

## TalkTalk Wi-Fi Hub (Sagemcom FAST 5364)

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## TalkTalk Wi-Fi Hub (Sagemcom FAST 5364)

### Specifications

Parameter	Available options
Antenna Array	4x4 5GHz 3x3 2.4GHz
Wi-Fi Class	AC2200
Wi-Fi modes	2.4GHz 802.11 b/g/n 5GHz 802.11 a/n/ac Band steering is enabled, but cannot currently be disabled - <a href="#">notes</a>
802.11ac specification	802.11ac Wave 2 using MU-MIMO
Theoretical Link Rates	2.4GHz = 450Mb/s 5GHz = 1733Mb/s Based on short <a href="#">Guard Interval</a> & 40Mhz bandwidth (2.4G) & 80MHz bandwidth (5G)
Network Access Types	ADSL2+ & VDSL2 (Fibre ready) modem
Security	WPA2 / WPA / WEP (does not suffer from WPA2 Krak vulnerability) Integrated firewall
WPS Enabled	Yes on both bands, but can be disabled within the router's configuration if required.
Connectivity	1 x RJ11 xDSL port 4 x Gigabit Ethernet LAN port 1 x Gigabit WAN port
uPnP	Yes, with port forwarding and mapping

The TalkTalk Wi-Fi Hub can support allowing up to 50 devices to connect to the 5GHz Wi-Fi band at the same time without compromising connectivity quality:-

<https://www.talktalkgroup.com/articles/talktalkgroup/2018/The-new-TalkTalk-Wi-Fi-Hub--One-small-box--one-giant-leap-for-Wi-Fi>

**Note:** the router runs distinctly warmer than previous TalkTalk routers and the power unit alternates between warm and cool. This has been verified with the TalkTalk products team as being normal operation.

## **TalkTalk Wi-Fi Hub (Sagemcom FAST 5364)**

### **Status light**

Unlike most routers, the TalkTalk Wi-Fi Hub (Sagemcom FAST 5364) only has one status light on it. It is possible for the user to disable the light altogether via:-

Dashboard > See internet settings > Manage advanced settings > TalkTalk WiFi Hub > Device Info > Light Control

Its various states are:-

1. **Blinking amber** – Wi-Fi Hub is starting up.
2. **Blinking amber and white** – Wi-Fi Hub is connecting to the Internet (trying to connect to the fibre cabinet or exchange equipment).
3. **Solid amber** – Wi-Fi Hub is verifying your connection. If you've got Fibre you should wait a few minutes. If you haven't got Fibre, or the light stays solid amber for more than 15 minutes, please contact us. This would seem to be equivalent to the Internet light being red on other routers.
4. **Solid white** – Connected to the Internet OK.
5. **Blinking Amber** – WPS connection attempt in progress (see [Connecting a device via WPS](#))

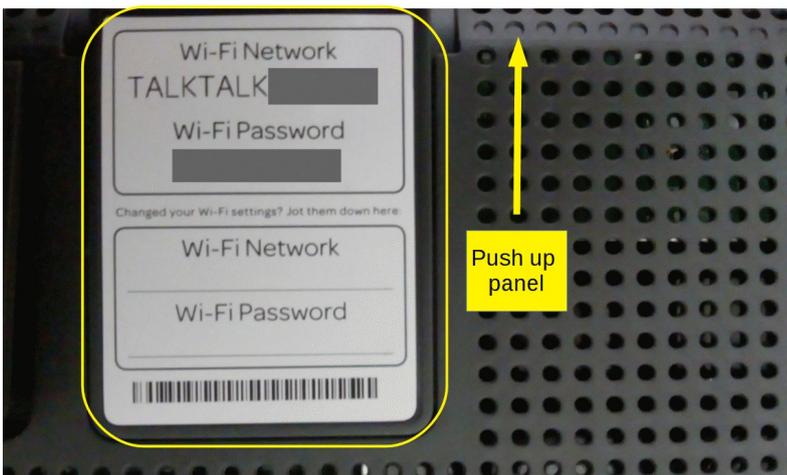
## TalkTalk Wi-Fi Hub (Sagemcom FAST 5364)

### Login

Before trying to login, you need to find the default admin password. This is located behind a removable plastic panel along the top of the router where it has the inscription **Pull up for password:-**



From the rear of the router:-



This will reveal a sticker similar to the one presented at the login screen:-

## Login to TalkTalk Wi-Fi Hub

Router Username:

Router Password:

**Forgotten your log-in details?**  
Don't worry, they'll be on the back of your router, behind the Wi-Fi settings card.

FAST 5364  
Wireless Network Name: TALKTALKXXXXXX  
Wireless Network Password: XXXXXXXX  
Device Version: FAST 5364-X.TY  
Router IP Address: XXX.XXX.X.X  
Router Username: admin  
Router Password: XXXXXXXX

**WiFi CERTIFIED**

S/N: N7YYDDMMXXXXXX  
MAC: XXXXXXXXXXXXX

253734241  
**SAGEMCOM**  
CS 50001, 92848 RUEIL CEDEX, FRANCE  
Manufactured by Sagemcom for TALKTALK Voltage: 12VDC/1.5A

Made in PRC  
**CE**

# TalkTalk Wi-Fi Hub (Sagemcom FAST 5364)

## Dashboard

TalkTalk Wi-Fi Hub Refresh

### Dashboard

#### My Internet Connection

Status **Connected**

---

**Current speed**

Download **40.0** Mbps

Upload **10.0** Mbps

**Connection up-time**

Connected since **00h03m08s**

[See internet settings](#)

#### My Wi-Fi

Status **Enabled**

---

**My Network**

TALKTALK

[See Wi-Fi settings](#)

#### My Devices

**2+ device(s) connected** to your network

---

**Wireless connections**

No device connected

[Manage my devices](#)

All three of the buttons from the dashboard:-

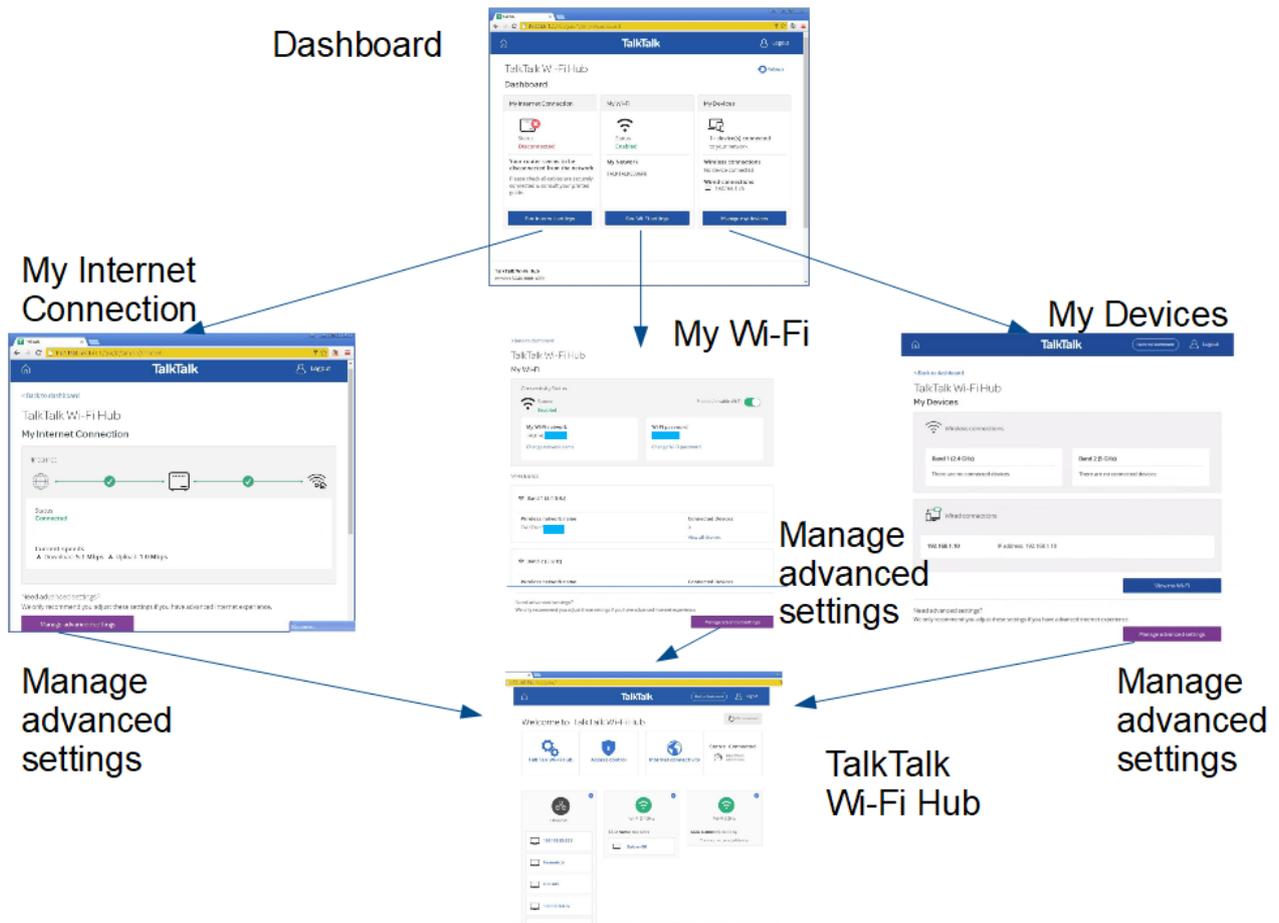
- See internet settings
- See W-Fi settings
- Manage my devices

On each of the resulting pages, there is a **Manage advanced settings** button which will take you to the **TalkTalk Wi-Fi Hub** page. See next page for a further navigation explanation.

# TalkTalk Wi-Fi Hub (Sagemcom FAST 5364)

## Dashboard to Wi-Fi Hub navigation

The navigation on this part can be confusing, hopefully this will help:-



# TalkTalk Wi-Fi Hub (Sagemcom FAST 5364)

## TalkTalk Wi-Fi Hub

The screenshot shows the TalkTalk Wi-Fi Hub dashboard. At the top, there is a blue navigation bar with the TalkTalk logo, a 'Back to Dashboard' button, and a 'Logout' button. Below the navigation bar, the main content area is titled 'Welcome to TalkTalk Wi-Fi Hub' and includes a 'Click to refresh' button. The dashboard is divided into several sections:

- Navigation and Status:** Four tiles at the top: 'TalkTalk Wi-Fi Hub' (gears icon), 'Access control' (shield icon), 'Internet connectivity' (globe icon), and 'Status: Connected' (Wi-Fi icon). The status tile shows 'DS: 6.1Mbit/s' and 'US: 1.0 Mbit/s'.
- Network Connections:** Three main sections below:
  - Ethernet:** A list of connected devices with their IP addresses: 192.168.53.232, huaweistb, DIR-615, and 192.168.53.37.
  - Wi-Fi 2.4GHz:** SSID Name: mjs-5364. One device is connected: Galaxy-S8.
  - Wi-Fi 5GHz:** SSID Name: mjs-5364-5g. No devices are connected.

On most pages that are accessed from the Wi-Fi hub there is a link top right,  that will take you back to the Wi-Fi hub page.

## TalkTalk Wi-Fi Hub (Sagemcom FAST 5364)

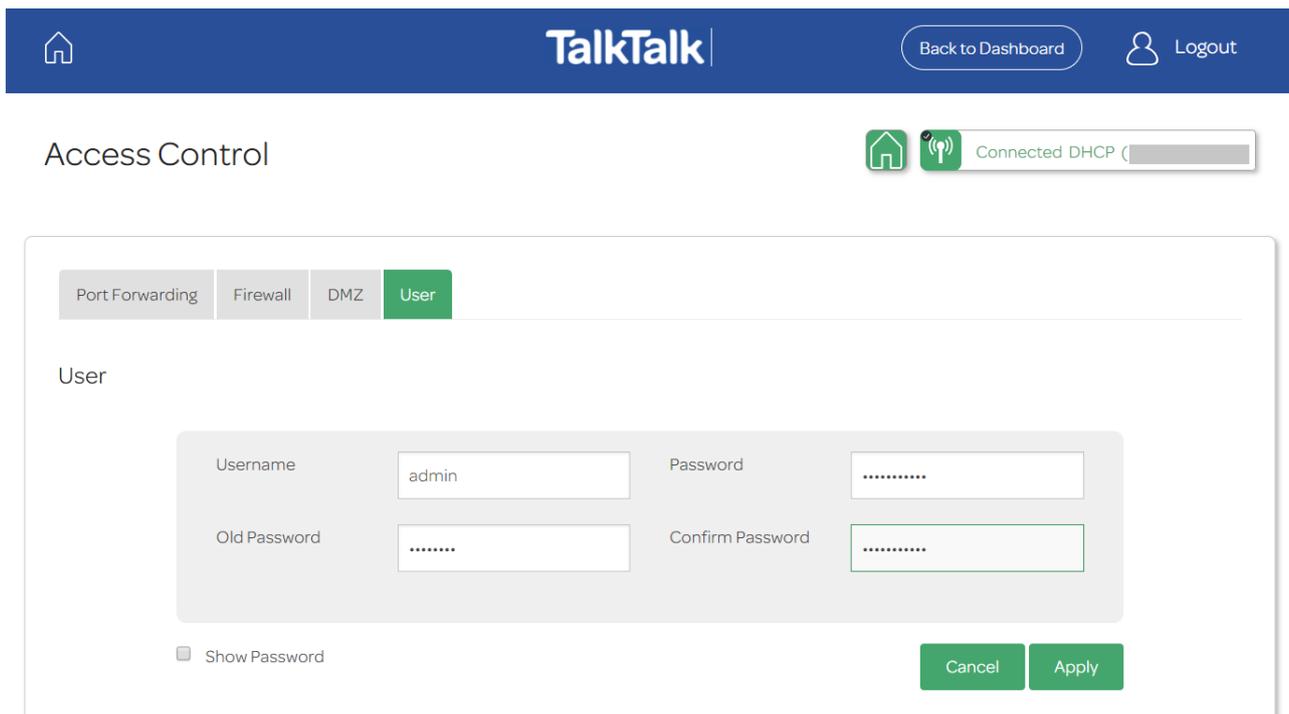
### Change router's admin password

Dashboard > See internet settings > Manage advanced settings > Access control > User tab



The screenshot shows the TalkTalk router's web interface. At the top, there is a blue header with the TalkTalk logo, a home icon, and buttons for 'Back to Dashboard' and 'Logout'. Below the header, the page title is 'Access Control'. On the right, there are status icons for a home, a signal tower, and 'Connected DHCP'. The main content area has a horizontal menu with tabs: 'Port Forwarding' (highlighted in green), 'Port Triggering', 'Firewall', 'DMZ', 'User' (highlighted with a red box), and 'Remote Access'. Below the menu, there is an 'Add Rule' button and a 'Games & Applications' button. The 'Port Forwarding' section is visible, showing 'Enable UPnP IGD' with a toggle switch set to 'OFF'.

Enter the old & new passwords in the following screen & click **Apply**:-



The screenshot shows the 'User' configuration page in the TalkTalk router's web interface. The header is the same as the previous screenshot. The 'User' tab is now selected and highlighted in green. The main content area is titled 'User' and contains a form with the following fields: 'Username' (with the value 'admin'), 'Password' (with masked characters '.....'), 'Old Password' (with masked characters '.....'), and 'Confirm Password' (with masked characters '.....'). There is a 'Show Password' checkbox which is currently unchecked. At the bottom right of the form, there are two buttons: 'Cancel' and 'Apply'.

Then log out, but first accept the prompt to save the configuration.

## TalkTalk Wi-Fi Hub (Sagemcom FAST 5364)

### Internet settings

Dashboard > See Internet settings

The screenshot displays the 'TalkTalk Wi-Fi Hub' interface for 'My Internet Connection'. At the top, there is a navigation bar with a home icon, the 'TalkTalk' logo, and a 'Logout' button. Below the navigation bar, a link '< Back to dashboard' is visible. The main heading is 'TalkTalk Wi-Fi Hub' followed by 'My Internet Connection'. A central status box shows 'Internet' with a globe icon, a green checkmark, a modem icon, another green checkmark, and a Wi-Fi icon. Below this, the 'Status' is 'Connected' in green. Under 'Current speeds', it shows 'Download: 5.1 Mbps' and 'Upload: 1.0 Mbps'. At the bottom of the status box, there is a 'Reconnect' button. Below the status box, a message asks 'Need advanced settings?' and provides a warning: 'We only recommend you adjust these settings if you have advanced internet experience.' A purple button labeled 'Manage advanced settings' is positioned below the message.

## TalkTalk Wi-Fi Hub (Sagemcom FAST 5364)

### Internet Configuration settings

From any of the pages:-

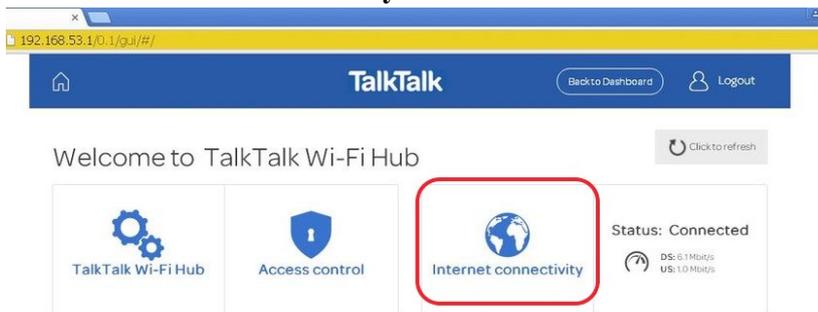
See internet settings

See W-Fi settings

Manage my devices

Click on the **Manage advanced settings** button to get to the **TalkTalk WiFi hub** page:-

Click on **Internet connectivity**:-



This loads the Basic internet connectivity page, where the network DNS servers can be configured.

Fibre:-

Basic

IPv4

IPv4

Connection type	DHCP
VLAN ID	101
Addressing Type	DHCP
DNS	Obtain DNS Automatically
DNS1	79.79.79.79
DNS2	79.79.79.80

# TalkTalk Wi-Fi Hub (Sagemcom FAST 5364)

ADSL:-

The screenshot shows the configuration page for IPv4 settings on the TalkTalk Wi-Fi Hub. The page has a blue header with the TalkTalk logo, a 'Back to Dashboard' button, and a 'Logout' button. Below the header, the page title is 'Internet Connectivity' and there is a status indicator showing 'Connected (92.18.107.233)'. The main content area has two tabs: 'Basic' and 'IPv4', with 'IPv4' selected. Under the 'IPv4' tab, there are several fields: 'Connection type' is set to 'PPP', 'VCI/VPI' is '0/38', 'Login' is '01warehouse@talktalk.net', and 'Password' is masked with dots. Below these fields, there is a 'DNS' section with a dropdown menu currently open, showing options: 'Obtain DNS Automatically' (selected), 'Obtain DNS Automatically', and 'Manually Specify DNS'. There are also empty input fields for 'DNS 1' and 'DNS 2'. At the bottom right of the form, there are 'Cancel' and 'Apply' buttons.

Basic

IPv4

IPv4

Connection type: PPP

VCI/VPI: 0/38

Login: 01warehouse@talktalk.net

Password: .....

DNS: Obtain DNS Automatically

DNS 1: Obtain DNS Automatically

DNS 2: Manually Specify DNS

Cancel Apply

## TalkTalk Wi-Fi Hub (Sagemcom FAST 5364)

### Manage my devices

Dashboard > Manage my devices > Manage advanced settings

The connected devices are shown in the red boxes below. Click on the device name to manage it:-

Welcome to TalkTalk Wi-Fi Hub Click to refresh

 TalkTalk Wi-Fi Hub	 Access control	 Internet connectivity	Status: Connected  DS: 40.0 Mbit/s US: 10.0 Mbit/s
---	---	--	---

 Ethernet	 Wi-Fi 2.4GHz	 Wi-Fi 5GHz
 <input type="text"/>	 <input type="text"/>	There are no connected devices

In the screenshot below a friendly device name can be set & an icon selected:-

Device Info | Port Forwarding | DMZ

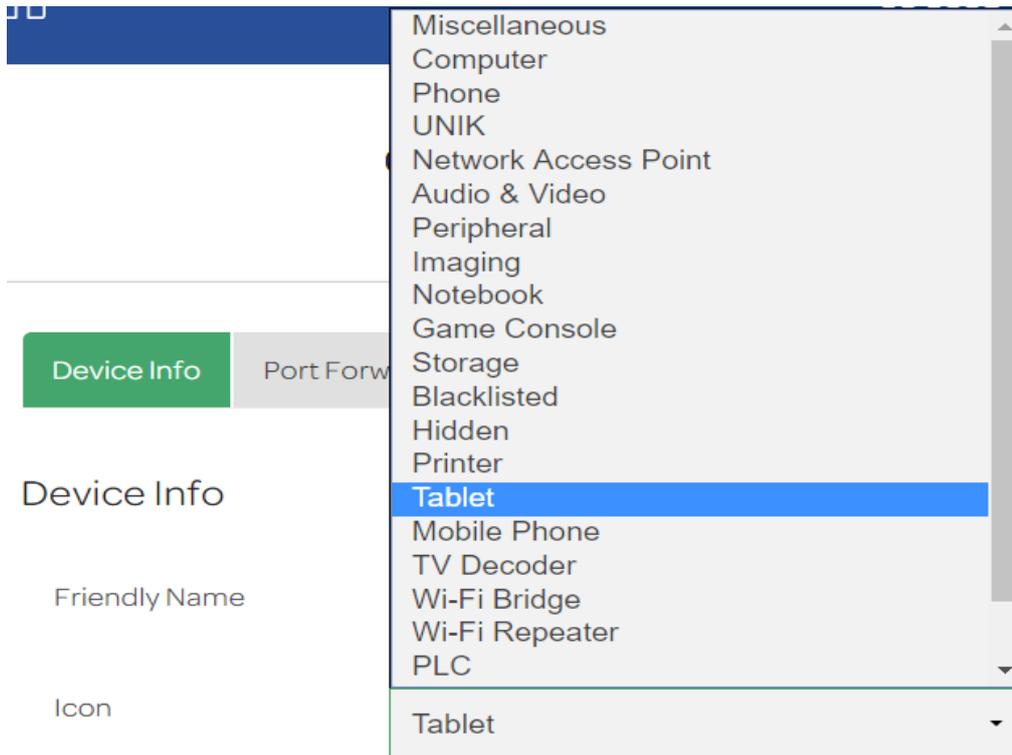
Device Info

Friendly Name	<input type="text"/>
Icon	Game Console
Location	<input type="text"/>
Hostname	<input type="text"/>
IP address	<input type="text"/>
MAC address	<input type="text"/>
Manufacturer	Huawei Technologies Co., Ltd

Continued on next page.

## TalkTalk Wi-Fi Hub (Sagemcom FAST 5364)

There seems to be a bug in the current firmware, as most of these icons are missing. The icons can be selected as shown:-



However the missing ones do not appear along side the icon selected in Device Info & are not displayed in the Dashboard etc.

The missing ones include:-

- Network Access Point
- Audio & Video
- Peripheral
- Imaging
- Game Console
- Storage (there but very faint)
- Blacklisted
- Printer
- TV Decoder
- Wi-Fi Bridge
- Wi-Fi Repeater
- PLC

# TalkTalk Wi-Fi Hub (Sagemcom FAST 5364)

## Wi-Fi Settings

Dashboard > See Wi-Fi Settings

### My Wi-Fi

Connectivity Status

 Status: **Enabled** Enable / disable Wi-Fi

<p>My Wi-Fi network</p> <p>██████████</p> <p><a href="#">Change network name</a></p>	<p>Wi-Fi password</p> <p>████████████████████</p> <p><a href="#">Change Wi-Fi password</a></p>
--	--

### Wi-Fi Bands

 Band 1 (2.4 GHz)

---

<p>Wireless network name</p> <p>██████████</p>	<p>Connected Devices</p> <p>1</p> <p><a href="#">View all devices</a></p>
--	---

 Band 2 (5 GHz)

---

<p>Wireless network name</p> <p>██████████</p>	<p>Connected Devices</p> <p>1</p> <p><a href="#">View all devices</a></p>
--	---

Need advanced settings?

We only recommend you adjust these settings if you have advanced internet experience.

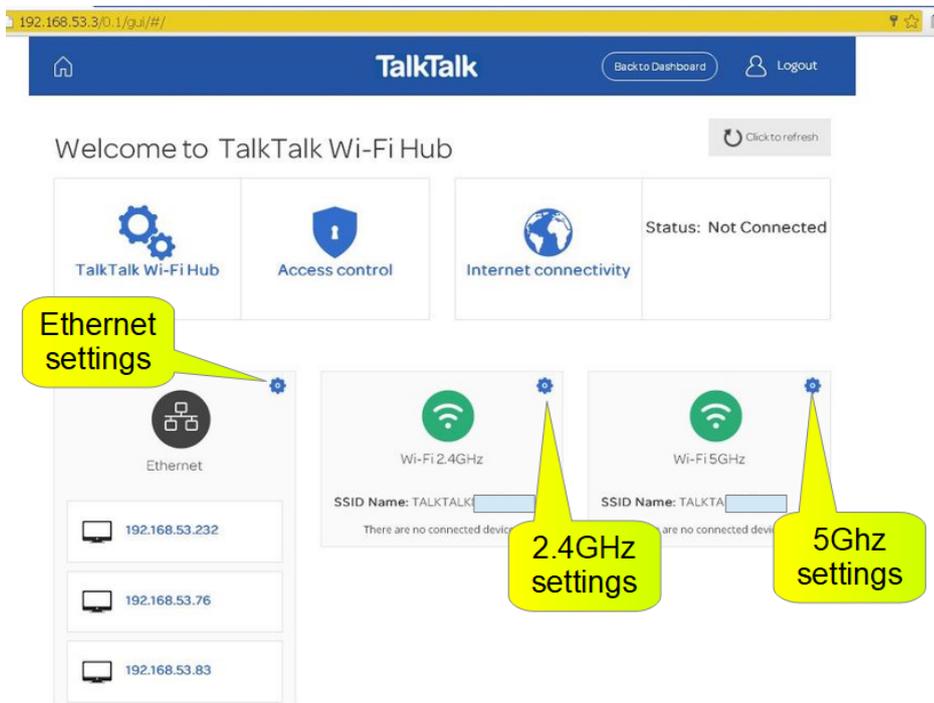
[Manage advanced settings](#)

## TalkTalk Wi-Fi Hub (Sagemcom FAST 5364)

### Ethernet & Wi-Fi settings

Dashboard > See Wi-Fi Settings > Manage Advanced Settings

On the dashboard there are three **Manage advanced settings** buttons (See **internet settings**, See **W-Fi settings** & **Manage my devices**) that all go to this TalkTalk Wi-Fi Hub:-



These settings in more detail:-

- [Ethernet settings](#)
- [2.4GHz Wi-Fi settings](#)
- [5GHz Wi-Fi settings](#)

The connected devices above can be individually clicked on displaying information about that device:-

- Editable friendly device name & selectable icon
- Descriptive location field
- Signal strength (Wi-Fi devices only)
- Link speed (Wi-Fi devices only)
- IP address
- MAC address
- Manufacturer

For each device there are green links for Device Info, Port Forwarding & DMZ.

# TalkTalk Wi-Fi Hub (Sagemcom FAST 5364)

## Ethernet Settings

Dashboard > See Wi-Fi Settings > Manage Advanced Settings > Ethernet gear icon

*This looks far more like a stats display*

Port 1	Port 2	Port 3	Port 4
Status: UP	Status: UP	Status: DOWN	Status: DOWN
Link speed: AUTO	Link speed: AUTO	Link speed: AUTO	Link speed: AUTO
Sent / Received	Sent / Received	Sent / Received	Sent / Received
Packets 129209 / <b>88238</b>	Packets 14364 / <b>3378</b>	Packets 0 / 0	Packets 0 / 0
Bytes 140,81 MB / <b>35,14 MB</b>	Bytes 3,83 MB / <b>1,87 MB</b>		
Errors 0 / 0	Errors 0 / 0		
Discarded Pkt 1 / 7	Discarded Pkt 0 / 0		
Unicast Pkt 128513 / <b>77828</b>	Unicast Pkt 2944 / <b>3363</b>		
Multicast Pkt 668 / <b>1349</b>	Multicast Pkt 2042 / <b>9</b>		
Broadcast Pkt 28 / <b>9061</b>	Broadcast Pkt 9378 / <b>6</b>		
Hide	Hide	Show More	Show More

## TalkTalk Wi-Fi Hub (Sagemcom FAST 5364)

### 2.4GHz Wi-Fi Settings

Here the SSID (network name), password, security modes (WPA2 etc) & channel settings can be changed within the 2.4Ghz band.

Dashboard > See Wi-Fi Settings > Manage Advanced Settings > Wi-Fi 2.4Ghz gear icon > Basic

Basic   WPS   Advanced   MAC Filter

---

Basic

Enable 2.4GHz Wireless

Status **UP**

SSID   Visible

Channel Selection    
Current Channel: 6

---

Security

Security    
 **WPA2 requires a 8-63 character password. Only the following characters can be used: a-z, A-Z, 0-9 and + \* % = - \_ !**

Password   Show Password

Confirm Password

Other tabs include:-

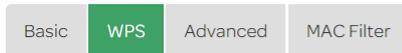
- [WPS](#)
- [Advanced \(Wi-Fi modes & Channel bandwidth MAC address filtering\)](#)
- [MAC address filtering](#)

See notes below on [Guard Interval](#) & [Band Steering](#).

## TalkTalk Wi-Fi Hub (Sagemcom FAST 5364)

### WPS

Dashboard > See Wi-Fi Settings > Manage Advanced Settings > Wi-Fi 2.4Ghz gear icon > WPS



#### WPS (Wi-Fi Protected Setup)

Enable WPS

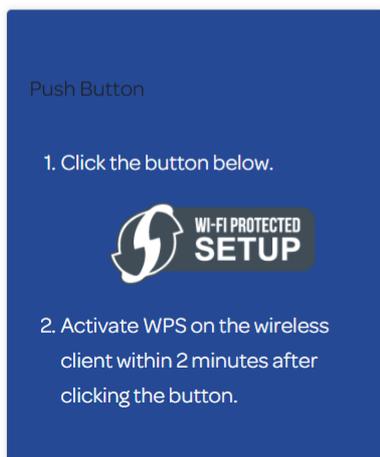


**i** If Wi-Fi Protected Setup is disabled here, the physical button on your router will also be disabled.

Cancel

Apply

Use one method below to connect your device using Wi-Fi Protected Setup.



### Connecting a device via WPS

Follow the instructions that came with your device about connecting using WPS. When the device tells you to press the WPS button, on this router please:-

- Press the WPS button on the back of the Wi-Fi Hub until the LED on the front of the Wi-Fi Hub starts flashing amber. There is a 2 minute time window now for the device to connect.
- When the device has connected to your Wi-Fi Hub, or the 2 minute period has expired without a connection taking place, the LED will turn solid white.

If the connection fails, the LED will flash amber again before returning to solid white. Wait until the LED turns solid white and then try to connect again.

## TalkTalk Wi-Fi Hub (Sagemcom FAST 5364)

### Advanced

Dashboard > See Wi-Fi Settings > Manage Advanced Settings > Wi-Fi 2.4Ghz gear icon > Advanced

Basic	WPS	Advanced	MAC Filter
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#### Advanced Configuration

Wireless Mode	Bandwidth
802.11b+g+n	20 MHz

Cancel	Apply
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# TalkTalk Wi-Fi Hub (Sagemcom FAST 5364)

## MAC Address Filtering

Dashboard > See Wi-Fi Settings > Manage Advanced Settings > Wi-Fi 2.4Ghz gear icon > MAC Filter

Basic WPS Advanced **MAC Filter**

### MAC Filter

MAC Filtering Mode

**i** Allow all: no filtering  
Allow: Allow access **only** for devices in table below  
Deny: Deny access for devices in table below

### Add Wi-Fi Devices

Device Name  MAC address

### Wi-Fi Control List

Device Name	MAC address	Options
-------------	-------------	---------

## TalkTalk Wi-Fi Hub (Sagemcom FAST 5364)

### 5GHz Wi-Fi Settings

Here the SSID (network name), password, security modes (WPA2 etc) & channel settings can be changed within the 5GHz band.

Dashboard > See Wi-Fi Settings > Manage Advanced Settings > Wi-Fi 5Ghz gear icon > Basic

Basic   WPS   Advanced   MAC Filter

---

Basic

Enable 5 GHz Wireless  ON

Status **UP**

SSID   Visible

Channel Selection  Note, the channel must be scanned before using it. The Wi-Fi may be unusable for about one minute

---

Security

Security  WPA2 requires a 8-63 character password. Only the following characters can be used: a-z, A-Z, 0-9 and + \* % = - \_ !

Password   Show Password

Confirm Password

Other tabs include:-

- [WPS](#)
- [Advanced \(Wi-Fi modes & Channel bandwidth\)](#)
- [MAC address filtering](#)

See notes below on [Guard Interval](#) & [Band Steering](#).

## TalkTalk Wi-Fi Hub (Sagemcom FAST 5364)

### WPS

Dashboard > See Wi-Fi Settings > Manage Advanced Settings > Wi-Fi 5Ghz gear icon > WPS

Basic **WPS** Advanced MAC Filter

WPS (Wi-Fi Protected Setup)

Enable WPS  ON

**i** If Wi-Fi Protected Setup is disabled here, the physical button on your router will also be disabled.

Cancel Apply

Use one method below to connect your device using Wi-Fi Protected Setup.

Push Button

1. Click the button below.



2. Activate WPS on the wireless client within 2 minutes after clicking the button.

### Connecting a device via WPS

Follow the instructions that came with your device about connecting using WPS. When the device tells you to press the WPS button, on this router please:-

- Press the WPS button on the back of the Wi-Fi Hub until the LED on the front of the Wi-Fi Hub starts flashing amber. There is a 2 minute time window now for the device to connect.
- When the device has connected to your Wi-Fi Hub, or the 2 minute period has expired without a connection taking place, the LED will turn solid white.

If the connection fails, the LED will flash amber again before returning to solid white.

Wait until the LED turns solid white and then try to connect again.

## TalkTalk Wi-Fi Hub (Sagemcom FAST 5364)

### Advanced

Dashboard > See Wi-Fi Settings > Manage Advanced Settings > Wi-Fi 5Ghz gear icon > Advanced

Basic WPS **Advanced** MAC Filter

#### Advanced Configuration

Wireless Mode: 802.11n+ac  
Bandwidth: 80 MHz  
Extension Channel: Auto

Cancel Apply

### 5GHz MAC Address Filtering

Dashboard > See Wi-Fi Settings > Manage Advanced Settings > Wi-Fi 5Ghz gear icon > MAC Filter

Basic WPS Advanced **MAC Filter**

#### MAC Filter

MAC Filtering Mode: Allow all

**i** Allow all: no filtering  
Allow: Allow access **only** for devices in table below  
Deny: Deny access for devices in table below

Cancel Apply

## **TalkTalk Wi-Fi Hub (Sagemcom FAST 5364)**

### **Guard Interval**

There is no option to configure the Guard Interval in the Wi-Fi settings. This is because, the router negotiates the GI with each device trying to connect to it. This is to give it the best Guard Interval (Long – 800ns Short 400ns) that the device can support. Do not forget that any theoretical link speed or data rate quoted in specifications (e.g. 1.73Gbps or 867Mbps) are based on a 400ns GI plus 80MHz channel bandwidth.

### **Band Steering**

The hub supports band steering by default, but it cannot be disabled, or the mode of operation be changed within the UI currently.

The purpose of this facility is to automatically move any 5GHz capable devices from the 2.4Ghz band into the 5GHz band. This is designed to reduce the number of clients that need to connect on the 2.4GHz band. In addition it means that any 5GHz devices are running at their full potential (other factors & configuration allowing).

If you want to use this facility, the SSIDs of each band must be identical (e.g. both set to “MySSID” or whatever name you use).

If you want to disabled it, you can, by setting the two SSIDs different. In line with normal recommendations:-

MySSID  
MySSID5G

**Note:** if the Wi-Fi mode used by the device is not supported in the 5GHz band at the time it connects, even if this is later changed, the device will not switch to the 5GHz band until it is disconnected & reconnected.

For example, if a dual band 802.11n device connects to the router, where the 5GHz band is set to 802.11ac only, then it will remain in the 2.4GHz band. If mixed mode was enabled in the 5GHz band using say 802.11n & ac, the device will still remain in the 2.4GHz band until disconnected & subsequently reconnected.

# TalkTalk Wi-Fi Hub (Sagemcom FAST 5364)

## DHCP & LAN Settings

Dashboard > See Wi-Fi Settings > Manage Advanced Settings > TalkTalk WiFi hub > DHCP

The router's IP address & the DHCP server's IPv4 address pool (address range) can be set here.

Device Info	<b>DHCP</b>	Light control	DNS	DynDNS	Route	Maintenance
-------------	-------------	---------------	-----	--------	-------	-------------

### LAN / DHCP

Hostname	ttrouter
IP address	<input type="text" value="192.168.1.1"/>
Subnet Mask	<input type="text" value="255.255.255.0"/>

### DHCP

Enable	<input checked="" type="checkbox"/> ON
IPv4 Pool Start	<input type="text" value="192.168.1.10"/>
IPv4 Pool End	<input type="text" value="192.168.1.254"/>

### LAN / DHCP IPv6

#### LAN IPv6 Address Settings

Lan IPv6 Address	<input type="text" value=""/> /64
------------------	-----------------------------------

#### Address Autoconfiguration Settings

Enable automatic IPv6 address assignment	<input type="checkbox"/> Disabled
--	-----------------------------------

## TalkTalk Wi-Fi Hub (Sagemcom FAST 5364)

### DHCP Reserved IP Addresses

This function may come in later firmware release

### DNS servers handed out by DHCP for local clients

Dashboard > See Wi-Fi Settings > Manage Advanced Settings > TalkTalk Wi-Fi Hub > DNS

This is where the DNS servers hand out by the **router's DHCP server** to the attached local clients can be changed. This is **NOT** where Google DNS, openDNS or any other network DNS servers should be set, they belong in the internet configuration of the router.

**Warning:** unless you have a good IP networking knowledge these should be left at their default of 192.168.1.1:-



### Static DNS Server Configuration

Enable

ON



Primary DNS Server

192.168.1.1

Secondary DNS Server

# TalkTalk Wi-Fi Hub (Sagemcom FAST 5364)

## Firewall

Dashboard > See Wi-Fi Settings > Manage Advanced Settings > Access Control > Firewall

Note that by default the router does not respond to pings. This is externally, it responds to pings like this OK from the internal network.

Port Forwarding **Firewall** DMZ User

Firewall

Respond To Ping  OFF

Level Low **Medium** High Custom

LAN->WAN	Allow all
WAN->LAN	Block all below <ul style="list-style-type: none"><li>• NETBIOS</li></ul>

Cancel Apply

## TalkTalk Wi-Fi Hub (Sagemcom FAST 5364)

### DDNS

Dashboard > See Wi-Fi Settings > Manage Advanced Settings > TalkTalk Wi-Fi hub > DynDNS

The tab name will hopefully be changed in the near future to DDNS to remove any confusion that it only supports the DynDNS DDNS provider.

Select a provider from the list below:-



### Dynamic DNS Client

Enable	<input checked="" type="checkbox"/> ON
Status	Disabled
Provider	<div style="border: 1px solid #ccc; padding: 5px;"><p>DynDNS ▾</p><p>Select</p><p>DtDNS</p><p>DynDNS</p><p>NoIP</p><p><b>changeip.com</b></p><p>easydns.com</p><p>zoneedit.com</p><p>updates.dnsomatic.com</p></div>
Username	
Password	
Hostname	

**Note:** it is possible to use DuckDNS, but it is a bit involved. It's supported via dns-o-matic using the option above of:-

updates.dnsomatic.com

This is a free dynamic DNS proxy service. You would need to sign up to dns-o-matic, then configure the router to use that. Finally you add duckdns as a service via your dns-o-matic account.

<https://dnsomatic.com>

The same applies for many many more dynamic DNS services. I have fully tested DuckDNS via dnsomatic.com & can provide configuration details upon request.

## TalkTalk Wi-Fi Hub (Sagemcom FAST 5364)

### Port Forwarding

There are two ways to go into Port Forwarding

#### Method 1

Go to:-

Dashboard > My Devices

Click on the device that you wish to forward to.

Click on Port Forwarding

Click Add Rule

This will populate the **Internal Host** box of the **Add Rule** screen with that device's IP address.

#### Method 2

Dashboard > See Wi-Fi Settings > Manage Advanced Settings > Access Control > Port Forwarding

Add Rule > Add Rules Manually

The screenshot displays the TalkTalk Wi-Fi Hub interface. At the top, there is a blue header with the TalkTalk logo, a 'Back to Dashboard' button, and a 'Logout' button. Below the header, the 'Access Control' section is visible, with a status indicator for 'Internet: Disconnected'. The main content area shows the 'Port Forwarding' settings page. It includes tabs for 'Port Forwarding', 'Firewall', 'DMZ', and 'User'. Under 'Port Forwarding', there are sub-tabs for 'Add Rule' and 'Games & Applications'. The 'Add Rule' sub-tab is active, showing the 'Port Forwarding' settings. The 'Enable UPnP IGD' option is set to 'OFF'. The 'Advertisement Period' is set to 1800, and the 'Advertisement TTL' is set to 4. An orange information box at the bottom of the settings area states: 'UPnP IGD allows games, peer-to-peer, remote assistance or others applications to automatically create port forwarding rules. This option can create a risk for the security of your local network, check list of rules in table below.' An 'Apply' button is located at the bottom right of the settings area.

## TalkTalk Wi-Fi Hub (Sagemcom FAST 5364)

Irrespective of the method used to arrive at the Add Rule Manually screen, the following fields need to be completed:-

Add Rules Manually

**i** Use '-' character to enter a range of ports :XXX-XXX

Custom service name	<input type="text" value="Test"/>		
Service	<input type="text" value="Other"/>	Protocol	<input type="text" value="TCP"/>
External host	<input type="text" value="*"/>	External Port	<input type="text" value="80"/>
Internal host	<input type="text" value="192.168.1."/>	Internal Port	<input type="text" value="80"/>

Parameter	Notes
Custom service name	A unique name of your choice used to identify this port forwarding rule
Service	Set to any of the predefined port forwarding scenarios where specified ports are already set for the user.  To forward a non standard port select <i>Other</i> as the service & complete the port ranges & protocol as required.  Port ranges enter the first and last port in range separate with a dash (-), example port 5001 to 5100 enter 5001-5100
External host	Leave blank unless it is required to restrict access from just one IP address or domain.
Internal & External ports	To include a range of contiguous ports use the hyphen character, e.g. 33045-33048
Internal Host	The IP address of the device that ports are to be forwarded to.

**Note 1:** this router unlike the HG633 does not require port translation when forwarding TCP port 80.

**Note 2:** to overcome the problem of public (WAN) IP address changes, you should also use a DDNS provider that is supported by the router. See this section on [DDNS](#).

## TalkTalk Wi-Fi Hub (Sagemcom FAST 5364)

### Port Forwarding status

A summary list of any configured port forwarding rules can be seen at the bottom of the page:-

Enable	Service	Protocol	External host	Internal host	External Port	Internal Port	Options
<input checked="" type="checkbox"/> ON		TCP	*		1024	8081	 
<input type="checkbox"/> OFF	Test	TCP	*		80	80	 
<input type="checkbox"/> OFF	Test-5010t...	TCP	*		5010 - 5011	5010 - 5011	 

The status of a rule can be **On** or **Off** in the **Enable** column. Each rule can be edited or deleted via the icons in the **Options** column.

**Note1:** if you arrived at the port forwarding via Dashboard > My Devices, then clicked on the the device to be forwarded to, you will only see the summary of rules applicable to that device. Any rules for other devices will not be seen in that summary.

**Note2:** if you have a TalkTalk TV YouView box you will probably see the same rule as above (it may not always be the first rule) that forwards external 1024 to internal 8081 with the IP address of the YouView box. It is not always displayed, it would seem to add it whenever it is required.

### Port forwarding testing

This works well, ports 80 & 443 do not need to be translated at all, unlike the HG633. When opening a range of ports, testing each port is individually forwarded. For instance if 5010-5011 are forwarded, with 5010 closed & 5011 open on a PC, a port checker site reports 5010 closed & 5011 open.

## TalkTalk Wi-Fi Hub (Sagemcom FAST 5364)

### DMZ

Dashboard > See Wi-Fi Settings > Manage Advanced Settings > Access Control > DMZ

Select a known device from the local host dropdown, or leave it set at other & type in its IP address in the field to the left of it:-

Port Forwarding Firewall **DMZ** User

DMZ

 Activate DMZ on a device to make it reachable from Internet.

Enable

**ON**

Local host

Other 

Cancel Apply

## TalkTalk Wi-Fi Hub (Sagemcom FAST 5364)

### Device Info

Dashboard > See internet settings > Manage advanced settings > TalkTalk WiFi Hub > Device Info > General

This gives all sorts of information about the router.

### Device



#### Device Info

Cable Modem Serial Number	N7180884N003110
Hardware Version	FAST5364 3.00
Software Version	SG4K10001400t
GUI Version	1.152.6
System Up Time	02h39m22s
Cable Modem MAC Address	34:6B:46:B9:1E:C8

Note that the firmware version is called the Software version on this router. It can also be seen at the bottom left of every page, as well as on the router login screen:-



## TalkTalk Wi-Fi Hub (Sagemcom FAST 5364)

### Network addresses

#### Network

Local IPv4 Address	192.168.1.1
Local Subnet Mask	255.255.255.0
Local Ethernet Mac address	[REDACTED]
Public IPv4 Address	[REDACTED]
Public Subnet Mask	255.255.240.0
Default Gateway	88.104.224.1
Primary DNS Server	79.79.79.79
Secondary DNS Server	79.79.79.80

The Public IPv4 address (WAN IP address) can also be seen on the top right of some pages:-



### Wi-Fi basic statistics

#### Wi-Fi

2.4 GHz Wi-Fi SSID	[REDACTED]
Status	Enabled
Uptime	03h10m30s
MAC address	[REDACTED]
Mode	802.11 b,g,n
Security	WPA2 Personal

5.0 GHz Wi-Fi SSID	[REDACTED]
Status	Enabled
Uptime	03h29m57s
MAC address	[REDACTED]
Mode	802.11 n,ac
Security	WPA2 Personal

## TalkTalk Wi-Fi Hub (Sagemcom FAST 5364)

### DSL statistics (Fibre [VDSL] or ADSL)

xDSL

Status	UP
Connection Time	06h03m29s
Link Status	UP
Standard	VDSL2 (G_993_2_ANNEX_B)
Line Encoding	DMT
Link encapsulation	ATM (G_992_3_ANNEX_K_ATM)

	Downstream	Upstream
Actual Rate [Kbps]	40000	9997
Maximum Rate [Kbps]	83988	9997
Noise Margin [dB]	0.00	6.00
Attenuation [dB]	8.20	0.00
Power [dBm]	14.20	7.80

## TalkTalk Wi-Fi Hub (Sagemcom FAST 5364)

### System Options

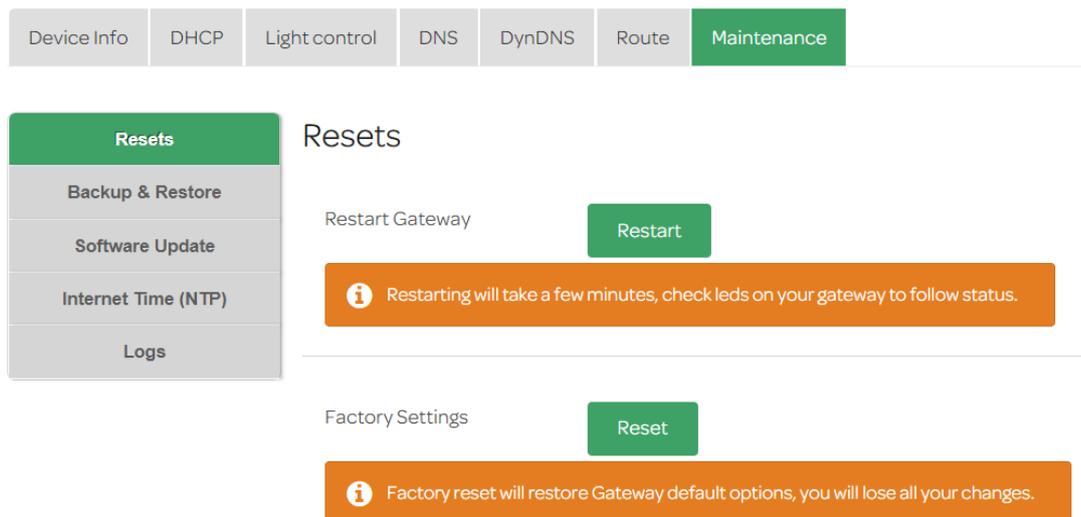
Dashboard > See internet settings > Manage advanced settings > TalkTalk WiFi Hub > Maintenance

From here there are the following tabs:-

- [Resets](#)
- [Backup & Restore](#)
- Software Update
- [Internet Time \(NTP\)](#)
- [Logs](#)

### Resets

Dashboard > See internet settings > Manage advanced settings > TalkTalk Wi-Fi Hub > Maintenance > Resets



Device Info | DHCP | Light control | DNS | DynDNS | Route | Maintenance

Resets

Restart Gateway

**i** Restarting will take a few minutes, check leds on your gateway to follow status.

Factory Settings

**i** Factory reset will restore Gateway default options, you will lose all your changes.

## TalkTalk Wi-Fi Hub (Sagemcom FAST 5364)

### Backup & Restore

Dashboard > See internet settings > Manage advanced settings > TalkTalk Wi-Fi Hub > Maintenance > Backup & Restore

Device Info | DHCP | Light control | DNS | DynDNS | Route | **Maintenance**

Resets  
**Backup & Restore**  
Software Update  
Internet Time (NTP)  
Logs

#### Backup

Backup Configuration

---

#### Restore

Choose File

Restore Configuration

### Internet Time (NTP)

Dashboard > See internet settings > Manage advanced settings > TalkTalk Wi-Fi Hub > Maintenance > Internet Time NTP

Device Info | DHCP | Light control | DNS | DynDNS | Route | **Maintenance**

Resets  
Backup & Restore  
Software Update  
**Internet Time (NTP)**  
Logs

#### Internet Time (NTP)

Status	Synchronized
Gateway Time	22/05/2018 - 13:43:58 (UTC +01:00)
First Server	<input type="text" value="0.ntp.talktalk.net"/>
Second Server	<input type="text" value="1.ntp.talktalk.net"/>
Time Zone	<input type="text"/>

Cancel Apply

# TalkTalk Wi-Fi Hub (Sagemcom FAST 5364)

## System Log

Dashboard > See internet settings > Manage advanced settings > TalkTalk Wi-Fi Hub > Maintenance > Logs

Currently there are no quick ways to navigate the logs, only page by page & no way to send this to a syslog server.

Device Info | DHCP | Light control | DNS | DynDNS | Route | **Maintenance**

Resets  
Backup & Restore  
Software Update  
Internet Time (NTP)  
**Logs**

### Operator Logs

*i* This page allows you to view the Operator Log.

Configuration

Severity:

**Apply**

Date/Time	Severity	Module	Message
01.01.2013 00:00:15	Info	SYS	A Factory Default reset has been performed
01.01.2013 00:00:15	Info	SYS	The Modem has successfully powered up
01.01.2013 00:00:16	Info	WIFI	Channel: (0/1) Channel Hopping initiated/Manually
01.01.2013 00:00:15	Info	SYS	The Modem has successfully powered up
01.01.2013 00:00:15	Info	WIFI	Channel: (0/1) Channel Hopping initiated/Manually initiated
01.01.2013 00:00:15	Info	WIFI	Channel: (0/36) Channel Hopping initiated/Manually initiated
01.01.2013 00:00:19	Info	WIFI	WLAN has been activated (TALKTALK [REDACTED]) (band : 2.4GHz).

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