

GENEXIS



Platinum
Residential Gateway
Installation Guide

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Hereby, Genexis declares that the radio equipment type Platinum-7000 is in compliance with Directive 2014/53/EU.

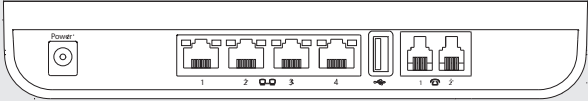
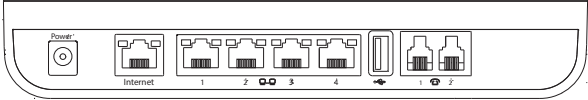
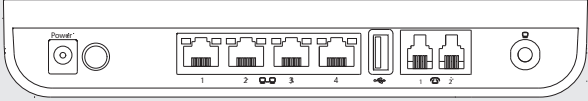
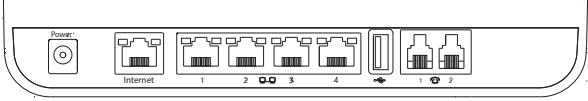
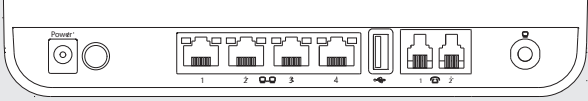
The full text of the EU declaration of conformity is available at the following internet address: <https://genexis.eu/red/platinum-7000>

Genexis assumes no responsibility for any inaccuracies in this document.

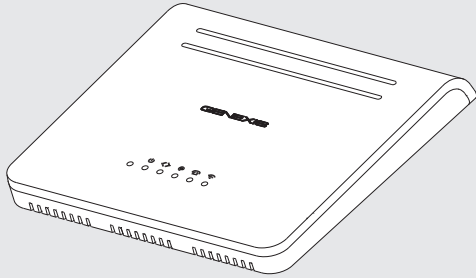
Genexis reserves the right to change, modify, transfer, or otherwise revise this publication without notice.

Models Supported

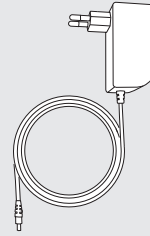
On the label at the bottom of your platinum (as shown on page 5) you can look up your Platinum model. In the table below you see a full overview of all the models.

Model	CATV	Port overview
Platinum-6820	No	
Platinum-6840	No	
Platinum-6880	Yes	
Platinum-7840	No	
Platinum-7870	Yes	

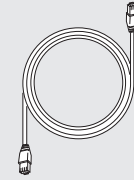
Box Content



Platinum



Power adapter



Ethernet cable*

Platinum

The main product in your package is your Platinum.

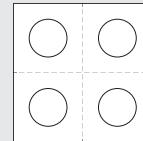
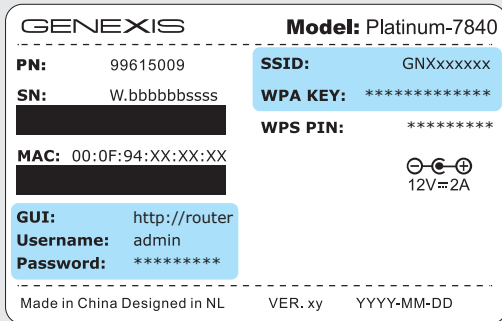
Power adapter

A power adapter is included. This will be used to power your Platinum.

Ethernet cable*

The Ethernet cable that is included will be used to connect your Platinum to your internet modem.

**Not available on all models*



Information label

Rubber feet

Information label

The information on this label is needed when configuring your Platinum. On the label you can find information on how to access the web interface of the router and what the login credentials are.

There are two labels included in the box these are copies of the label on the bottom of your Platinum (as shown on page 9).

It is important you keep one label somewhere safe as it contains information essential to configure your device. You can place your spare label on page 23.

The second label may be retained by the device installer.

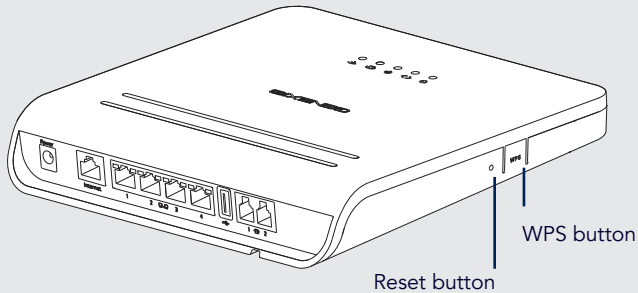
Rubber feet

Four self-adhesive rubber feet are included with your Platinum.

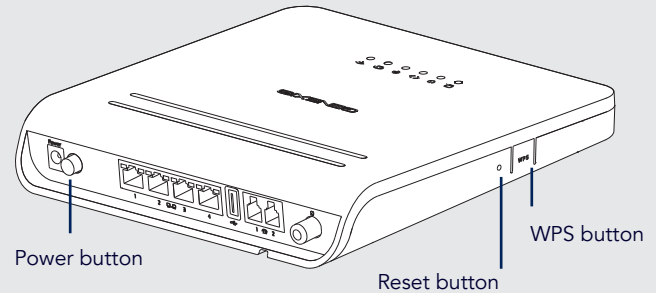
These can be removed from the backing paper and stuck to the base of your Platinum. This helps protecting the surface on which your Platinum is located on.

Button Overview

Platinum



Platinum with CATV



WPS button

The WPS button is located at the side of your Platinum. It enables easy configuration with other wireless devices.

Reset button

The reset button is located at the side of your Platinum. This button enables you to reset and perform factory resets of your Platinum. You can press this button with a small pin or paperclip.

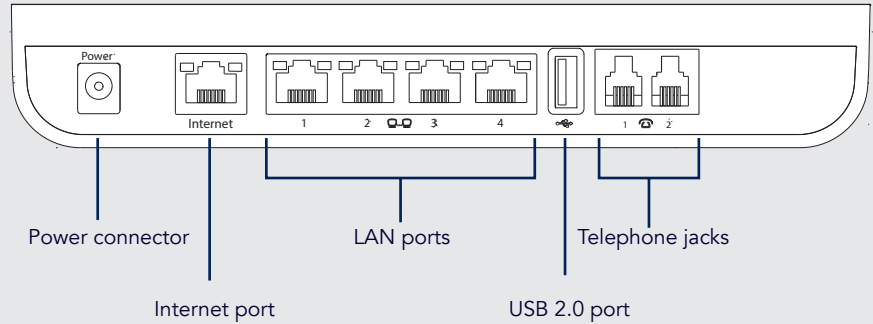
Power button

The power button is located at the back of your Platinum with CATV connector. It enables you to turn your Platinum on or off.

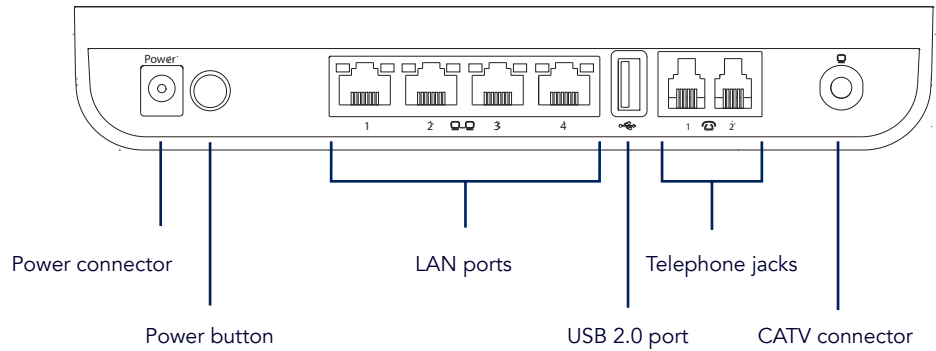
Button		Function
○	Power	Press the button
○	Reset	Press and release to reboot
	Factory Reset	Press and hold for more than 5 seconds. Once the LEDs start flashing, release the button
WPS		Press and release to initiate WPS

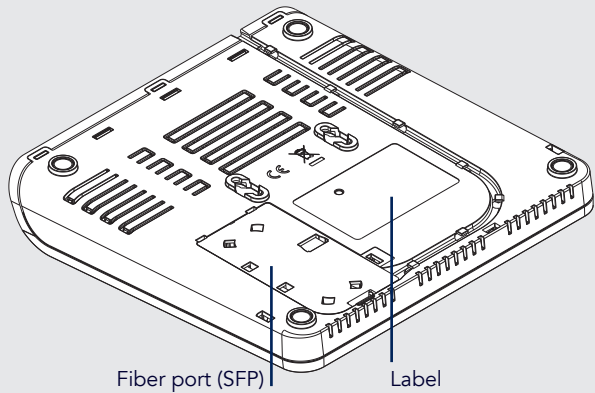
Port Overview

Platinum



Platinum with CATV





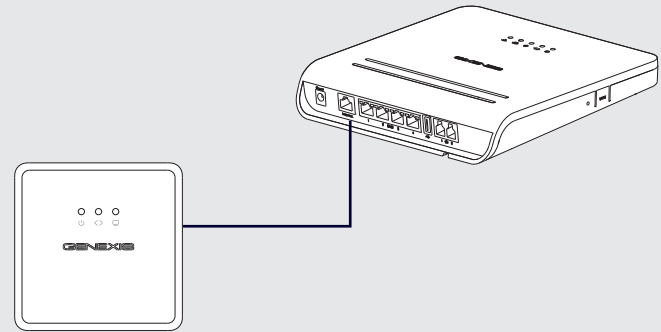
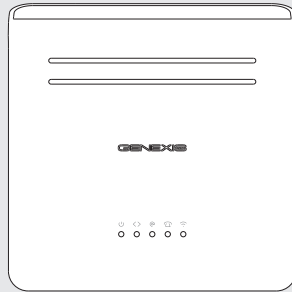
Fiber port

Access to this port is gained by removing the plastic cover.

Instructions for installing a SFP in this port can be found in the Appendix on page 22*.

* **WARNING:** This cover is only to be removed by an official installer.

Installation



Placement

The Platinum has two placement options on a desk or mounted on a wall. If desired, it is possible to mount your Platinum on a wall using the two wall mount points on the back of the device.

The Drilling Template can be downloaded from the Genexis website at:

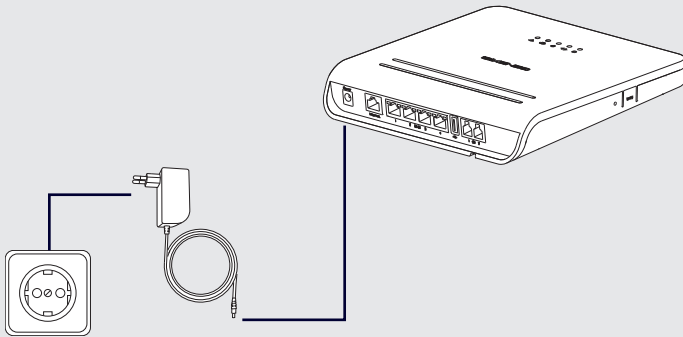
<https://genexis.eu/download-portal/#platinum>

Scanning the QR code above will take you directly to that web page.

1. Connect to your internet modem

Make sure your Platinum is connected to your internet modem. You should have either a fiber optic cable connected via the fiber port (shown on page 9) or an Ethernet cable connected to the Internet port (shown on page 8).

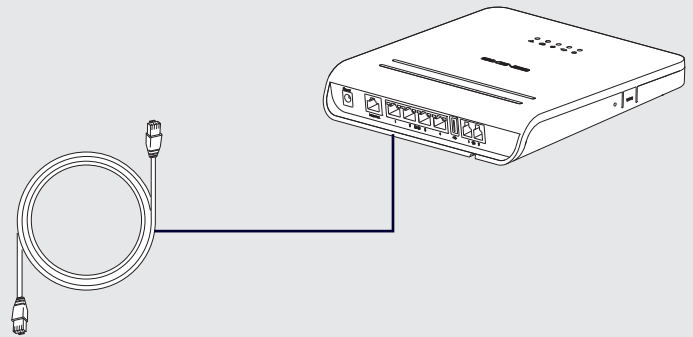
Once the device is powered on, the <> LED indicates if this cable is connected properly or not (shown page 18).



2. Connect to the power

Connect the supplied power adapter to your Platinum and then plug the adapter into an AC power socket.

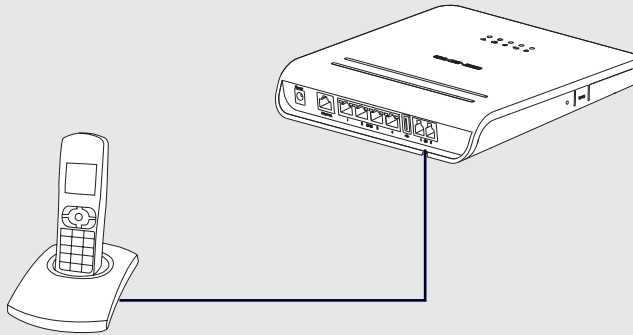
The Platinum will now start up.



3. Connect to your computer


Connect your computer or laptop to one of the LAN ports (as shown on page 13) using an Ethernet cable.

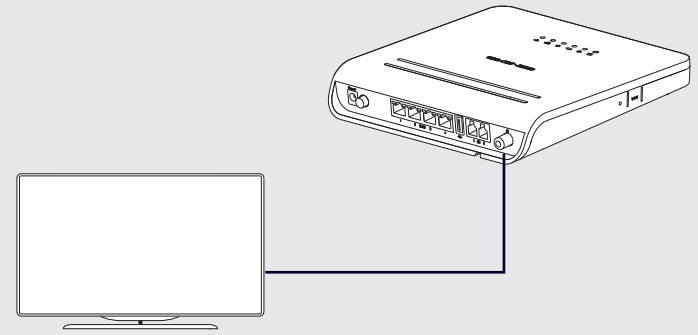
Installation



4. Connect to your telephone

A standard analogue telephone handset can be connected to the active voice port(s) using a telephone cable with an RJ-11 connector.


The  LED indicates if the voice services is enabled and if the device has successfully registered with a SIP server.



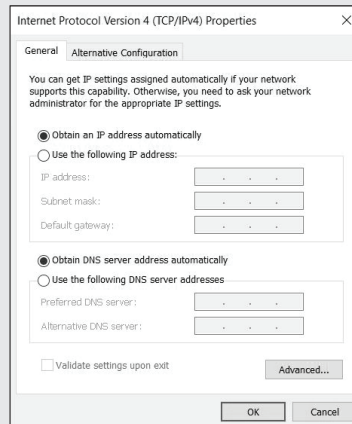
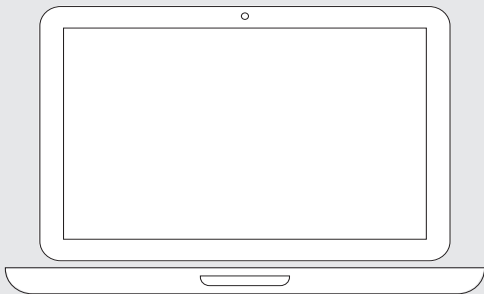
5. Connect to your television

This step is only relevant if you have a Platinum with a CATV connector.

Connect your television to the CATV connector using a coaxial cable with a male F-connector.

The  LED indicates if the CATV is enabled and operating correctly. You may need to retune your television if required for the CATV service.

LAN (Network) Setup



1. Check your connection

Open a web-browser on your computer and try to visit a web page. For example, load your usual home page or favourite search engine.

If the web page loads, your connection is working properly.

If the web page does not load continue with step 2. Check your network settings.

2. Check your network settings

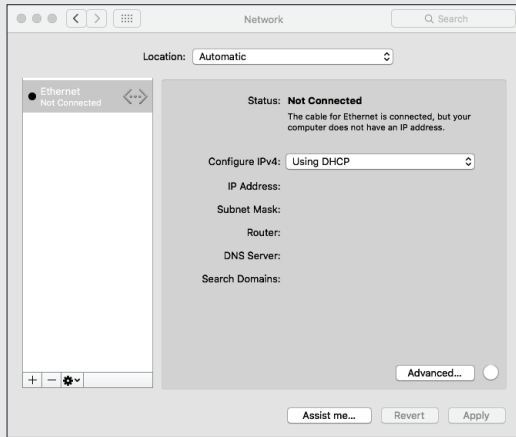
You need to make sure your computer network settings are set to:

- › Use IPv4
- › Obtain an IP address automatically (DHCP)
- › Obtain DNS server(s) automatically

On a Windows computer:

- › Open "Start"
- › Select "Control Panel"
- › Select "Network and Internet"
- › Go to "Network Connection"
- › Select "Change Adapter Settings"
- › Double click on the correct network adapter and click on Properties.
- › Select the "Internet Protocol Version 4 (TCP/IPv4)" option and choose Properties.
- › Ensure "Obtain an IP address automatically" is selected.
- › Ensure "Obtain DNS server address automatically" is selected.
- › Close all the control panel windows.

LAN (Network) Setup



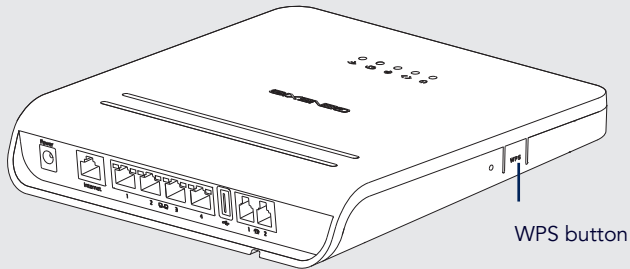
On a Mac OS computer:

- › Open System Preferences
- › Click on “Network”
- › Click on the “Ethernet Adapter” in the left hand panel.
- › Ensure “Configure IPv4” is set to “Using DHCP”.

3. Test connection

Try reloading the web page in your browser. If the connection is still not working, please refer to the troubleshooting section (as shown on page 20) or contact your service provider for support.

Wireless Setup



GENEXIS		Model: Platinum-7840
PN: 99615009	SSID: GNXxxxxxx	
SN: W.bbbbbssss	WPA KEY: *****	
MAC: 00:0F:94:XX:XX:XX	WPS PIN: *****	
GUI: http://router	⊖ ⊕ 12V=2A	
Username: admin		
Password: *****		
Made in China Designed in NL VER. xy YYYY-MM-DD		

Wireless networking can be configured using two different methods.

1. WPS

Press and hold the WPS button on the side of the Platinum to activate WPS. The location of the WPS button is shown in the image above. The LEDs on your Platinum will begin to flash.

Follow the instructions on the network device e.g. modem, printer to complete the connection.

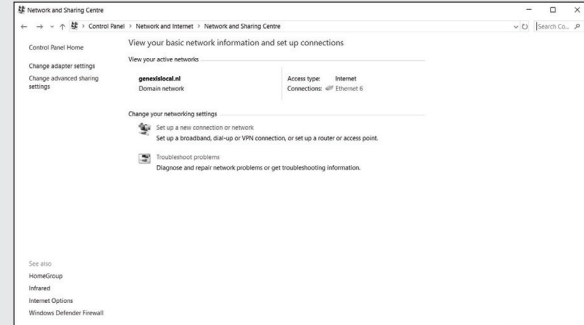
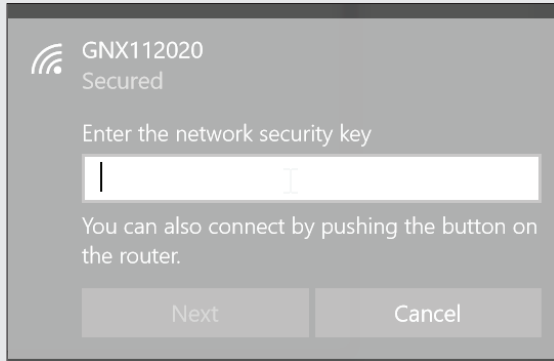
2. Manually

Setting up WiFi manually requires two pieces of information:

1. The SSID of your Platinum
2. The WPA key for your Platinum

This information can be found on the label on the back of the device. If you can no longer access the back of your device, it can be found on the label included in the box as described on page 5.

Wireless Setup



On a Windows computer:

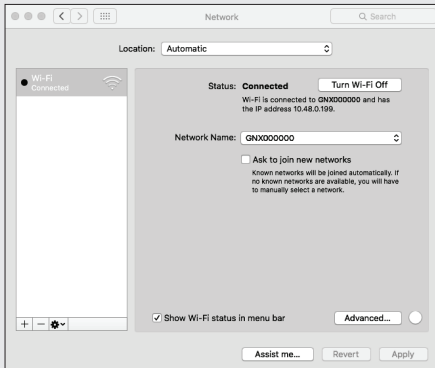
- › Open "Start"
- › Select "Settings"
- › Select "Network and Internet"
- › Go to "Network and Sharing Center"
- › Choose "Setup a new connection or network"
- › Click on "Connect to the Internet" and click "Next"
- › Click on "Wireless"

You will then be presented with a list of wireless networks that your computer has detected.

- › Choose the network which name matches the SSID on the back of your Platinum.
- › When prompted for the "network security key", the WPA key exactly as printed on the label.

Your computer will now connect to the wireless network!

Once successfully connected, the Network and Sharing Center window will change to reflect the new connection status.










On a Mac OS computer:

- › Open "System Preferences"
- › Click on "Network"
- › Click on "Wi-Fi" in the list of interfaces on the left.
If necessary, switch Wi-Fi on.
- › In the "Network Name:" drop down box, select the SSID that matches the SSID on the back of your Platinum.
- › When prompted for the WPA2 password, enter the WPA key exactly as printed on the label.

You are now connected!







LED Status

Activity		Description
	On (green)	Powered up successfully
	On (red)	System error
	On (flashing)	System initialising
	Off	No power
	On	Uplink cable connected
	Flashing	Upstream and/or downstream data traffic in the device uplink
	Off	Uplink cable disconnected
	On	Internet connection established
	Flashing	Internet connection initialising
	Off	No connection established
	On	Voice service enabled and registered
	Flashing	Voice service initialising
	Off	Voice service disabled or SIP registration failed
	On	WiFi enabled
	Flashing	WPS active
	Off	WiFi disabled

Activity	Description	
 (LAN Ports)	Green	1000 Mbps connection
	Yellow	100/10 Mbps connection
	Blinking	Network activity
 *	On (green)	CATV on, signal received
	Off	CATV disabled, no signal received

**Not available on all models*

Troubleshooting

Issue	Action
 LED is off	Make sure you are using only the provided power adapter and have it connected to a working power outlet and the power button is in on position.
LED is red or flashing	Turn the device off by removing the power adapter from the power socket. Wait 1 minute and plug it back in.
 LED is off	There is a problem with the cable connecting your Platinum to your internet modem. Make sure the cable (either a fiber optic or Ethernet cable) is plugged in fully at both ends.
 LED is off or blinking	The Platinum has been unable to establish a connection to your service provider. Try resetting the device by pressing and releasing the reset button (see page 6).
 LED is off	The voice service is either not enabled or is not fully configured. If voice functionality is part of your subscription, contact your service provider.
 LED is off	Use the Platinum's web interface to enable WiFi functionality.
 * LED is off	CATV is disabled. Please contact you service provider if a CATV signal is expected.
LED is red	CATV is enabled but no signal is detected. Please contact your service provider if a CATV signal is expected.

**Not available on all models*

Web interface is not reachable


Make sure your Platinum is switched on and the cable from your computer is plugged into the right LAN port on your Platinum.

Perform factory reset

Press and hold the reset button for more than 5 seconds. Once the LEDs start flashing, release the button.

If none of these actions resolves your problem, please contact your service provider.

Advanced Configuration

GENEXIS		Model: Platinum-7840	
PN:	99615009	SSID:	GNXxxxxxx
SN:	W.bbbbbssss	WPA KEY:	*****
		WPS PIN:	*****
MAC:	00:0F:94:XX:XX:XX		
		12V=2A	
GUI:	http://router		
Username:	admin		
Password:	*****		
Made in China Designed in NL		VER. xy	YYYY-MM-DD

By default, the router is configured correctly for most home networks. Changing the configuration is only advised for advanced users as it may interrupt your connection. If you need to reset the router back to its factory settings, please refer to page 20.

Configuring your Platinum is done via your web-browser. The label on the back of the device lists the URL you need to connect to. It also lists the user name and password required in order to log in.

If you can no longer access the back of your Platinum, refer to the label included in the box.

Safety and Care

Safe operation

- Never look directly into the end of a fiber optic cable.
- Use only the supplied power adapter and make sure the adapter is rated for use with the power supply.
- Indoor use only.
- Never expose to or immerse in water.
- Do not block the air vents (the device will overheat).

Operating conditions

- Do not operate in temperatures below 0°C or above 40°C.

Repair and service

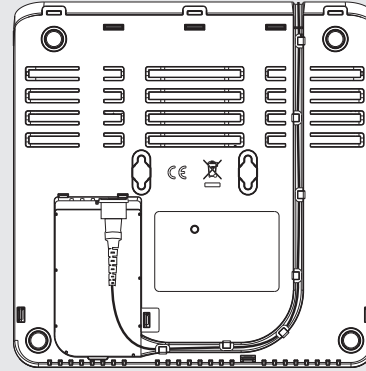
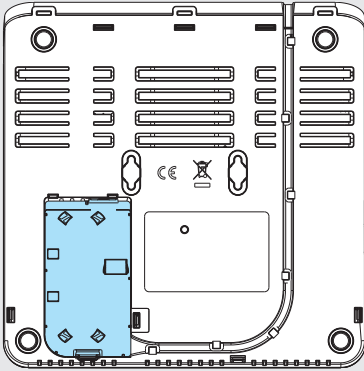
- Do not open the housing. The Platinum does not contain user serviceable parts inside.
- Please contact your service provider if problems arise.

Care

- Wipe your Platinum with a soft, dry cloth.
- Persistent dirt can be removed by wiping with a damp cloth.
- This product must not be disposed of in your normal household waste.
- Please take it to your regular electronic waste collection and recycling location.



Appendix: Installing an SFP *



1. Start by disconnecting the Platinum from the power supply.
2. Remove the cover from the back to reveal the SFP port.
3. Insert the SFP into the SFP port.
4. Plug the patch cable into the SFP.
5. Feed the patch cable through the cable guide. It is essential that the fiber optic cable is not pulled taut or put under strain in any way.
6. To finish, replace the cover and power the device back on.

* **WARNING:** This cover is only to be removed by an official installer.

Notes

Place your spare label here

Place your spare label here

GENEXIS