Start Here

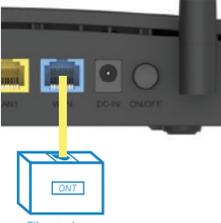## Hardware Setup

If you have a Fibre service

01
Connect the Ethernet cable supplied with your Fibre device (ONT) to a LAN port on the ONT. Then connect the other end of the cable to the blue WAN port on the back of the router.

Fibre to home

OR

If you have a LTE service

01
A. Locate the SIM card slot on the right hand side of the router.

B. Slide the SIM card into the slot with the gold contact points facing upwards and the cut facing towards the router.

C. Gently press the SIM card into the slot untill you hear a click.

SIM CARD

02
Connect the power connector of the power supply to the power socket at the back of the router.

Plug the power supply into the wall outlet. Switch the wall outlet and the router on.

Power Supply   Power outlet

03
You can set up your router using Wi-Fi or an Ethernet cable.

Ethernet cable:
Connect the RJ-45 Ethernet cable to any yellow LAN port at the back of the router and the other end into your PC LAN port.

Wi-Fi:
Use the default Wi-Fi SSID and password (Wi-Fi Pwd) printed on the bottom of the router to connect your Wi-Fi enabled device to the router.

04
If you are using an Ethernet cable / Wi-Fi to complete the setup:
Launch an Internet browser (Google Chrome, Firefox, Internet Explorer, Safari, etc.) on your connected device.
In the URL web address field, type **10.0.0.2** and press enter.
The Setup wizard will start automatically. Please follow the steps of the wizard to finish the configuration of the router.
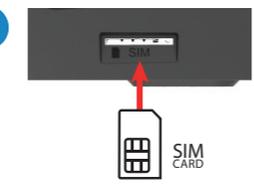
New Tab   x
← → C ⟳ ⌂   10.0.0.2

If you have a Fibre service

05
Fibre setup
A. On **Step 1** of the Quick Setup Wizard select **ETH** from the drop down menu.
B. Click **Test** to verify that your Fibre is connected correctly.
C. If a green message confirms "Hardware interface connected properly" click **Next**.

A Select Interface Type: `ETH ▾`

Note: *If a red message appears stating "Eth Connection incomplete" please confirm that the cable from the LAN port on the Fibre ONT device has been inserted into the Blue WAN port on the back of the router.*

B Cancel   Test   **C** Next   **Continue to Step A1 or B1**

DHCP test passed!

A1
Wizard Step 2
The router will now run a test to determine which account type you have.

If DHCP test passes, click Next to set your **Wi-Fi name & Password.**

Select Mode: `DHCP ▾`

Back   Reset   Next

Click Next to Proceed

OR

PPPoE test passed!

B1
Wizard Step 2
The router will now run a test to determine which account type you have.

If PPP test passes, click Next to go to **step B2**

Select Mode: `PPPoE ▾`

Back   Reset   Next

B2
Wizard Step 3
Your Internet Service Provider (ISP) Account Username & Password will be **supplied to you by your ISP (usually via SMS)** and will look something like this:
yourname@telkomsa.net

ISP Account Username & Password

User Name: `yourname@telkomsa.net`
Password: `account password`
Confirm Psw: `account password`

Note: *The Username & Password will never be Admin and Admin*

Back   Next

Click Next to Proceed

B3
Wizard Step 4
Once account details test passes, click next to proceed.

Configured account is valid

Back   Next

Click Next to Proceed

Continue to Step 6

06
Wizard Step 5
Set a Wi-Fi name (**SSID**) and Password (**WPA Preshare key**) for both the 2.4GHz and the 5GHz.

It is recomended to have a **different name** for the 2.4G & 5G band.

For the difference between 2.4G & 5.8G please refer to the FAQ.

Wi-Fi name & Password
SSID 2.4GHz: `dlink-G413-2.4G-xxxx`
2.4G WPA key: `••••••••••••••••`
SSID 5GHz: `dlink-G413-5.8G-xxxx`
5G WPA key: `••••••••••••••••`

Back   Next

07
Wizard Step 6
Set an **AdminName** & **AdminPassword** for logging into the router.

These details allow you to log into the router if you want to change any settings.

Web login details
AdminName: `admin`
AdminPassword:
Confirm Password:

Back   Next

08
Wizard Step 7
Inter your Telkom VPN Lite details in the provided blocks.

If you are not a Telkom VPNLite customer you can skip the step

Site Username:
Site Password:
Confirm Password:
LAN IP/Netmask:

Back   Next

09
Wizard Step 8
Please make sure to write down all the details on this page & keep it somewhere safe for you to refer back to later.

Web Login Name:
Web Login Password:
SSID 2.4GHz:
2.4G WPA Preshare key:
SSID 5GHz:
5G WPA Preshare key:

Back   Apply

Be sure to Click Apply to Save

If you have a LTE service

05
LTE setup
A. On **Step 1** of the Quick Setup Wizard select **3G/4G** from the drop down menu.
B. Click **Test** to verify that your SIM card is inserted correctly.
C. If a green message confirms "Hardware interface connected properly" click **Next**.

A Select Interface Type: `3G/4G ▾`

B Cancel   Test   **C** Next

Click Next & Proceed to step 06

Note: *If a red message appears stating "3G/4G Connection failure" please confirm that your SIM card is inserted correctly and is activated, then restart the router.*

06
Wizard Step 3
Set a Wi-Fi name (**SSID**) and Password (**WPA Preshare key**) for both the 2.4GHz and the 5GHz.

It is recomended to have a **different name** for the 2.4G & 5G band. For the difference between 2.4G & 5.8G please refer to the FAQ.

Wi-Fi name & Password
SSID 2.4GHz: `dlink-G413-2.4G-xxxx`
2.4G WPA key: `••••••••••••••••`
SSID 5GHz: `dlink-G413-5.8G-xxxx`
5G WPA key: `••••••••••••••••`

Back   Next

07
Wizard Step 4
Set an **AdminName** & **AdminPassword** for logging into the router.

These details allow you to log into the router if you want to change any settings.

Web login details
AdminName: `admin`
AdminPassword:
Confirm Password:

Back   Next

08
Wizard Step 5
Please make sure to write down all the details on this page & keep it somewhere safe for you to refer back to later.

Web Login Name:
Web Login Password:
SSID 2.4GHz:
2.4G WPA Preshare key:
SSID 5GHz:
5G WPA Preshare key:

Back   Apply

Be sure to Click Apply to Save

Frequently Asked Questions

Q1 **What is the default login details for the router?**
(if you didn't change the details in the setup wizard)

Username: admin   **Password:** admin

Please note: it is a security risk to leave the default password as admin & admin. It is highly recommended to set your own unique password.

Q2 **I only received 1 LAN cable in the box but I need 2 to do the setup. Am I missing a cable?**

No. The LAN cable supplied with your router is to connect your computer/laptop to the router during setup. The ONT device should have came with a LAN cable for connecting it to the WAN port on the back of the router. If you can't find a second LAN cable to connect your router to your laptop for the setup, you will need to do the setup over Wi-Fi.

Q3 **What if the hardware connection keeps failing on step 1?**

For 3G/4G: Please contact your ISP and verify that your SIM card is active
For Fibre: Please contact your ISP and verify that your ONT device and Fibre line is active

Q4 **I did the setup over Wi-Fi but got disconnected on step 5 of the wizard. of the wizard. What do I do now?**

If you changed your Wi-Fi username and password: Open your Wi-Fi settings on the device you used to setup the router. Select the new Wi-Fi name you set from the list of available networks and enter the password. Once connected reopen the webpage at 10.0.0.2 to complete the setup.

If you changed only your Wi-Fi password: Open your Wi-Fi settings on the device you used to setup the router. Select the router's Wi-Fi name and forget the network. Now reselect your router's Wi-Fi name and type in the new Wi-Fi password you set on step 5 of the wizard. Once connected reopen the webpage at 10.0.0.2 to complete the setup.

Q5 **What do I do if while in the Router web interface my browser locks up / goes white / says undefined?**

If this happens, please clear your browser cookies & cache and reload the page.

Q6 **What is the difference between 2.4GHz and 5.8GHz Wi-Fi?**
2.4GHz: Better Wi-Fi coverage but more interference. Compatible with all phones with Wi-Fi.
5.8GHz: Faster Wi-Fi speeds & less interference but less Wi-Fi coverage. Only visible to 5G capable phones.

Q7 **How do I check my 3G/4G signal strength?**

You can check your actual signal strength by opening the router's web interface and navigating to Status then click on Mobile network. For any queries relating to your signal strength / speed, please phone your ISP and confirm you are within their **coverage area.**

Q8 **How do I know whether my router has connected to the mobile network?**

📶 Green light = Connected   📶 Red light = Disconnected

Use screws of up to 4mm (head radius)

Drill Here (14 cm apart)
to mount your router to the wall

8 mm

Router Wall Mounting Guide

G413K
Quick Install Guide
Use this step-by-step guide to set up your router

Package Content

A

G413K Router

B

Power Supply

C

RJ-45 Ethernet Cable

D

Quick Install Guide

Power   WAN   LAN Port 1-4   Wi-Fi Bands 2.4Ghz & 5Ghz   WPS   Mobile connection

Please contact your Internet Service Provider for assistance if:

📶 The Mobile connection light is **Red**
⊘ The WAN light is **off** after connecting the ONT device to the WAN port on the router