating systems Help.

If you have received instructions from your operator regarding WLAN security level settings, you should follow these instructions when running the WLAN configuration.

If the configuration fail, and/or your operator do not recommend specific WLAN settings, use the default WLAN port settings below.

Default WLAN port settings

Check that the parameters for WLAN are set according to SSID and WPA key found on the casing label on the back of the home gateway.

SSID = Tilgin -<12 random characters>

Example: **Tilgin-1wa23sbg9skm**

Channel = Auto

Note: Your operator may instruct you to use a WPA key that they provide to you, or use the WPA key printed on the label on the bottom side of the home gateway.



Make sure your WLAN profile is saved, and make sure your computer network settings are configured properly.

4.5 Configuring your computer/device

Your computer must be configured properly to be able to connect to the Internet and the computers network card and network properties must be configured to obtain an IP address from the home gateway's built-in DHCP server.

This means that you must check that your computer network settings are set to TCP/IP protocol and that the IP address will be obtained automatically.

For detailed instructions how to set up your home network check instructions/Help for your operating system on your computer.

4.6 Connecting phones / equipment

You can connect your analogue phones/equipment to the home gateway.

The devices connected to the gateway are adapted for VoIP calls.

Mind that you might need a country specific phone plug and a special phone cable (both supplied by your operator) to connect multiple analogue devices.

If your services do not include telephony, contact your operator.

Connecting a single analogue phone/equipment

Connect the phone directly to a phone port (see picture in 3.2 #6).

Connecting multiple analogue phones/equipment

All of the phones in your household can be connected to the home gateway using a country specific phone plug and a special phone cable.

Each port can handle up to five devices in cascade. In this case, **DO NOT** connect any of the home gateway phone ports directly to the phone socket on the wall.

Plug the special cable into one of the phone ports (#6) and then into the specific phone plug connected to the main phone socket on the wall.

DO NOT use an ordinary phone cable for this purpose. It requires a special Phone cable and can be different from country to country.

This option must be supported in your country and by your operator

4.7 Connecting a DECT handset to the home gateway

If your home gateway is equipped with a built in DECT base station, you can connect DECT handsets to your home gateway. For the handsets to work properly, they should support either the CAT-iq or the GAP standard. This is true for most handsets on the market that are reasonably new. It might also be the case that your operator provides a handset together with the home gateway.

To connect (or pair) a handset to the home gateway, press the “Page” button (see picture in 3.2 #2) on the home gateway for 5-10 seconds, the DECT LED will start flashing when the pairing function is activated. Now set the DECT handset in registration mode from the menu of the handset.

If the handset asks for a PIN to identify itself to the home gateway, use “0000” which is the default PIN.

When the pairing is completed, the DECT LED on the home gateway will stop flashing, and the handset will signal that pairing is completed.

Up to 6 handsets can be connected to the home gateway by repeating the procedure above for each handset.

If you have several phone numbers you can change to which phone number a specific handset should be associated from the local GUI of the home gateway.

Note that different handsets behave in different ways and that the description above is a generic description for “any” handset. For details, see the user guide for your DECT handset, or the information received from the operator if the handset was provided together with the gateway.

4.8 Locating a DECT handset

A feature in the home gateway allows you to locate connected DECT handsets.

To locate the handsets press and release the “Page” button on the home gateway. All connected handsets will start ringing. Press and release the button again to turn off paging immediately, or wait until paging stops automatically.

5. Troubleshooting Tips

If the home gateway is not working as expected, please try out the following troubleshooting tips.

- Check that all cables are connected properly.
- Check if the power LED is lit. If not, switch the On/Off button to On.
- If the power LED has not turned stable green within 30 minutes reboot (push power On/Off). If the power LED still has not turned stable green after reboot, contact your service operator.
- If the Internet indicator (front of the home gateway) does not lit green check the Ethernet cable is properly connected (WAN connection, see picture in 3.1).
- Verify that the LEDs lights according to the table shown in 3.3.
- Verify that you can hear a dial tone after hooking off the Telephone receiver. If not check that the Telephone line cord from the Telephone is connected to one of the phone ports.
- When there is slow, or no connection over WLAN, push the WLAN button (WLAN Off). Now press the WLAN button again (WLAN On). The Auto channel feature then searches for the best channel and select it.
- **If these actions still do not solve the problem, contact your operator or the vendor that supplied your home gateway.**

6. Safety Information

Tilgin AB products are designed and tested to meet the international Safety of Information Technology Equipment standard. This standard provides general safety design requirements that reduce the risk of both personal injury and product injury, protecting against the following hazards:

- Electric shock (hazardous voltage levels)
- Fire (overload, temperature, material flammability)
- Energy (high energy circuits or potential burn hazards)
- Heat (accessible parts of the product at high temperatures)
- Radiation (noise, etc.)

7. Safety Recommendations

When using the product and to ensure general safety, you are instructed to follow these guidelines:

- Use only the power supply adapter that comes with the package. Replacement power supply adapters can be obtained from an authorized Tilgin distributor.
- Do not open or disassemble this product.
- Place on a firm and flat surface.
- Gateways and power supplies are electrical devices that can overheat without ventilation. Do not cover or crowd them with objects or clothing that prevents good ventilation.
- Do not expose the product to liquid or moisture.
- Do not expose the product to lit candles, cigarettes, open flames, etc.
- Do not drop, throw or try to bend the product.
- Do not allow children to play with the product, as it contains small parts that could be detached and create a choking hazard.
- Use only original Tilgin components and replacements parts. Failure to do so may result in performance loss, damage to the product, fire, electric shock or injury. It will also invalidate the warranty.
- Avoid using the unit during an electrical storm. There may be a remote risk of electric shock from lightning.
- Treat the product with care, keep it in a clean and dust free place. Use only a soft, damp cloth to clean the product.

All use of the product is subject to the Safety Recommendations above.

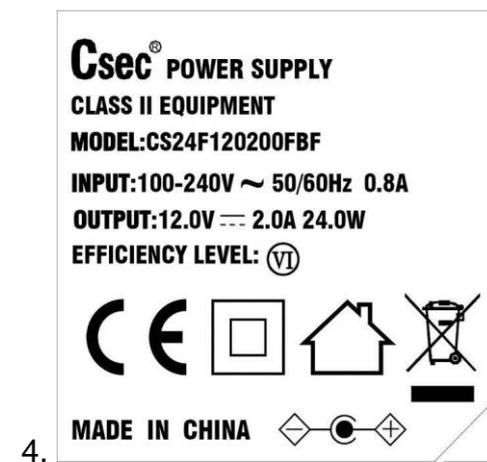
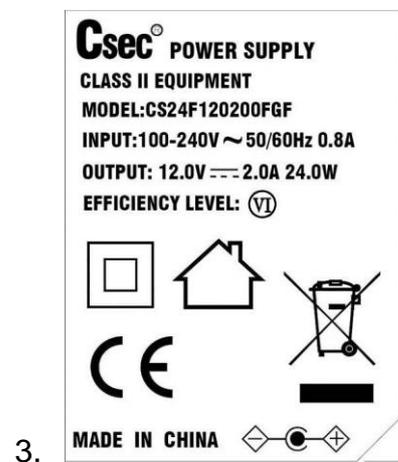
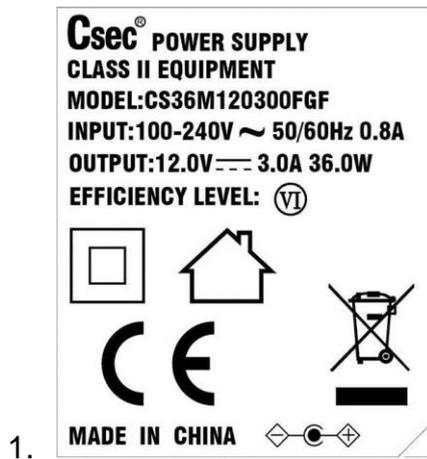
Tilgin waives all and any liability for damages caused to i) the product or any other property or ii) yourself or any other individual as a consequence of using the product in ways that deviate from the safety recommendations set out above.

8. Power Supply

Do not use any other power supply than the one delivered by Tilgin. Using the wrong power supply could be hazardous to you or the product.

The power supply shall be installed near the gateway and shall be easily accessible.

The power supply is approved by one or more of the following safety organizations:



Power supplies defined for these products.

1. For EU
 CSEC: CS36M120300FGF, Input: 100-240V 50/60Hz 0.8A;
 Output: 12VDC 3.0A 36.0W, supplied by Chou Sen Electronics (Shenzhen) Co., Ltd.
 Average active efficiency: 87.4% (Min.)
 Efficiency at low load (10%): 84.0% (Min.)
 No load power consumption: 0.10W (Max.)

2. For UK
 CSEC: CS36M120300FBF, Input: 100-240V 50/60Hz 0.8A;
 Output: 12VDV 3.0A 36.0W, supplied by Chou Sen Electronics (Shenzhen) Co., Ltd.
 Average active efficiency: 87.4% (Min.)
 Efficiency at low load (10%): 84.0% (Min.)
 No load power consumption: 0.10W (Max.)

3. For EU
 CSEC: CS24F120200FGF, Input: 100-240V 50/60Hz 0.8A;
 Output: 12V 2.0A 24.0W, supplied by Chou Sen Electronics (Shenzhen) Co., Ltd.
 Average active efficiency: 86.2% (Min.)
 Efficiency at low load (10%): 81.0% (Min.)
 No load power consumption: 0.10W (Max.)

4. For UK

CSEC: CS24F120200FBF, Input: 100-240V 50/60Hz 0.8A;
 Output: 12V 2.0A 24.0W, supplied by Chou Sen Electronics (Shenzhen) Co., Ltd.
 Average active efficiency: 86.2% (Min.)
 Efficiency at low load (10%): 81.0% (Min.)
 No load power consumption: 0.10W (Max.)

9. Technical Specifications

Max dimension, CPE	W x H x D = 115x222x125mm	
Max dimension, Giftbox	W x H x D = 120x283x128mm	
Weight, Giftbox	0.92kg	
Operating voltage	See the supplied power adapter	
Operating frequency	See the supplied power adapter	
Temperature	Operating	0°C to 40°C
		32°F to 104°F
	Non-operating:	-20°C to 60°C
		-4°F to 140°F
Humidity (relative, non-condensing)	Operating	10% to 90%,
	Non-operating	5% to 95%

Frequency Band According to Directive 2014/53/EU	Maximum Radio-Frequency Power (EIRP) According to Directive 2014/53/EU
WiFi 2412 – 2472MHz	WiFi 100mW
WiFi 5150 – 5250MHz	WiFi 200mW
WiFi 5250 – 5350MHz	WiFi 100mW
WiFi 5470 – 5725MHz	WiFi 200mW
DECT 1880 – 1900MHz	DECT 250mW

This device is restricted to indoor use when operating in the 5150 MHz - 5350 MHz frequency range in following countries.



BE	EL	LT	PT	BG	ES	LU	RO
CZ	FR	HU	SI	DK	HR	MT	SK
DE	IT	NL	FI	EE	CY	AT	SE
IE	LV	PL	UK				

10. Environmental Information

The equipment you purchased has required the extraction and use of natural resources for its production. It may contain substances that are hazardous to your health and to the environment. To avoid putting such substances into our environment and to reduce pressure on our natural resources, we ask that you reuse or recycle your end-life equipment by using an accredited electronics take-back system.

The symbols below indicate that this product should be reused or recycled and not simply discarded. Please locate and use an appropriate reuse and recycling site. If you need more information on collection, reuse and recycling systems, contact your local or regional waste administration. You may also contact your operator for more information on the environmental performances of these products.



11. Warranty

No warranty, express or implied, with respect to the product is extended directly to you from or on behalf of Tilgin AB. Limited warranties may be granted to you by the equipment provider in its capacity as reseller of the product. Please contact your equipment provider for information regarding warranties for the product.

12. Notice of Copyright and Patent Protection

This product incorporates technology, which is copyrighted, patented, or otherwise protected under intellectual property laws and treaties and proprietary to **Tilgin AB** or Tilgin's §third party licensors. All use of the products is subject to the applicable End User License Terms and Conditions provided in conjunction with the product.

13. Acronyms

DECT	Digital Enhanced Cordless Telecommunications
DHCP	Dynamic Host Configuration Protocol
GUI	Graphical User Interface
LAN	Local Area Network
LED	Light Emitting Diode
PBC Method	Push Button Connect method
SSID	Service Set Identifier
VoIP	Voice over IP
WAN	Wide Area Network
Wi-Fi	Trademark for Wi-Fi Alliance
WLAN	Wireless Local Area Network
WPA	Wi-Fi Protected Access
WPS	Wi-Fi Protected Setup

14. Declaration of Conformity

Declaration of Conformity



Declaring Organization:

Tilgin AB
 Box 1240
 164 28 Kista
 Sweden

Product Name: Home Gateway
 Product Model Name: HG2700 series

We, Tilgin AB, declare under the sole responsibility that the above named product conforms to the essential requirements of the European Union Directives below.

2014/30/EU	The EMC Directive
2014/53/EU	The Radio Equipment Directive
2011/65/EU	RoHS Directive

The following harmonized standards are those to which the product's conformance has been verified.

EMC - WAN, LAN, FXS, VoIP, USB	EN 55032:2015
	EN 55035:2017
	EN 61000-3-2:2014
	EN 61000-3-3:2013

EMC – DECT	Draft EN 301489-6 V2.2.0
EMC – 2.4GHz & 5GHz WiFi	Draft EN 301489-17 V3.2.0
	Draft EN 301489-1 V2.2.0

RF, Health Portion – DECT	EN 301406 V2.2.2
RF, Health Portion – 2,4GHz WLAN	EN 300328 V2.1.1
RF, Health Portion – 5GHz WLAN	EN 301893 V2.1.1

Health – Safety	EN 62368-1:2014 + A11:2017
Health – SAR	EN 62311:2008

Transmitter frequency:	WiFi 2412-2472 MHz	Max EIRP 100mW
Transmitter frequency:	WiFi 5150-5250 MHz	Max EIRP 200mW
Transmitter frequency:	WiFi 5250-5350 MHz	Max EIRP 100mW
Transmitter frequency:	WiFi 5470-5725 MHz	Max EIRP 200mW
Transmitter frequency:	DECT 1880–1900 MHz	Max EIRP 250mW

December 19, 2019



Michael Gustavsson
 VP Products and Services Tilgin AB

Manufacturer:
Tilgin AB
Box 1240
164 28 Kista
Sweden

Importer:
Tilgin AB
Box 1240
164 28 Kista
Sweden



Copyright © 2019 Tilgin AB
All rights reserved. This Quick Guide and any associated artwork, software and product designs are copyrighted with all rights reserved. Under the copyright laws this Quick Guide, artwork, software, and product designs may not be copied, in whole or part, without the written consent of Tilgin AB. Under the law, copying includes translation to another language or format.