NBS BGW320

NBS AT&T BGW320 Wireless-ax Fiber Voice Gateway User Manual

Model: BGW320

1. INTRODUCTION

This manual provides essential information for the setup, operation, and maintenance of your NBS AT&T BGW320 Wireless-ax Integrated/Built-in ONT Voice Gateway. The BGW320 is designed to deliver high-speed fiber internet and voice services, featuring Wireless-ax (Wi-Fi 6) technology for enhanced wireless performance and coverage. This device integrates an Optical Network Terminal (ONT) for direct fiber connection, simplifying your home network setup.

2. PACKAGE CONTENTS

Ensure all items are present in your package:

- NBS AT&T BGW320 Fiber Gateway
- Ethernet Cord
- Power Adapter

3. DEVICE OVERVIEW

Familiarize yourself with the key components and indicators of your BGW320 gateway.

Front Panel

This image shows the sleek, white front of the BGW320 gateway, featuring a single indicator light at the bottom, signifying its operational status.

Rear Panel and Ports

This image displays the rear panel of the BGW320 gateway, highlighting the ONT, Ethernet, USB, Phone, and Power ports, along with the Wi-Fi network name and password label.

- **ONT Port:** For connecting the fiber optic cable.
- **Ethernet Ports (1-4):** For wired connections to devices like computers, gaming consoles, or smart TVs.
- **USB Ports:** For connecting compatible USB devices.
- **Phone Port:** For voice services.
- **Power Port:** For connecting the power adapter.
- **Reset Button:** To restore factory default settings (use a paperclip).
- **Wi-Fi Network Name/Password Label:** Located on the device for easy reference during setup.

4. SETUP INSTRUCTIONS

Follow these steps for initial setup of your BGW320 Fiber Gateway:

1. **Placement:** Choose a central location in your home, away from obstructions and other electronic devices that may cause interference.

2. **Connect Fiber:** Carefully connect the fiber optic cable from your wall outlet to the ONT port on the BGW320 gateway. Ensure a secure connection.

3. **Connect Power:** Plug the power adapter into the Power port on the gateway, then plug the other end into an electrical outlet. The indicator light on the front will illuminate.

4. **Wait for Initialization:** Allow several minutes for the gateway to power on and connect to the AT&T network. The indicator light will change color or pattern to indicate a successful connection (refer to the device's LED status guide for details).

5. **Connect Devices (Wired):** For wired connections, use the provided Ethernet cord to connect your computer or other devices to any of the yellow Ethernet ports (1-4) on the back of the gateway.

6. **Connect Devices (Wireless):** On your Wi-Fi enabled device (smartphone, tablet, computer), search for available Wi-Fi networks. Select the network name (SSID) found on the label of your BGW320 gateway. Enter the Wi-Fi password also found on the label.

7. **Voice Services (Optional):** If you have AT&T voice services, connect your phone to the Phone port on the gateway.

8. **Access Gateway Settings:** Open a web browser and enter the default gateway IP address (usually 192.168.1.254 or similar, check your device label or AT&T documentation) to access advanced settings and customize your network.

5. OPERATING INSTRUCTIONS

Wi-Fi Connectivity

The BGW320 supports Wireless-ax (Wi-Fi 6) for high-speed wireless connections. It operates on dual-band frequencies (2.4 GHz and 5 GHz) to provide optimal performance for various devices. For best results, ensure your devices are compatible with Wi-Fi 6.

Wired Connectivity

Utilize the Gigabit Ethernet ports for devices requiring stable, high-bandwidth connections, such as desktop computers, smart TVs, or gaming consoles. Simply connect an Ethernet cable from the device to an available port on the gateway.

WPS Functionality

The gateway features a WPS (Wi-Fi Protected Setup) button for easy connection of WPS-compatible devices without manually entering the password. Press the WPS button on the gateway, then activate WPS on your device within two minutes.

6. MAINTENANCE

- **Regular Reboot:** Periodically reboot your gateway (unplug from power for 10 seconds, then plug back in) to refresh its connection and improve performance.

- **Firmware Updates:** AT&T typically manages firmware updates automatically. Ensure your device

remains powered on to receive these updates.

- **Cleaning:** Keep the gateway clean and free from dust. Use a soft, dry cloth. Do not use liquid cleaners.
- **Ventilation:** Ensure the gateway has adequate ventilation and is not placed in an enclosed space to prevent overheating.

7. TROUBLESHOOTING

Issue	Possible Solution
No Internet Connection	Check all cable connections (fiber, Ethernet, power). Reboot the gateway. Contact AT&T support if the issue persists.
Slow Wi-Fi Speed	Ensure the gateway is centrally located. Reduce interference from other electronics. Check for firmware updates. Consider using wired connections for high-bandwidth activities.
Cannot Connect to Wi-Fi	Verify the Wi-Fi network name (SSID) and password. Ensure your device is within range. Try rebooting the gateway.
Voice Service Issues	Check phone cable connection to the Phone port. Ensure the gateway has an active internet connection.

8. TECHNICAL SPECIFICATIONS

Feature	Detail
Model Number	BGW320
Manufacturer	NBS
Product Type	Networking Router (Integrated ONT Voice Gateway)
Wireless Communication Standard	802.11ax (Wi-Fi 6)
Frequency Band Class	Dual-Band (2.4 GHz, 5 GHz)
Connectivity Technology	LAN, USB, Wi-Fi
Antenna Type	Internal
Special Feature	WPS
Item Weight	4.88 pounds
Package Dimensions	9.84 x 9.69 x 4.25 inches
Recommended Uses	Home

9. WARRANTY AND SUPPORT

As this product is listed as 'Renewed', warranty and support are typically provided by the reseller or through the Amazon Renewed Guarantee. Please refer to your purchase documentation for specific warranty terms and conditions. For technical support related to your AT&T fiber internet service, please contact AT&T

customer service directly.