Changing the IP Address scope of the media gateway to allow use of customer-owned routers

This method does not require making any changes to the customer-owned router and can be completed by accessing the Media Gateway's router and the powercycling of devices. The HomeConnect functionality may not be available on some devices when using this method.

- HomeConnect functionality may not work correctly using this method and devices connected to the Gateway's Ethernet ports or wireless may not be able to communicate with devices connected to the customer's router.

Description
The wireless can be enabled on both the Ultra TV Media Gateway and the customer-owned router at the same time.

The DHCP is enabled on the customer-owned router and the Media Gateway, and both have a separate IP address scope to assign to connected devices. The customer-owned router is connected to the "1" Ethernet port of the Gateway using the Internet/WAN port on the router.
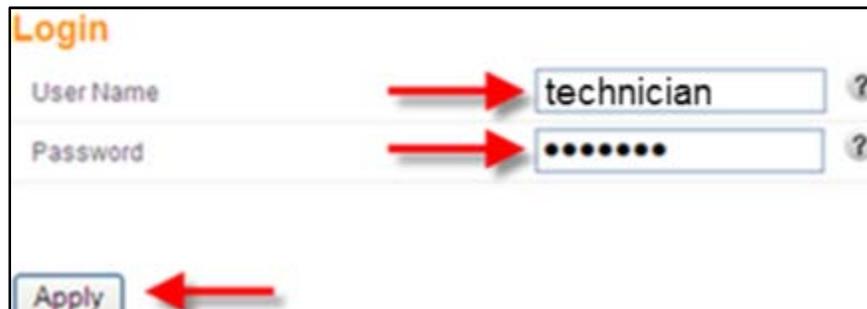
Example
This image shows how devices are connected to the Media Gateway and the customer-owned router.
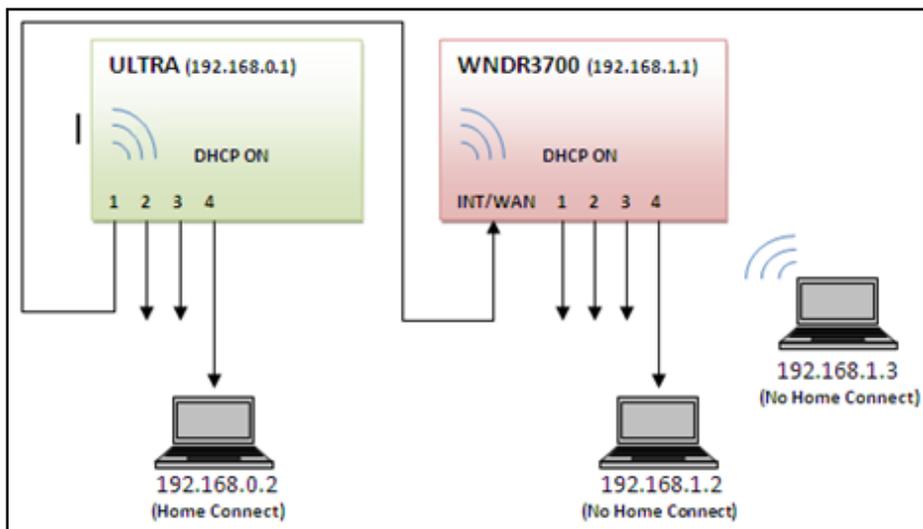
Configuring the Gateway

1. Access the Media Gateway:
    a. Enter "**192.168.0.1**" into the address bar of any web browser.
    b. Press the "**Enter**" key.
    c. Enter "**technician**" in the User Name field.
    d. Enter "**WOWpass**" in the Password field.
        • If the user name and password combination do not work, the customer must call WOW! to have the password reset.
   e. Click the "**Apply**" button.

2. Click the "**LAN Setup**" tab.
3. Enter "**192.168.2.1**" in the IP Address field.
    • An IP of 192.168.2.1 should work in most situations, unless the settings have been changed in the customer-owned router.
    • If unsure if the 192.168.2.1 IP address will work:
        a. Determine the default gateway IP address set in the customer-owned router by checking the IP address of a device connected to the customer's router (IPCONFIG /ALL)
        b. Change the last number of the IP address to "**1**".

        Example
        If the IP address of the computer is 192.168.2.13, use an IP address of 192.168.2.1
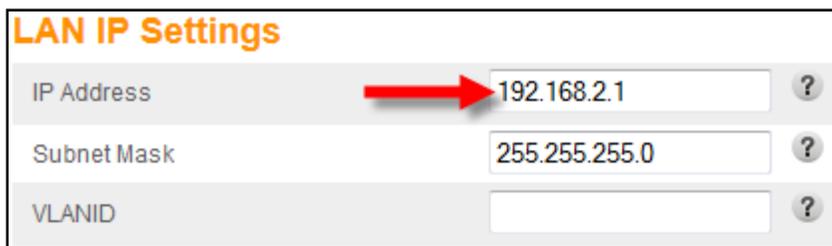
2. Enter "**192.168.2.10**" in the Start IP Address field.
    • If needed, match the IP scope entered in the IP Address field.
3. Enter "**192.168.2.254**" in the End IP Address field.

- If needed, match the IP scope entered in the IP Address field.

DHCP Server Settings

Enable DHCP Server	☑ ?	
Start IP Address	➡ 192.168.2.10	?
End IP Address	➡ 192.168.2.254	?

4. Click the "**Apply**" button.
    - This **will** cause a loss of video service on any TV with a media player connected as the assigned IP addresses are no longer valid.
    - Remote access will be lost.
5. Press the "**Reset**" button on the back of the Media Gateway.
6. Wait for the Gateway to regain sync.
7. Powercycle all media players in the home to ensure new IP addresses are obtained.
    - Optionally, press the "**Reset**" button on the back of the media player to reset it.
8. Powercycle the customer-owned router to ensure a valid IP address is obtained.
9. Wait at least 1 minute for the customer-owned router to finish booting.
10. Determine the router's IP address.
    a. Click the "**LAN Setup**" tab.
    b. Click the "**DHCP**" button.
    c. Look for the name of the customer-owned router or use the MAC address in the DHCP Clients List to determine which CPE is the customer's router.
        o "Ethernet" will be displayed in the Type column of the router.
        o "Cable" will be displayed in the Type column of all Media Players.

DHCP Clients List

IP Address	Name	Mac Address	Type
192.168.2.13	Linksys	E0:06:E6:19:CB:B8	Ethernet
192.168.2.12	001DCE9649B9	00:1D:CE:96:49:B9	Cable
192.168.2.11	001DD5E576A2	00:1D:D5:E5:76:A2	Cable

11. Assign a static IP address to the customer-owned router:
    a. Click the "**Add**" button under Fixed DHCP Clients.
    b. Enter the IP address of the router in the IP Address field.
    c. Enter the MAC address in the Mac Address field.
        o Colons are required between every 2 characters (i.e. 00:1D:D0:8D:1F:1D).
    d. Click the "**Add Client**" button.

Add Fixed DHCP Client

| IP Address | 192.168.2.13 | ? |
| Mac Address | E0:06:19:CB:B8 | ? |

Cancel   **Add Client**
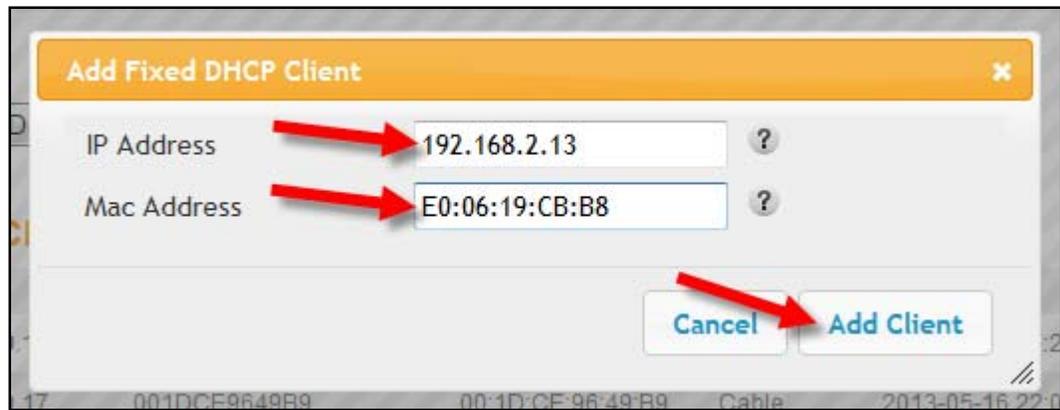
12. Refresh the IP address of all devices connected to the Media Gateway's wireless or Ethernet connections.
13. Verify devices are connecting to the Internet.
14. Verify that media players are functioning correctly.
    - If no devices are connecting, reset (power cycle) the Media Gateway