

## **NETGEAR TA612V - Frequently Asked Questions**

- 1. Why does my TA612V come pre-configured with to work with a Voice Service Provider such as ACE Communications, Broadband Phone or MyFone?***

**Answer:**

To ensure your experience with the NETGEAR Smart Voice Adapter is as friendly as possible, and to allow you to start making calls quickly. To give you choice, NETGEAR has launched with a number of leading Voice Service Providers, whose services each offer you different benefits, full details of which can be found by visiting their websites.

If you would like to find out more about configuring your TA612V for other service providers, please email [voip@netgear.com.au](mailto:voip@netgear.com.au) with your details and that of the Voice Service Provider you wish to connect to.

- 2. I already have a broadband connection via ADSL or cable connection; can I use the TA612V Broadband Voice Adaptor with my existing equipment?***

**Answer:**

- a)** If you have an ADSL or Cable modem, with an Ethernet port then this is ideal. Please follow the instructions in the supplied TA612V installation guide.
- b)** If you currently have an ADSL or Cable modem, AND an existing broadband router e.g. NETGEAR WGR614 Cable/DSL Wireless Router then you must connect the TA612V first to your Cable or ADSL modem, and then connect the WAN port on your existing router to the LAN port on the TA612V. This ensures that the TA612V is the first router (primary) on your home network and that it can prioritise your Voice call traffic to ensure Quality of Service (QoS) on your phone calls.

**3. I have a NETGEAR DG834 or DG834G ADSL Modem Router; can I use the TA612V Broadband Voice adaptor with this?**

**Answer:**

Yes – you can use the TA612V Broadband Voice Adaptor with the DG834 and DG834G ADSL Modem Routers. Please be aware that because the TA612V will not be the primary router on your home network, it will not be able to guarantee the quality of your voice calls e.g You may suffer poor call quality if other users on your home network are performing large downloads at the same time as you are making a voice call.

Connect the Internet port on the TA612V to one of the spare switch ports on the rear of the DG834/DG834G using the supplied Cat5 patch lead and follow the instructions below.

**How to configure your DG834 or DG834G ADSL Modem Router for use with the TA612V Broadband Voice Adaptor**

In order for your TA612V to work correctly you will need to make some configuration changes to your DG834/DG834G:

- a) Reserve an IP address for the TA612V in the ‘LAN IP Setup’ page

**NETGEAR Wireless ADSL Firewall Router DG834G**

### settings

**LAN IP Setup**

**LAN TCP/IP Setup**

IP Address: 192 . 168 . 0 . 1

IP Subnet Mask: 255 . 255 . 255 . 0

RIP Direction: Both

RIP Version: RIP-1

**Use Router as DHCP Server**

Starting IP Address: 192 . 168 . 0 . 2

Ending IP Address: 192 . 168 . 0 . 254

**Address Reservation**

#	IP Address	Device Name	MAC Address
1	192.168.0.8	TA612V	00:0F:B5:13:15:A1

Buttons: Add, Edit, Delete, Apply, Cancel

**LAN IP Setup Help**

The DHCP and TCP/IP default values work for most users.

**LAN TCP/IP Setup**

These are advanced settings that you may configure if you are a network administrator and your network contains multiple Routers. If you make any changes to these settings you will need to restart your computer(s) for the settings to take effect.

- IP Address:** Type the IP address of your Router in dotted decimal notation (factory default: 192.168.0.1).
- IP Subnet Mask:** The subnet mask specifies the network number portion of an IP address. Your Router will automatically calculate the subnet mask based on the IP address that you assign. Unless

- Please consult your DG834/DG834G reference manual for more detailed configuration instructions on this feature

b) In the 'Firewall Rules' page create an inbound service as follows:

- Service set to “**Any (UDP) (UDP:1,65535)**”
- Action set to “**Allow always**”
- Send to LAN Server “**192.168.0.x**” Where x is the IP address you have reserved for your TA612V in the previous step
- WAN Users set to “**Any**”\*
- Log set to “**never**” (you can set this to always if you prefer, however your log will fill up quickly)
- For more detailed instructions on this feature please refer to your DG834/DG834G reference manual

Now re-boot your TA612V and follow the instructions in the quick install guide provided to sign up for your FREE sipgate VoIP telephone service.

\* If you choose to set the WAN Users to “**Address Range**” you will need to contact your Voice Service Provider to determine the Start Address and Finish Address of their SIP server.

4. *I already have a BigPond cable connection; can I use the TA612V Broadband Voice Adaptor with my existing equipment?*

**Answer:**

Unlike existing NETGEAR Broadband routers, the TA612V does not currently support the provision of the BigPond Heartbeat. If you would like to enable your TA612V to be the primary router/firewall behind your BigPond Cable Modem then a document is available from the TA612V support page explaining the process of configuring your network to facilitate this. If you have an existing broadband router behind your BigPond Cable Modem, then follow the steps provided for the DG834/DG834G earlier in this document for setting a specific LAN IP address and updating your firewall rules.