

THOMSON
images & beyond



Thomson ST516v6

Installation and Setup Guide

Thomson ST516v6

Installation and Setup Guide

Copyright

Copyright ©1999-2007 Thomson. All rights reserved.

Distribution and copying of this document, use and communication of its contents is not permitted without written authorization from Thomson. The content of this document is furnished for informational use only, may be subject to change without notice, and should not be construed as a commitment by Thomson. Thomson assumes no responsibility or liability for any errors or inaccuracies that may appear in this document.

Thomson Telecom Belgium
Prins Boudewijnlaan, 47
B-2650 Edegem
Belgium

<http://www.thomson-broadband.com>

Trademarks

The following trademarks are used in this document:

- > DECT is a trademark of ETSI.
- > Bluetooth® word mark and logos are owned by the Bluetooth SIG, Inc.
- > Ethernet™ is a trademark of Xerox Corporation.
- > Wi-Fi® and the Wi-Fi logo are registered trademarks of the Wi-Fi Alliance. "Wi-Fi CERTIFIED", "Wi-Fi ZONE", "Wi-Fi Alliance", their respective logos and "Wi-Fi Protected Access" are trademarks of the Wi-Fi Alliance.
- > UPnP™ is a certification mark of the UPnP™ Implementers Corporation.
- > Microsoft®, MS-DOS®, Windows® and Windows NT® are either registered trademarks or trademarks of Microsoft Corporation in the United States and/or other countries.
- > Apple® and Mac OS® are registered trademarks of Apple Computer, Incorporated, registered in the United States and other countries.
- > UNIX® is a registered trademark of UNIX System Laboratories, Incorporated.
- > Adobe®, the Adobe logo, Acrobat and Acrobat Reader are trademarks or registered trademarks of Adobe Systems, Incorporated, registered in the United States and/or other countries.

Other brands and product names may be trademarks or registered trademarks of their respective holders.

Document Information

Status: v2.0 (May 2007)

Reference: E-DOC-CTC-20060911-0017

Short Title: Installation and Setup Guide ST516v6 R6.2

| | |
|--|-----------|
| About this Installation and Setup Guide..... | 1 |
| 1 Introducing the Thomson Gateway..... | 3 |
| 2 Basic Installation..... | 5 |
| 2.1 Mounting your Thomson Gateway..... | 6 |
| 2.2 Installing your Thomson Gateway..... | 7 |
| 2.2.1 Guided Installation..... | 8 |
| 2.2.2 Manual Installation..... | 15 |
| 2.3 The Setup CD..... | 17 |
| 2.4 Thomson Gateway Connection Essentials..... | 19 |
| 2.5 Connections Overview and Powering..... | 20 |
| 2.6 Basic Security..... | 21 |
| 3 Web-Based User Interface..... | 23 |
| 4 Troubleshooting..... | 25 |
| 4.1 Checking the Hardware..... | 26 |
| 4.2 LED Diagnostics..... | 27 |
| 4.3 Web Diagnostics..... | 29 |
| 4.4 Thomson Gateway Setup CD Troubleshooting..... | 31 |
| 4.5 Easy Setup Troubleshooting..... | 34 |
| 4.6 Reset to Factory Defaults..... | 35 |

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 ST516_{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 ST516_{v6} connects to an analogue Plain Old Telephone Service (POTS) line.
- > ISDN: The Thomson ST516_{v6i} 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 your computer via Ethernet, make sure the computer is equipped with an Ethernet network interface card (NIC).
- > 122g USB adapter

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

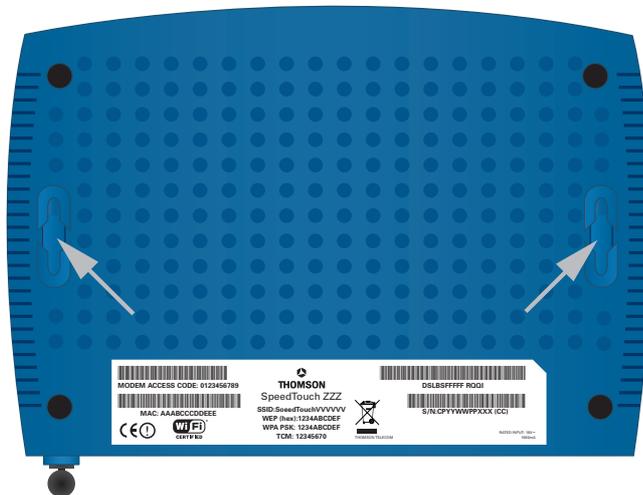
Setup possibilities

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 | |
| Any operating system (provided you have IP connectivity) | the Easy Setup, as described in "2.2.2 Manual Installation" on page 15. |

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 31.

- 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 17 for more information).

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

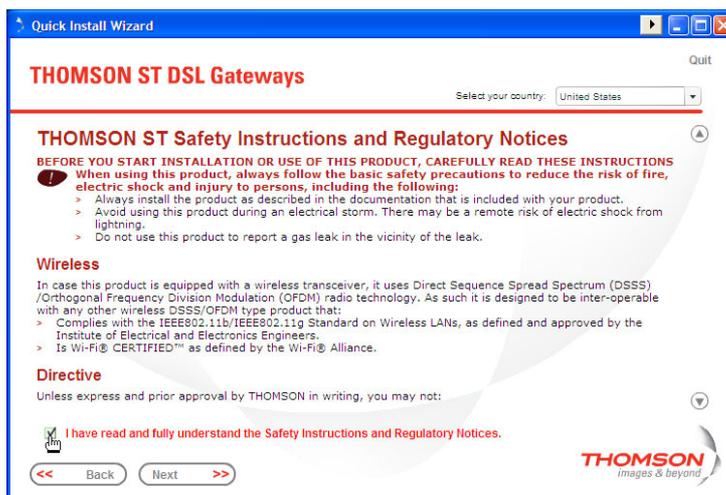


The Thomson Gateway Safety Instructions and Regulatory Notices are displayed.



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**.



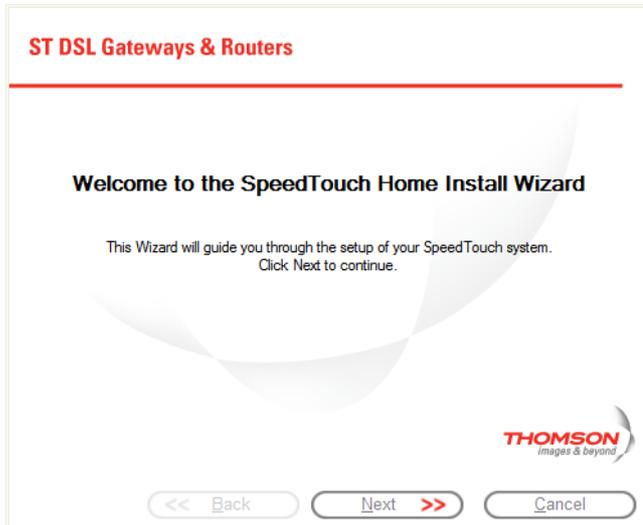
Your Thomson Gateway is designed and tested to meet the latest safety standards. However, to ensure safe use of this product, it is important that you carefully read and comply with the Safety Instructions and Regulatory Notices shown and/or available in the Safety and Regulatory booklet before you install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



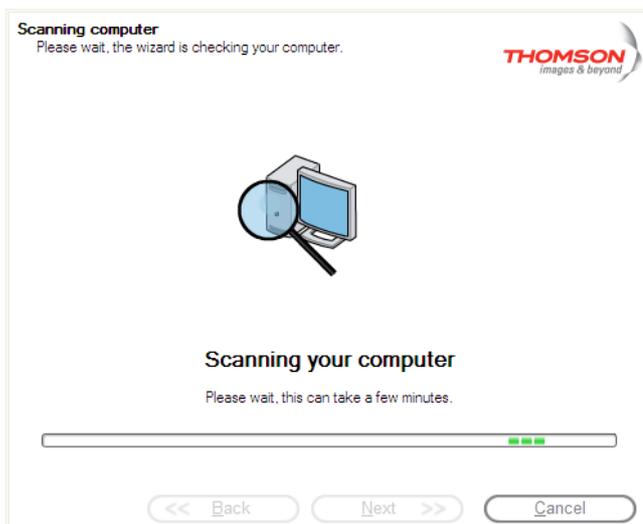
The **Software License Agreement** window appears.

- 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 the following connection:
 - Connect the yellow RJ-45 Ethernet cable to the yellow Ethernet port on your Thomson Gateway and the other end to the computer's Ethernet port.
- 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 31.

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 21 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 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.

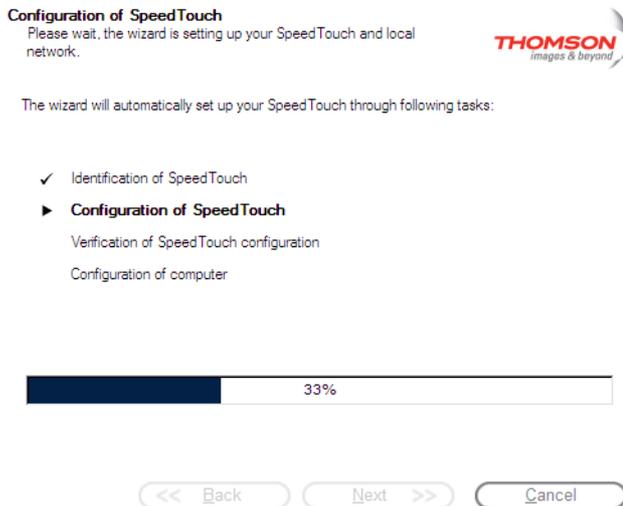
Click **Next** to continue.

- 3 The procedure continues with the final steps of configuring your Thomson Gateway and your computer.
Proceed with " Finishing the Home Install Wizard" on page 14.

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 27. If needed, you can test your Internet connection as described in “Testing your Internet Connection” on page 29.
- The CD Menu is displayed. See “2.3 The Setup CD” on page 17 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, 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.



See "Wiring" on page 19 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 34.

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=nl>



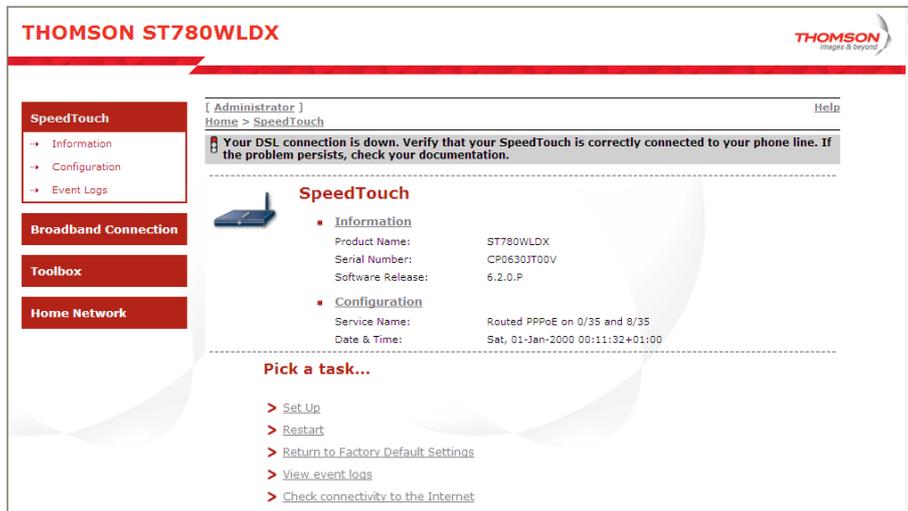
If you are not redirected automatically, go to "Starting the Easy Setup wizard" on page 16.

- 2 Click **Set up my SpeedTouch** to start the Easy Setup wizard.
- 3 Proceed with "Using Easy Setup" on page 16.

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 21.
- 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**.

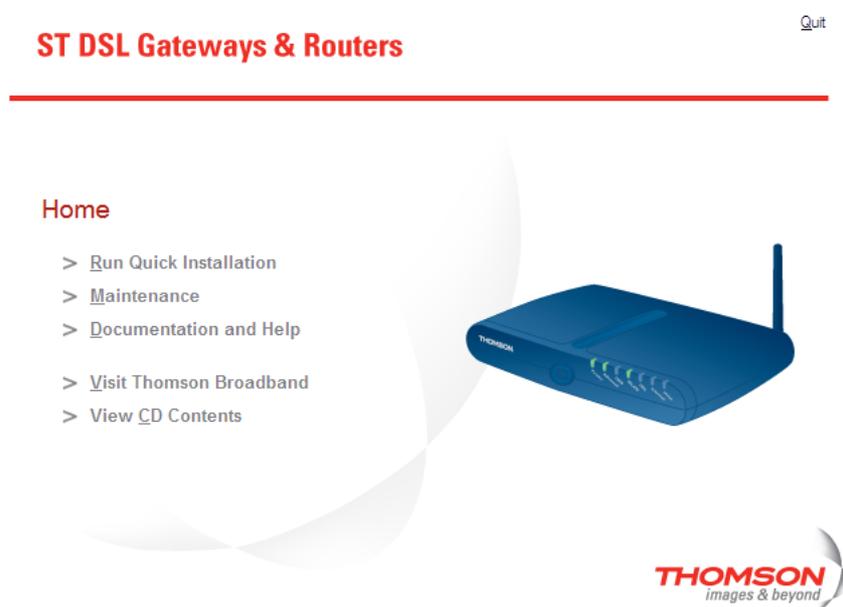
2.3 The Setup CD

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.



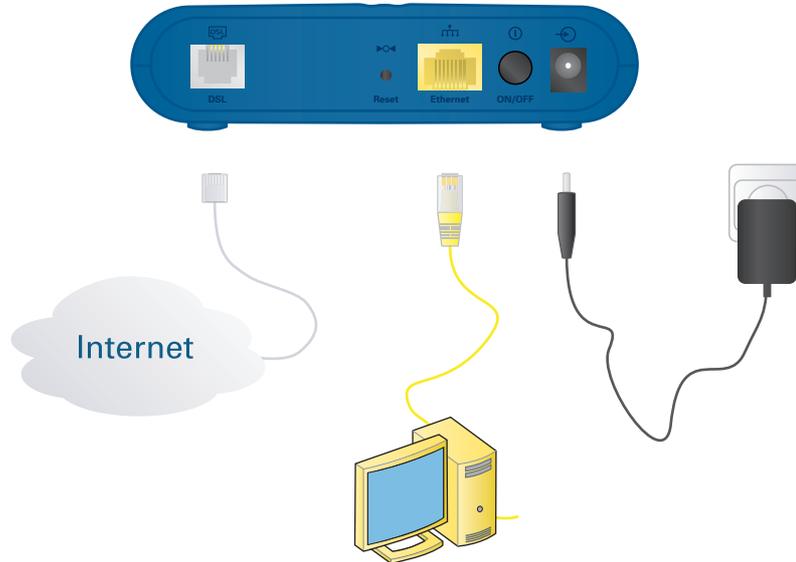
If you have problems viewing the documentation, see "I cannot view the Thomson Gateway documentation" on page 32.

- > **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 20 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 27. 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 via

- > Ethernet

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.

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.

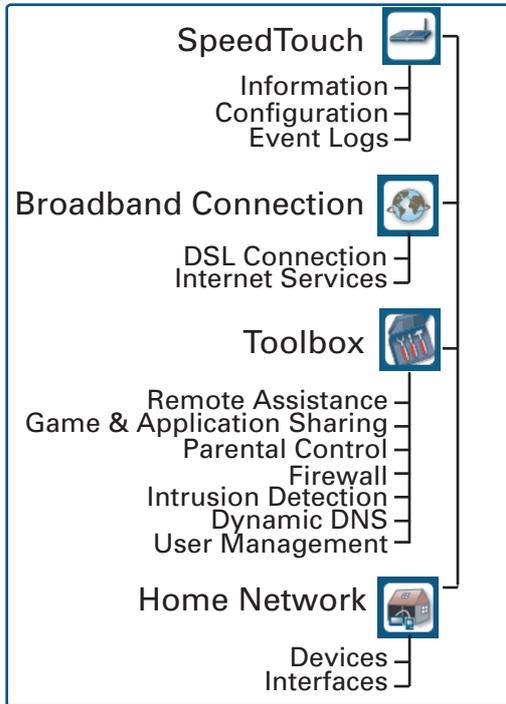
Using the Web pages

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 “4.6 Reset to Factory Defaults” on page 35.



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 | <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. |
| 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 |

- 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 27. |
| 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.

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. 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, 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 33.

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.

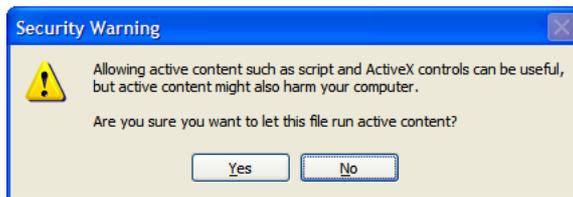
Proceed as follows to view the documentation:

- 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 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**.

4.6 Reset to Factory Defaults

Resetting your Thomson Gateway

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



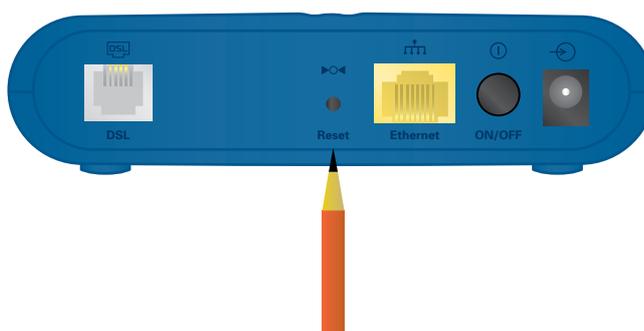
Be aware that a reset to factory defaults will revoke all configurational changes you made to the Thomson Gateway.

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.



THOMSON Telecom Belgium

Prins Boudewijnlaan 47
2650 Edegem

www.thomson-broadband.com

© Thomson 2007. All rights reserved.
E-DOC-CTC-20060911-0017 v2.0.

