

Thomson ST585(v6)

Installation and Setup Guide

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About this Installation and Setup Guide

Symbols Used



A **note** provides additional information about a topic.



A **caution** warns you about potential problems or specific precautions that need to be taken.

Terminology

Generally, the Thomson ST585_(v6)(i) will be referred to as Thomson Gateway in this Installation and Setup Guide.

Typographical Conventions

Following typographical convention is used throughout this manual:

- > **Sample text** indicates a hyperlink.
Example: For more information, visit us at www.thomson-broadband.com.
- > **Sample text** indicates an important content-related word.
Example: To enter the network, you **must** authenticate yourself.
- > **Sample text** indicates a GUI element (commands on menus and buttons, dialog box elements, file names, paths and folders).
Example: On the **File** menu, click **Open** to open a file.

Documentation and software updates

Thomson continuously develops new solutions, but is also committed to improving its existing products.

For suggestions regarding this document, please contact documentation.speedtouch@thomson.net.

For more information on Thomson's latest technological innovations, documents and software releases, visit us at <http://www.thomson-broadband.com>.

1 Introducing the Thomson Gateway

Introduction

In a minute you will be able to access the Internet using your Thomson Gateway.

This Installation and Setup Guide will show you how to set up your Thomson Gateway and how to connect a computer or a Local Area Network (LAN) to the Internet.

Identifying your Thomson Gateway

The label on the bottom of your Thomson Gateway informs you about the Thomson Gateway's:

- > Product name
- > Model number
- > Serial number
- > Power requirements



Do not remove or cover the label.

DSL variants

The Thomson Gateway comes in two ADSL variants:

- > POTS: The Thomson ST585_(v6) connects to an analogue Plain Old Telephone Service (POTS) line.
- > ISDN: The Thomson ST585_(v6) connects to an Integrated Service Digital Network (ISDN) line, enabling residences with an ISDN line to use the ADSL service.

The ... variant	supports ...
POTS	ADSL
	ADSL2
	ADSL2+
	RE-ADSL
ISDN	ADSL
	ADSL2
	ADSL2+

You can easily identify your variant by checking the product name printed on the label on the bottom of your Thomson Gateway.



Only use the Thomson Gateway variant which is appropriate for the DSL service provided to your premises.

2 Basic Installation

Before you begin

Make sure you read the safety instructions and regulatory notices first. You can find the safety instructions on the Setup CD (see “2.2 Installing your Thomson Gateway” on page 7). They may also be provided as a printed booklet.

ADSL service

The ADSL service must be up and running on your telephone line.

If both conventional telephone and ADSL service are simultaneously available from the same copper pair, you will need a central splitter or distributed filters for decoupling ADSL and telephone signals.



Public telephone lines carry voltages that can cause electric shock. Only try to set up splitter/filters that have been designed to be installed by unqualified personnel. For further assistance, contact your Internet Service Provider.

Computer requirements

- > To connect computer(s) via Ethernet, make sure the computer(s) are equipped with an Ethernet network interface card (NIC).
- > For wireless networking, you will need a wireless 802.11 b/g compatible client adapter for each computer you intend to connect wirelessly.

Wireless client adapters

You can use one of the following wireless client adapters:

- > Thomson ST110g CardBus
- > Thomson ST121g USB adapter
- > Thomson ST122g USB adapter
- > Any other Wi-Fi certified WLAN client

Internet connection details

You need the following connection details from your Internet Service Provider (ISP):

- > Your ISP's method for connecting to the Internet (for example PPPoE)
- > The VPI/VCI (for example 8/35)
- > Your user name and password to connect to the Internet

You must have received this information when you subscribed to DSL at your Internet Service Provider (ISP). You will be prompted for this information at a given step in the installation procedure.

2.1 Mounting your Thomson Gateway

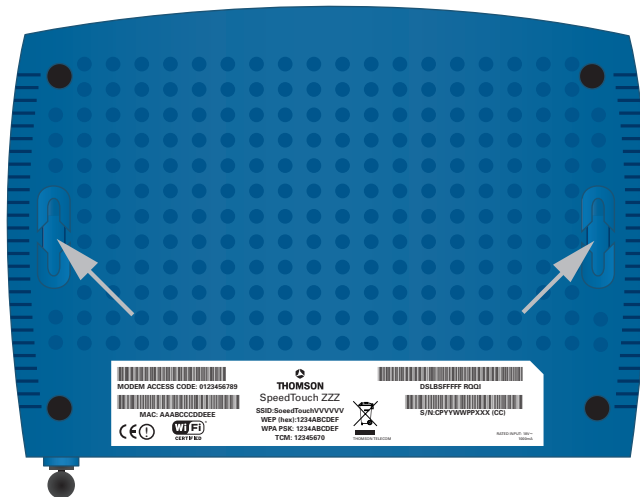
Setup possibilities

You can mount the Thomson Gateway on a wall or simply place it on a desk.

Wall mount

Proceed as follows to mount the Thomson Gateway on a wall or other vertical surface:

- 1 Drill two holes in the wall or other vertical surface where you want to place the Thomson Gateway.
- 2 Fasten two screws in the wall holes. The screws should protrude five millimetres from the surface of the wall.
- 3 Attach your Thomson Gateway on the wall using the two mounting slots on the bottom.



If you install the Thomson Gateway onto plasterboard, use dowels to secure the screws. Otherwise the strain of the cables connected to the Thomson Gateway rear panel connectors could pull the Thomson Gateway from the wall.

2.2 Installing your Thomson Gateway

Internet connectivity setup

There are different ways to set up your Thomson Gateway. The best way depends on your operating system.

If you use the following operating system	the recommended way to set up your Thomson Gateway is
Microsoft Windows (98 SE, Millennium, 2000 or XP)	the Home Install Wizard, as described in "2.2.1 Guided Installation" on page 8.
Mac OS X, provided you use a wired connection to your Thomson Gateway	
Any operating system (provided you have IP connectivity)	the Easy Setup, as described in "2.2.2 Manual Installation" on page 16.
Mac OS X, wirelessly connected to your Thomson Gateway and provided you have IP connectivity	

2.2.1 Guided Installation

Introduction

On the CD, a Quick-Install Wizard is provided that will guide you through the first installation and setup of your Thomson Gateway.

The Quick-Install Wizard will:

- > Provide important safety and regulatory information.
- > Show you how to make the necessary connections to your Thomson Gateway.
- > Show you how to turn on your device.
- > Prepare you to smoothly run the Thomson Gateway Home Install Wizard.

The subsequent Home Install Wizard will then prepare your Thomson Gateway and your local computer(s) to connect to the Internet.

The Home Install Wizard will:

- > Guide you through connecting your computer(s) to your Thomson Gateway.
- > Prepare the Thomson Gateway to connect to the Internet.



You need administrative rights to run the applications on the Setup CD on a Microsoft Windows 2000 or XP operating system, or Mac OS X computer.

Connecting the cables: wait!

Do not plug in any cables until you are prompted to do so by the Quick-Install Wizard and/or the Home Install Wizard.

Starting the CD for the first time

To start the Thomson Gateway Setup:

- 1 Insert the Setup CD into your computer's CD-ROM or DVD-ROM drive.
 - Microsoft Windows: The CD should autostart.



If not, see "The Thomson Gateway CD does not start automatically" on page 35.

- Mac OS X: Double-click **Menu** in the window with the content of the CD.
- 2 Select the language of your choice and click **OK**.
- 3 The procedure continues with the Quick-Install Wizard.
Proceed with "Quick-Install Wizard" on page 8.

Quick-Install Wizard

The Quick-Install Wizard guides you through the first setup of your Thomson Gateway.

- 1 On the **Welcome** page, click **Next** to continue.



If you ran the CD on this computer before, the Quick-Install Wizard is not shown; the CD menu appears instead (see "2.3 The Setup CD" on page 18 for more information).

- 2 Select your Thomson Gateway from the list of supported devices and click **Next**.



The Thomson Gateway Safety Instructions and Regulatory Notices are displayed.



A product picture helps you to easily identify your Thomson Gateway. If you are not sure what device you have, check the label on the bottom of your Thomson Gateway.

- 3 Scroll down and read all the instructions carefully, select **I have read and I fully understand the Safety Instructions and Regulatory Information** to confirm your reading, and then click **Next**.



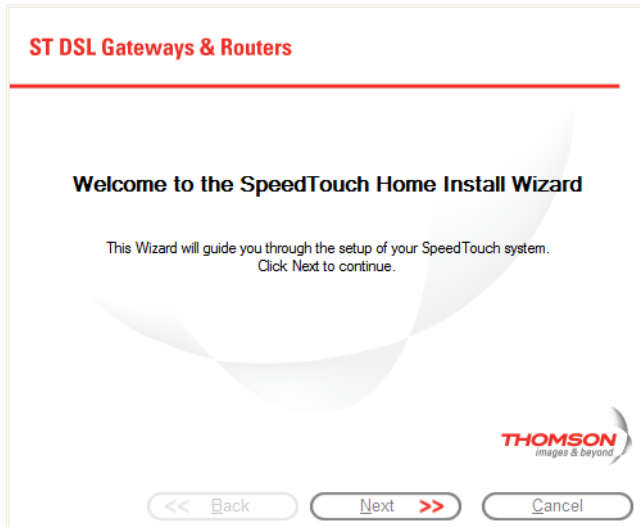
Your Thomson Gateway is designed and tested to meet the latest safety standards. However, to ensure safe use of this product, it is important that you carefully read and comply with the Safety Instructions and Regulatory Notices shown and/or available in the Safety and Regulatory booklet before you install the Thomson Gateway.

- 4 Subsequent screens guide you through the preliminary hardware setup of your Thomson Gateway. Follow all the instructions carefully and click **Next** each time you are ready to proceed.
- 5 Click **Set up my THOMSON ST** to continue.
- 6 The procedure continues with the Home Install Wizard. Proceed with " Home Install Wizard" on page 10.

Home Install Wizard

The Home Install Wizard guides you through your local network connections and prepares the Thomson Gateway to connect to the Internet. Proceed as follows:

- 1 On the **Welcome** page, click **Next** to continue.



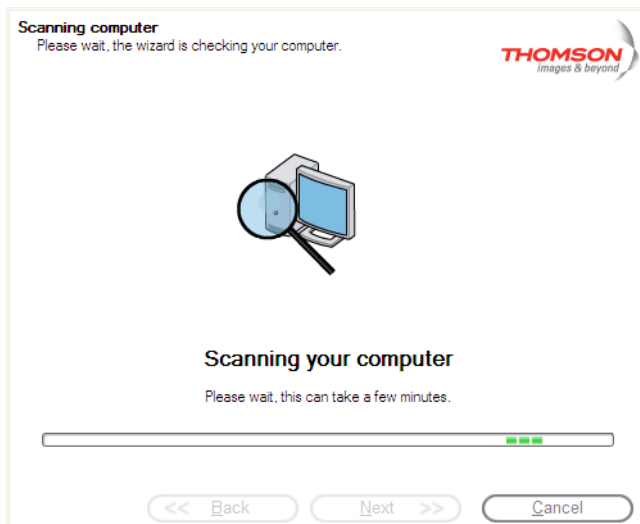
The **Software License Agreement** window appears.

- 2 You must accept before continuing. Click **Yes** to accept.



If you accepted the Software License Agreement in a previous configuration setup, this window will not be shown.

The Home Install Wizard checks your system and invites you to connect the Thomson Gateway to your computer.



3 Make one of the following connections:

- Connect the yellow RJ-45 Ethernet cable to the yellow (indicated) Ethernet port on your Thomson Gateway and the other end to the computer's Ethernet port.
- For wireless networking, plug a wireless card or adapter into your computer.



In case of problems or for advanced information, see "2.5.1 Wireless Setup" on page 22.

4 Once the hardware is installed and connected to the Thomson Gateway, the procedure continues with configuring your Internet connection.



If the wizard does not detect a connection, an error message will be displayed. Refer to "The wizard does not detect a connection" on page 35.

Proceed with "Configuring the Internet connection" on page 12.

Configuring the Internet connection

Proceed as follows:

- 1 If prompted, enter the **User name** and **Password** for your Thomson Gateway security settings and click **OK**.



The factory default user is 'Administrator' and its password is blank. It is advisable to specify another user name and password during the configuration procedure to protect your Thomson Gateway from security violation. See "2.6 Basic Security" on page 24 for more information.

- 2 Select the appropriate **Region**, **Provider** and **Service** for your Internet connection as specified by your Internet Service Provider and click **Next**.

Internet Service Provider
Select the region, provider and service of your DSL account. You should have received this information from your Internet Service Provider.

Region:
Any

Provider:	Service:
Basic	Bridge
Expert	Routed PPP

Have Disk...

Description
Connecting to Internet using bridged connection. This allows you to connect to the Internet transparently through your DSL gateway.

<< Back Next >> Cancel

- 3 Your connection to the Internet connectivity is set up:
 - Select the **VPI/VCI** - and, if required, the **Connection Type** - as specified by your Internet Service Provider and click **Next**.
 - Enter the **User Name** and **Password** for your Internet account settings as specified by your Internet Service Provider and click **Next**.
- 4 The procedure continues with some additional configurations.
Proceed with "Configuring the Thomson Gateway (and your computer)" on page 13.

Configuring the Thomson Gateway (and your computer)

Proceed as follows:

- 1 Depending on the selected service profile and your ISP's requirements, you may have to fill in some additional settings during the Home Install Wizard, like Dynamic DNS Service, Time Configuration or other.
Enter the information provided by your ISP and click **Next** whenever requested.
- 2 To protect the wireless connections to your Thomson ST, move the slide control to the desired security mode.



The following security modes to secure traffic between the Thomson Gateway and connected wireless stations are available:

- **Low**, which implies in fact that no security measures are taken at all.
- **Medium**, implying that traffic is encrypted by means of a static encryption key (WEP).
- **High**, providing the highest security standard available (WPA) for encrypting all wireless traffic.



For an overview of all Thomson Gateway wireless security features, see "Securing your wireless network" on page 24.

- 3 Provide a user name and password to protect your Thomson Gateway from unauthorised access. Each time a user wants to access a Thomson Gateway management interface, the user will be prompted to provide this user name and password before access is granted.

Access Control

Specify user name and password to prevent unwanted access to the SpeedTouch management interface.



User Name
Enter a user name.

Password
Enter a password.

Confirm Password
Re-enter the password.

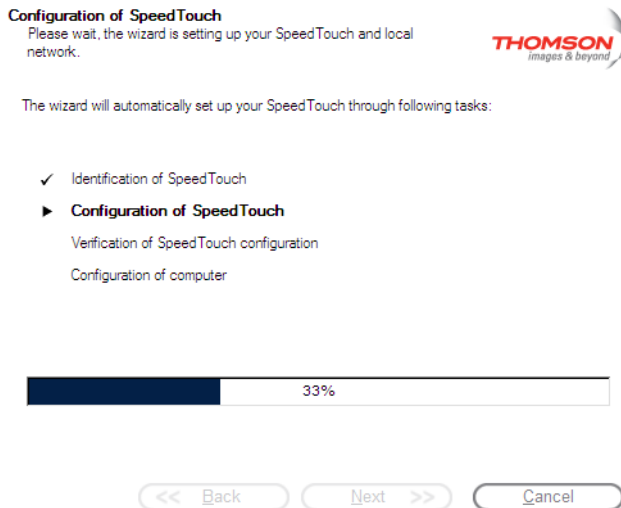
Click **Next** to continue.

- 4 The procedure continues with the final steps of configuring your Thomson Gateway and your computer. Proceed with " Finishing the Home Install Wizard" on page 15.

Finishing the Home Install Wizard

The Home Install Wizard will configure the Thomson Gateway and your computer according to the service profile. Proceed as follows:

- 1 You can follow the configuration progress in following window:



- 2 Click **Finish** to close the wizard.

The following steps will happen automatically:

- After some seconds, the Internet LED on your Thomson Gateway will be lit green to indicate Internet connectivity. If not, refer to “4.2 LED Diagnostics” on page 31. If needed, you can test your Internet connection as described in “Testing your Internet Connection” on page 33.
- The CD Menu is displayed. See “2.3 The Setup CD” on page 18 for more information.
- You are redirected to the embedded Thomson Gateway pages automatically (unless you cleared the **http://dsldevice.lan** check box in the last window of the Home Install Wizard). These pages allow you to configure the Thomson Gateway firewall, Thomson Gateway settings, your wireless access point settings, and so on. See the User’s Guide for more information.

More on IP settings

In most cases, the computer’s networking interface used during the Home Install Wizard procedure will be configured for obtaining its IP configuration dynamically. This is the most convenient configuration and should not be changed.



For fixed or advanced IP configurations, please follow the instructions of your ISP.

2.2.2 Manual Installation

Web-based Easy Setup

With the help of the Easy Setup, your Internet connection is set up in a few clicks.

The Easy Setup is Operating System independent.

Preconditions

Make sure that:

- > Your Thomson Gateway is correctly set up and turned on.
- > Your computer is connected to the Thomson Gateway. In case of a wireless connection, a wireless client adapter has to be installed on your computer and correctly configured to connect to your Thomson Gateway.



See "Wiring" on page 20 for a comprehensive overview of all Thomson Gateway connections.

- > Your host computer is configured as DHCP client or with a valid fixed IP address. For more information, refer to the Help of your browser.



In case of problems, you can give the host computer a fixed IP address in the same subnet as your Thomson Gateway (If the Thomson Gateway is in its default settings, that is an address between 192.168.1.1 and 192.168.1.253). In case you use fixed IP addresses, the Thomson Gateway has to be configured as DNS server.

- > Your Web browser is not using a proxy server. For more information, see "Disable proxy server" on page 40.

HTTP intercept

Proceed as follows:

- 1 Open a Web browser. Browse to an arbitrary Web site, for instance <http://www.thomson-broadband.com>. As long as no Internet connection has been set up, you will be automatically redirected to the Thomson Gateway **Welcome** page.

Welcome...

Congratulations on purchasing this SpeedTouch residential gateway.

You are currently not connected to the Internet, click on the task below to continue.

> [Set up my SpeedTouch](#)

<http://www.google.com/ig?hl=en>



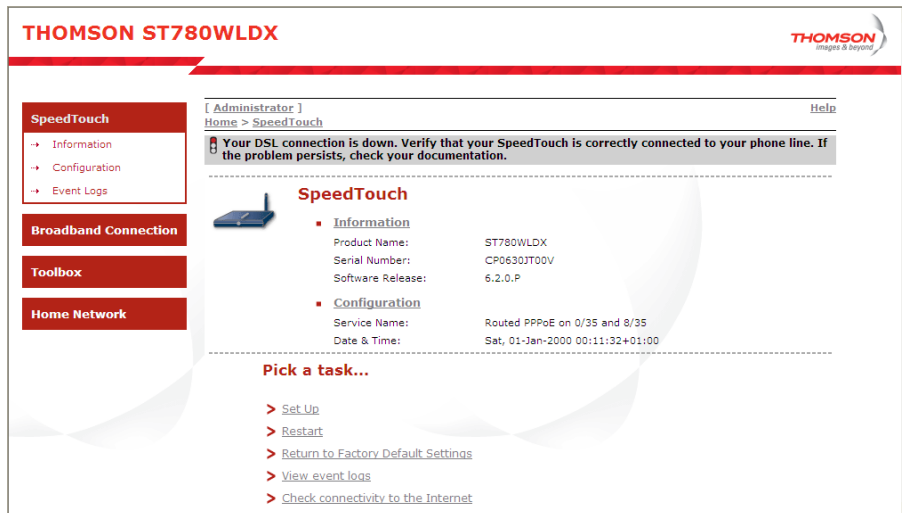
If you are not redirected automatically, go to "Starting the Easy Setup wizard" on page 17.

- 2 Click **Set up my SpeedTouch** to start the Easy Setup wizard.
- 3 Proceed with "Using Easy Setup" on page 17.

Starting the Easy Setup wizard

You can also start the Easy Setup wizard from within the embedded Web pages. Proceed as follows:


- 1 Browse to the Thomson Gateway pages on <http://dsldevice.lan> or on its IP address, 192.168.1.254 by default).
- 2 In the menu, click **SpeedTouch**.



- 3 In the **Pick a task** list, click **Set Up**.

Using Easy Setup

In the Easy Setup wizard:

- 1 Click **Next** to proceed. If for some reason you want to abort the wizard, click **Cancel**.
- 2 Choose the **Service** provided by your ISP (Router or Bridge) and click **Next**.
- 3 Select the appropriate **VPI/VCI** - and, if required, the **Connection Type** (PPPoE or PPPoA) - provided by your ISP, and then click **Next**.
- 4 For a Routed service, fill in the Internet Account settings (**PPP user name** and **password**) provided by your ISP, and then click **Next**.
- 5 Fill in a **Security user name** and **Password** for your Thomson Gateway.
 The factory default user is 'Administrator' and its password is blank. It is advisable to specify another Administrator user name and password to protect your Thomson Gateway from security violation, as described in "2.6 Basic Security" on page 24.
- 6 In the next window you can review your settings, before starting the configuration of your Thomson Gateway. If something is missing or incorrect, click **Back**. To confirm your settings, click **Start**.
- 7 Wait until the configuration is finished, and then click **Finish**.

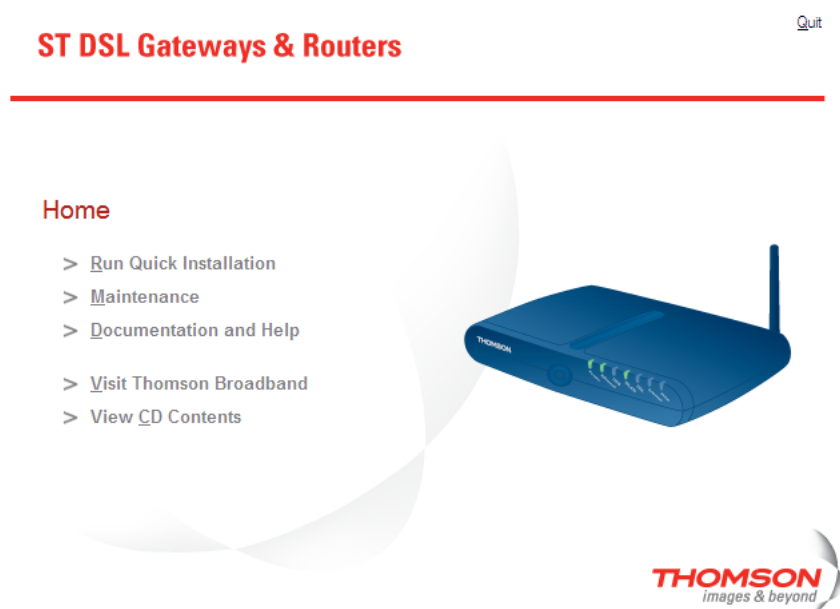
2.3 The Setup CD

Setup CD

Your Thomson Gateway comes with a Setup CD. If you insert the Setup CD into a Microsoft Windows PC or Mac OS X computer, an intuitive CD Menu guides you through the features and contents of the Setup CD and allows you to easily browse for user documentation, Thomson Gateway system software, service templates, etc.

CD menu

The CD menu appears automatically each time you insert the CD, or after running the Quick-Install Wizard and subsequent Home Install Wizard:



Select:

- > **Run Quick Installation** to start the Quick-Install Wizard and Home Install Wizard.
- > **Maintenance** to:
 - Reconfigure your Thomson Gateway via the Home Install Wizard.
 - Check for software upgrades.
- > **Documentation and Help** to:
 - Consult user documentation for your Thomson Gateway.
 - Consult user documentation for Thomson networking products.
 - See more information on Thomson products and solutions.

If you connect to the Internet, the document list will automatically be updated with the latest documentation.



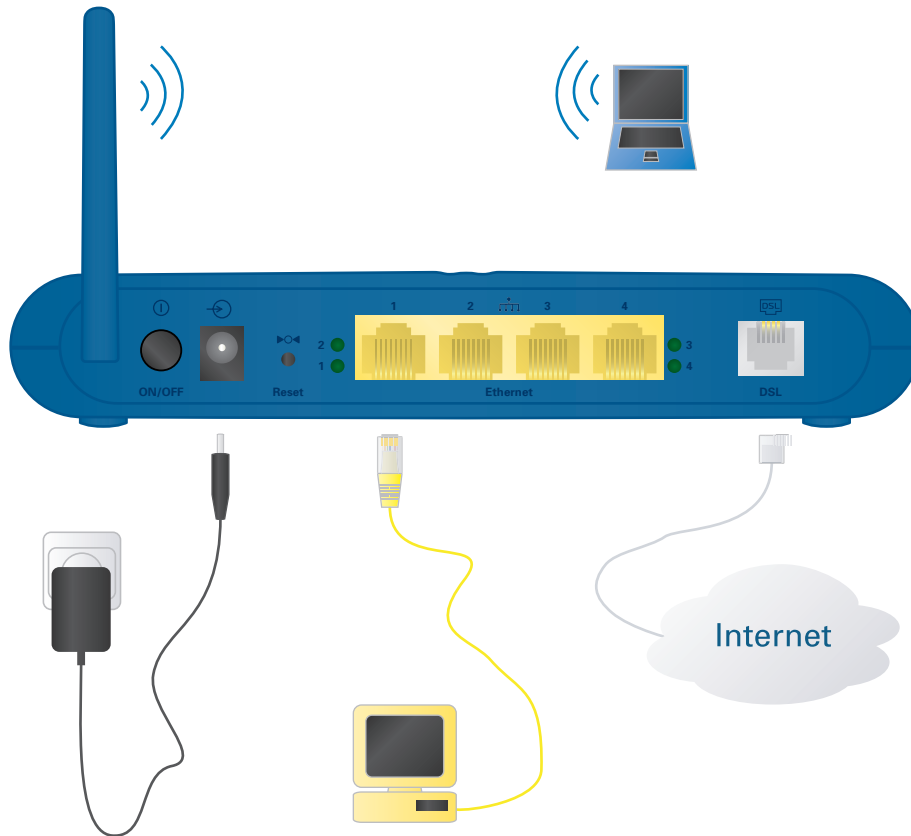
If you have problems viewing the documentation, see “ I cannot view the Thomson Gateway documentation” on page 36.

- > **Visit Thomson Broadband** to visit the online support sections on www.thomson-broadband.com.
- > **View CD Contents** to open a new window to view the Setup CD contents.

2.4 Thomson Gateway Connection Essentials

Wiring

The image below shows all possible types of connection to the Thomson Gateway.



Making connections

In most cases, the Quick-Install Wizard and Home Install Wizard will guide you through the process of making all the required connections to your Thomson Gateway.



It is recommended to wait to make any of these connections until the wizard prompts you to do so. See "2.2 Installing your Thomson Gateway" on page 7 for more information.

If you want to make the required connections yourself, see "2.5 Connections Overview and Powering" on page 21 for more information.

2.5 Connections Overview and Powering

Introduction

If you want to make the required connections yourself without using the guided installation procedure as recommended, you must:

- > Read the safety instructions and regulatory notices first.



You can find the safety instructions on the Setup CD (see "2.2 Installing your Thomson Gateway" on page 7). They may also be provided as a printed booklet.

- > Follow the order as indicated below.

DSL connection

Use the grey DSL cable to connect the Thomson Gateway DSL port to your telephone wall outlet or distributed filter.

Powering the Thomson Gateway

Plug the coaxial jack of the electric power supply adapter into the Thomson Gateway power inlet port and the other end into the wall outlet.



The Thomson Gateway electrical power requirements are indicated on the label on the bottom side of your Thomson Gateway. In case you need to use another power supply than the one provided, make sure that the spare supply complies with the Thomson Gateway power requirements.

To turn on the Thomson Gateway, press the power button on the Thomson Gateway rear panel.

During the start-up procedure, the power LED on the front panel is lit red for some seconds. As soon as the power LED is solidly lit green, your Thomson Gateway is ready for service. After another couple of seconds, also the DSL LED will light green.

If these LEDs do not light, please refer to "Checking the LEDs" on page 31. A comprehensive LED overview can be found in the User's Guide.

Use the same button to turn off your Thomson Gateway.

Network connections

Your Thomson Gateway allows you to connect your computer(s) via:

- > Ethernet
- > Wireless networking

2.5.1 Wireless Setup

Wireless client adapters

If you want a wireless connection to your Wi-Fi certified Thomson Gateway, you need a wireless 802.11 b/g compatible client adapter.

You can use one of the following wireless client adapters:

- > Thomson ST110g CardBus
- > Thomson ST121g USB adapter
- > Thomson ST122g USB adapter
- > Any other Wi-Fi certified WLAN client
- > A built-in Wi-Fi certified WLAN adapter, if present in you computer



To install hardware on a Microsoft Windows 2000 or a Microsoft Windows XP operating system, you need administrative rights on your computer.

Installing your wireless client adapter

Proceed as follows when the Home Install Wizard prompts you to plug in the wireless client adapter:

- 1 Plug in the wireless client adapter. The hardware is being installed.
- 2 Enter your Thomson Gateway's serial number and click **Next**.

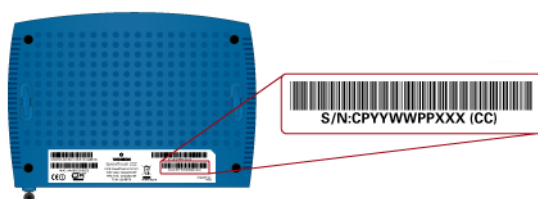
Serial Number

Please enter the serial number. You will find this information on the bottom label of your Speed Touch.

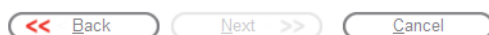


Please be careful filling in this value; errors will cause the wireless link not to function correctly.

Serial No: ()



Click Next to continue.



A progress window appears, showing the setup of the wireless connection to your Thomson Gateway.

- 3 Continue with "Configuring the Internet connection" on page 12.

2.6 Basic Security

Default user name and password

The Thomson Gateway comes with a default user. Its user name is 'Administrator' and the default password is blank.

Changing your password

For security reasons, it is recommended to set a password to access the Thomson Gateway. Proceed as follows:

- 1 Go to the Thomson Gateway home page (<http://dsldevice.lan> or 192.168.1.254).
- 2 In the left pane, choose **Toolbox > User Management**.
- 3 In the **Pick a task** list, click **Change my password**.
- 4 Enter a new password and confirm.



Do not forget this logon information or you will be forced to reset the Thomson Gateway back to its default configuration.

Default wireless security settings

Also for wireless connections to your Thomson Gateway, by default there are no security settings, so the Thomson Gateway is initially accessible to all wireless devices:

- > The Network Name (SSID) is broadcast.
- > The security level is initially set to Low (that is: no encryption is used).
- > The Access Control List (ACL) is open and empty. New stations are automatically allowed to access the Thomson Gateway.

It is recommended to change these Thomson Gateway wireless access point settings either automatically via the Thomson Gateway Home Install Wizard, either manually as described in the Thomson Gateway User's Guide.

Securing your wireless network

To secure your wireless network, you can:

- > Allow or deny access based on the MAC address of the wireless client(s). Known MAC addresses are kept in the Access Control List (ACL). If the Thomson Gateway is configured to allow new stations via registration, unknown computers will have to register before they can connect.



For the ACL you have the following options:

- > **Allowed (automatically):** All new stations can access the Thomson Gateway.
 - > **Allowed (via registration):** Only allowed stations in the ACL have access. You can add new stations via the Association / Registration button.
 - > **Not allowed:** Only allowed stations in the ACL have access.
- > Turn off the broadcast of the wireless Network Name (SSID). New wireless clients that are scanning for available networks will not see your network appear in their list.

- > Encrypt the data that will be sent over the wireless network. You can choose different encryption methods or levels of security:
 - **High:** Wi-Fi Protected Access Pre-Shared Key (WPA-PSK) encryption, the highest form of security available. This can only be used if your wireless client and client manager support it.
 - **Medium:** Wired-Equivalent Privacy (WEP) encryption.
 - **Low:** no encryption, no security.



For more information, see the Thomson Gateway User's Guide.

3 Web-Based User Interface

Embedded pages

The Thomson Gateway comes with embedded web pages, providing an interface to the software installed on the device. It allows Easy Setup and management of the Thomson Gateway via your web browser from any computer connected to the Thomson Gateway.

Access

Proceed as follows to access the pages:

- 1 Open your Web browser.
- 2 In the address bar, type <http://dsldevice.lan> or your Thomson Gateway's IP address (the default IP address is 192.168.1.254) and press ENTER.
- 3 Enter your Thomson Gateway security user name and password.



The default user name is 'Administrator' and the default password is blank.

- 4 The Thomson Gateway's home page will be displayed in your browser. From here - depending on the rights of your user account - you have access to the other pages.

Tasks

Among others, you can:

- > View the Thomson Gateway's current settings and status.
- > Configure the Thomson Gateway to connect to your Service Provider with the settings provided.
- > Set the Thomson Gateway's firewall to work with specific applications.
- > Set up security features.
- > Enable remote management access.
- > Back up your configuration settings.
- > Reset the Thomson Gateway's default settings.

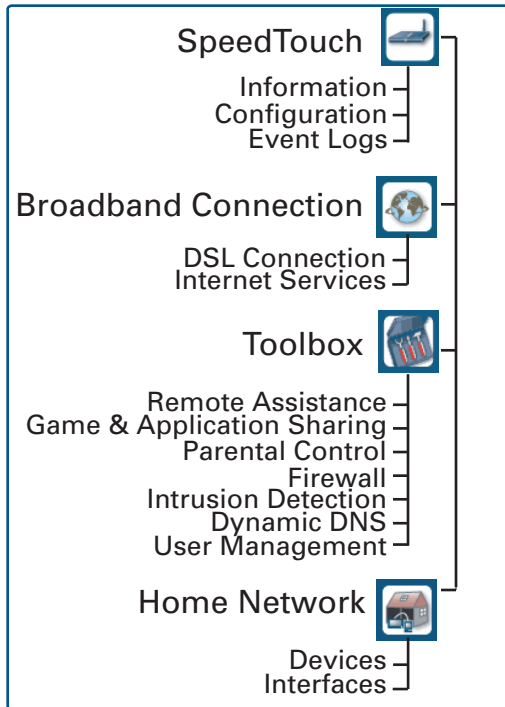
Using the Web pages

When making changes to the Thomson Gateway configuration via the Web pages, the configuration is stored automatically whenever you click **Apply**.

For more information on the embedded pages, refer to the **Help** in the upper right corner of the notification and navigation area or refer to the Thomson Gateway User's Guide.

Site Map

The following Site Map gives you an overview of the main pages:



4 Troubleshooting

What to check

The first things to check if you cannot access the Internet, are:

- > Power
- > Hardware connections
- > LEDs

Configuration problems

If your Thomson Gateway is unreachable due to misconfiguration, you might consider a hardware reset to factory defaults as described in “4.7 Reset to Factory Defaults” on page 41.



However, note that resetting the Thomson Gateway to its factory settings will revoke all the changes you made to the configuration.

If the suggestions in this chapter do not resolve the Internet connection problem, please contact your Internet Service Provider.

4.1 Checking the Hardware

Check the wiring

Plug in properly all the cables you need. Make sure that the cables between your Thomson Gateway, computers and telephone socket are plugged in firmly. Loose connections can affect your Internet connection.

Damaged cables can interfere with your Internet connection. Check for damage along the cables and loose connections at the end of the cable. Replace any damaged cables.

Test the telephone line

To eliminate the possibility of a fault with the telephone line itself, check for a dialling tone by using a telephone connected to the telephone master socket.

If you are using ADSL, check whether a splitter has been installed or that micro-filters have been correctly fitted.

Contact your telephone company if there is no dialling tone.

Restart your computer

Loss of Internet or network connectivity may be caused by the computer. Restarting your computer may solve the problem.

Power-cycle the Thomson Gateway

To restart your Thomson Gateway, simply turn it off. Wait five seconds and turn it back on.

4.2 LED Diagnostics

Checking the LEDs

After establishing a connection with the Internet, at least the following LEDs should solidly light green: Power, DSL, Internet.

LED status	Possible solutions
No LEDs are lit	<p>The Thomson Gateway is not turned on, or turned off.</p> <ul style="list-style-type: none"> > Make sure the Thomson Gateway is plugged into an electrical outlet. > Make sure you are using the correct power supply for your Thomson Gateway. The Thomson Gateway electrical power requirements are indicated on the label on the bottom of your Thomson Gateway. > Make sure the Thomson Gateway is turned on. > Unplug the Thomson Gateway, restart your computer and then plug the Thomson Gateway back in.
Power LED is lit red or flashing amber	<p>The Thomson Gateway is malfunctioning or not able to start up.</p> <ul style="list-style-type: none"> > Fully unplug the Thomson Gateway from your computer and disconnect it from its power supply. Wait five seconds, connect the Thomson Gateway again and turn it back on.
DSL LED is flashing green or no DSL LED	<p>Your DSL service is unable to synchronise.</p> <ul style="list-style-type: none"> > Make sure the Thomson Gateway is plugged into the DSL-enabled phone line. > Make sure micro-filters are correctly fitted (if not, it is very likely that your regular telephone service is not working properly). > Make sure you have the correct Thomson Gateway variant (ISDN or POTS) according the DSL/phone service provided to your premises. > If you have previously had a working connection, call your ISP to check for service outages.
No Ethernet LED No Ethernet port's Link Integrity/Activity LED	<p>No Ethernet connectivity:</p> <ul style="list-style-type: none"> > Make sure the Ethernet cable(s) are firmly connected to the 10/100Base-T port. > Make sure you are using the correct cable type for your Ethernet equipment. > Make sure the Ethernet NIC driver is correctly installed and enabled on your computer. Power safe options for the Ethernet NIC should preferably be disabled.

LED status	Possible solutions
WLAN LED is flashing or not lit	<ul style="list-style-type: none"> > The WLAN LED flashes if there is wireless LAN activity and can have different colours: <ul style="list-style-type: none"> ■ Green: The Thomson Gateway wireless access point is operating in the highest security mode (WPA). Make sure to use the same WPA encryption on the WLAN client. ■ Amber: The Thomson Gateway wireless access point is operating in medium security mode (WEP). Make sure to use the same WEP encryption on the WLAN client. ■ Red: The Thomson Gateway wireless access point uses no security. > The WLAN LED is not lit if the Thomson Gateway wireless access point is disabled. For wireless networking, make sure the WLAN is enabled on the Thomson Gateway. Proceed as follows: <ol style="list-style-type: none"> 1 Go to the Thomson Gateway Web pages. 2 In the menu select Home Network > Interfaces. 3 Click WLAN. 4 Click Configure. 5 Select Interface Enabled. <p>- OR -</p> <ol style="list-style-type: none"> 1 Press and hold the Association / Registration button until the WLAN LED is lit (green, amber or red). 2 The WLAN LED is toggling between red and green: If new stations are only allowed via registration and if you pressed the Association / Registration button, the ACL will be unlocked for 30 seconds during which you can connect new wireless clients.
Red Internet LED or No Internet LED	<ul style="list-style-type: none"> > There was an authentication failure. This will usually present itself as an error message regarding an incorrect password. <ul style="list-style-type: none"> ■ Check whether your user name is correct. For ADSL connections, the user name is normally in the form of username@ISP. ■ Check whether your password is correctly entered. The password is case sensitive. <p>If you continue to get password failures, contact your ISP.</p> > The wrong service profile was selected. Restart the setup of your Thomson Gateway, and make sure to select the correct service profile.

You can find a comprehensive LED overview in the User's Guide.

4.3 Web Diagnostics

Testing your Internet Connection

After setting up the Internet connection, there is an easy way to check whether your configuration is fine. Proceed as follows:

- 1 Go to the Thomson Gateway home page (<http://dsldevice.lan> or 192.168.1.254).
- 2 In the menu, click **SpeedTouch**.
- 3 In the **Pick a task** list, click **Check connectivity to the Internet**.
- 4 In the **Internet Service to Check** box, select the Internet service you want to check.
- 5 Click **Check Connectivity**.

If the test is successful, you will see a list of green check marks as shown in the example below:



Internet Service to Check:

• **Test Results**

	DSL
	ATM
	Ethernet
	PPP
	IP
	Internet
	<ul style="list-style-type: none"> Connectivity to Gateway (101.101.101.1) Connectivity to DNS Server 1 (10.50.2.20)

Otherwise a red cross will help you to diagnose the problem:

Test result	Explanation
DSL	Your DSL line is not synchronised. <ul style="list-style-type: none"> > Check whether your telephone line is correctly connected to your Thomson Gateway. > Check the DSL LED, as described in "Checking the LEDs" on page 31.
ATM	No ATM activity detected on your DSL line.

Test result	Explanation
 Ethernet	<p>No Ethernet activity.</p> <p>If you are connected through a protocol other than PPPoE, this check is not applicable as the result will always be 'No Ethernet activity'.</p>
 PPP	<ul style="list-style-type: none"> > Authentication failed: check your user name and password. The user name is in most cases in the form of username@ISP. > Your connection is disconnected. > Could not bring up link.
No IP	No IP address or no DNS server has been configured. During IP address negotiation, there was an IPCP error or a DHCP error.
No Internet	This test sends 1 ping to each address of a configured list of IP addresses. The test succeeds if all addresses can be reached. If your primary and secondary DNS server are part of the list, reaching one of both is enough.
No DNS	The DNS service provided by your ISP may have a problem.

4.4 Thomson Gateway Setup CD Troubleshooting

The Thomson Gateway CD does not start automatically

Proceed as follows:

- > In Microsoft Windows:
 - 1 In the Windows task bar, click the **Start** button.
 - 2 Select **Run**.
 - 3 In the **Open** field, enter the following path: **D:\Setup.exe**, where D stands for the drive letter of your CD-ROM drive.
- > In Mac OS X:
 - 1 On your desktop, double-click the CD icon.
 - 2 Double-click **Menu**.

The wizard does not detect a connection

If the Home Install Wizard does not detect a connection to your Thomson Gateway, an error window appears.

A problem occurred



Your SpeedTouch has not been found.

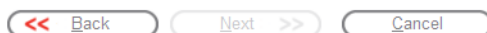
Check whether:

- All cable(s) are connected appropriately.
- Your SpeedTouch is turned on and fully initialized.
- Your computer has a valid IP address (i.e. any IP address but 0.0.0.0).
- No personal firewall software is running on your computer.

You can try to:

- Move your wireless client closer to the Speedtouch wireless access point.
- If required, reset your SpeedTouch.

See the SpeedTouch user documentation for more information. If the problem persists, contact your Service Provider.



If this is the case, check whether:

- > The Thomson Gateway is turned on and fully initialised.
- > Your computer has a valid IP address, that is any address but 0.0.0.0.
 - In Microsoft Windows:
 - 1 In the taskbar, click the **Start** button.
 - 2 Select **Run**.
 - 3 In the **Open** field, type **cmd**.
 - 4 Click **OK**.A black window will appear with a flashing cursor.

- 5 Type **ipconfig /all** and press ENTER.



In Microsoft Windows 98 or Microsoft Windows Millennium, type **winipcfg** and then press ENTER.



Your IP address is displayed.

- In Mac OS X:


- 1 Go to **Dock > System Preferences**.
- 2 Click **Network**.
- 3 Click the **TCP/IP** tab.

Your IP address is displayed.

- > No dedicated firewall device or router is placed between your computer and the Thomson Gateway.
- > No personal network security software (for example firewall software) is running on your computer.
- > Your computer is correctly connected to the Thomson Gateway, or the WLAN client is correctly associated with the Thomson Gateway.

- 1 In the Windows XP notification area, click the Wireless Network Connection icon  or the Thomson Gateway Client Manager icon .



If you are not connected, this icon will have a red cross: .

- 2 Check whether the displayed network has your Thomson Gateway network name (SSID).

To repeat the search for your Thomson Gateway, click **Back** or restart the wizard. As soon as the wizard finds your Thomson Gateway, you can continue with "Configuring the Thomson Gateway (and your computer)" on page 13.

The Thomson Gateway is not responding

If the completion window does not appear after running the Thomson Gateway Home Install Wizard, this means that the Thomson Gateway is not responding or not accessible anymore.

There are two possibilities:

- > This might be due to the reconfiguration of the Thomson Gateway's IP settings or wireless access point settings. In this case, the last window of the Home Install Wizard will not be shown. Your Thomson Gateway is correctly set up though and you will be able to surf the Internet.
- > If you did not reconfigure the Thomson Gateway's IP settings or wireless access point settings, restart the Home Install Wizard.



If the setup fails over a wireless connection, try to set up your Thomson Gateway using a wired connection.

If the problem persists, refer to the Service Provider's instructions for more information.

I cannot view the Thomson Gateway documentation

To be able to view the Thomson Gateway documentation pages on the Setup CD, JavaScript must be enabled in your Web browser. For more information, refer to the **Help** of your Web browser.


To allow active content on a Microsoft Windows XP system, see "I get a warning about active content in Internet Explorer" on page 37.

I get a warning about active content in Internet Explorer

When opening documentation pages from the Setup CD, a warning might be displayed. This may be the case when the pages are opened in Internet Explorer and you are using Microsoft Windows XP with Service Pack 2.

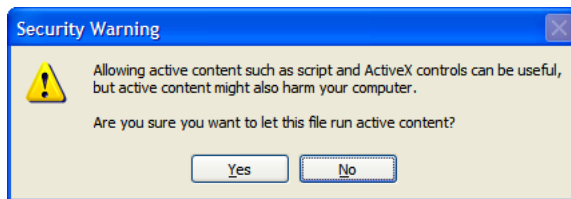
Proceed as follows to view the documentation:

- 1 In Internet Explorer, the following message will appear in the Information Bar:

 To help protect your security, Internet Explorer has restricted this file from showing active content that could access your computer. Click here for options...

- 2 Click the Information Bar (with the warning).
- 3 Select **Allow Blocked Content**.

A security warning is displayed:



- 4 Click **Yes**.

You can now view or print the Thomson Gateway documentation pages.



This warning will be displayed every time you consult the documentation. If you do not want this message to be shown in the future, you must allow CDs to run active content on your computer:

- 1 In the Internet Explorer menu, select **Tools > Internet Options**.
- 2 Click the **Advanced** tab.
- 3 Under **Security**, select **Allow active content from CDs to run on My Computer**.

4.5 Windows Zero Configuration

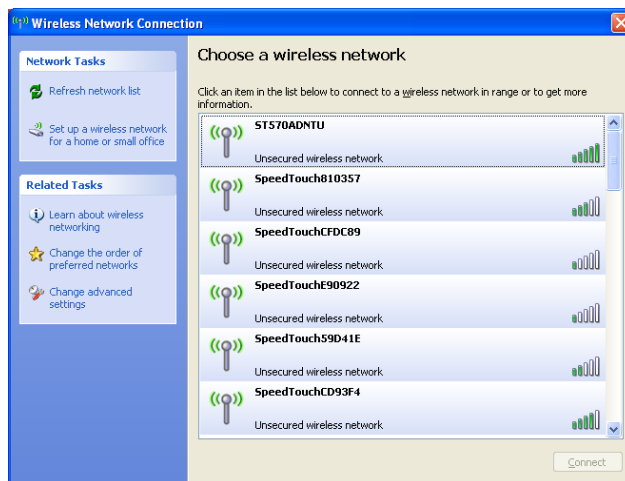
About Windows Zero Configuration (WZC)

The Windows Zero Configuration (WZC) service allows you to automatically configure your wireless connections. WZC is a part of Windows XP SP 2 and above. When you install a Thomson Gateway wireless networking product, it will automatically use WZC whenever possible. If not, a dedicated client utility is installed.

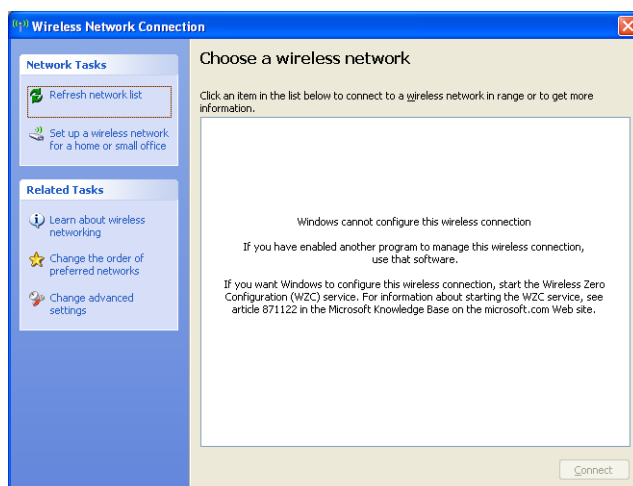
How to Open the WZC Service

By default, WZC should be active. To open the service click **Start > Connect to > Wireless Network Connection**.

This opens the Wireless Network Connection window :



The installation of your wireless network adapter may have disabled WZC. In this case, the following will appear:



You should use the utility corresponding with your wireless network adapter to connect to your wireless network, or restore WZC. Refer to the documentation of your wireless product and the microsoft knowledge database on www.microsoft.com for more information.

How to Establish a Wireless Connection using the WZC

Proceed as follows to start and use the WZC service:

- 1 Open the **Wireless Network Connection** window (see above)
- 2 From the list, double-click the network you wish to connect to, or select it and click **Connect**.

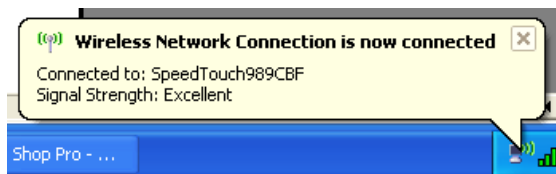
Result: The WZC may prompt you for an SSID and a WPA or WEP Key (in case of a secure network):



The typical SSID is SpeedtouchXXXXXX where XXXXXX represents a set of alphanumerical characters. You can find the SSID and the key on the label on the bottom of the Thomson Gateway.

- 3 If applicable, fill in the SSID and the key and click **Connect**.

Result: a wireless connection to your Thomson Gateway will be established. When the connection is ready, Windows informs you through a popup balloon in the notification area:



For more detailed information about starting and using the WZC service, visit the Microsoft knowledge base on <http://support.microsoft.com>.

4.6 Easy Setup Troubleshooting

Prerequisites

Before you run the Easy Setup on the embedded Thomson Gateway pages, make sure that:

- > The necessary connections are made.
- > The Thomson Gateway is turned on.
- > Your host computer is configured as DHCP client or with a valid fixed IP address.



If you have any problems, you can give the host computer a fixed IP address in the same subnet as your Thomson Gateway (If the Thomson Gateway is in its default settings, that is an address between 192.168.1.1 and 192.168.1.253).

If you use fixed IP addresses, the Thomson Gateway has to be configured as DNS server (default).

Supported Web browsers

Your Web browser must be able to run JavaScript.

Disable proxy server

The Easy Setup only works if the proxy server is disabled or bypassed for local addresses. For more information, refer to the **Help** of your Web browser.

Proceed as follows to disable a proxy server in Internet Explorer:

- 1** In the Internet Explorer menu, choose **Tools > Internet Options**.
- 2** Click the **Connections** tab.
- 3** Click the **LAN settings...** button.
- 4** Clear the **Use proxy server** box and the **Use automatic script** box.



It is recommended to disable all other network connections on your computer first, except the one connecting to your Thomson Gateway.

Proceed as follows to disable a network connection:

- 1** In the Windows XP taskbar, click the **Start** button.
- 2** Choose **(All) Programs > Control Panel > (Network and Internet Connections >) Network Connections**.
- 3** Right-click the network interface icon you want to disable and choose **Disable**.

4.7 Reset to Factory Defaults

Resetting your Thomson Gateway

You might consider a reset to factory defaults as described below.



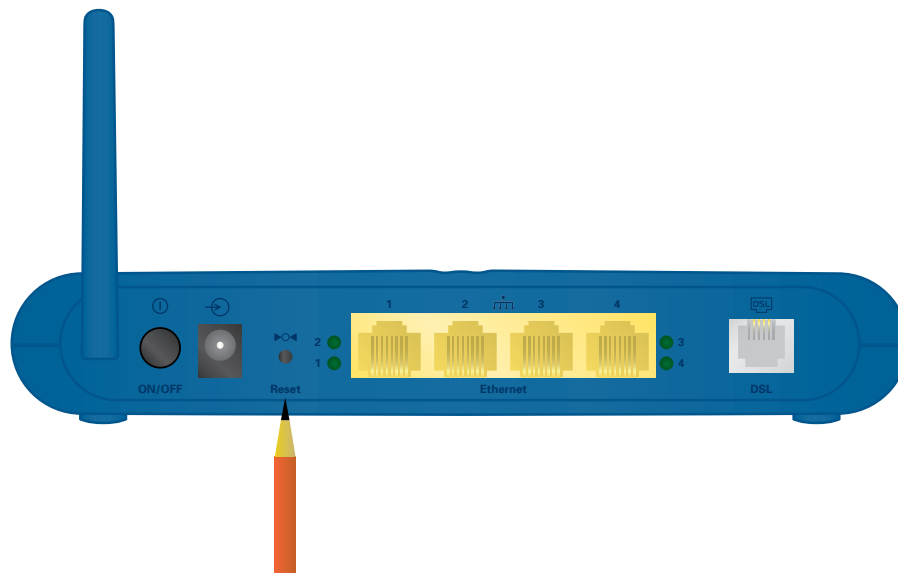
Be aware that a reset to factory defaults will revoke all configurational changes you made to the Thomson Gateway.

A reset to factory default settings deletes the configuration profile settings. Therefore, after the reset, a reconfiguration of your Thomson Gateway will be needed.

Reset to default configuration

Proceed as follows:

- 1 Make sure the Thomson Gateway is turned on.
- 2 Use a pen or an unfolded paperclip to push the recessed reset button on the back panel. The reset button is marked with a red circle. Push it until the power LED lights red - this will take about 7 seconds.



- 3 Release the reset button.
- 4 The Thomson Gateway restarts.



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