

speedtouch™

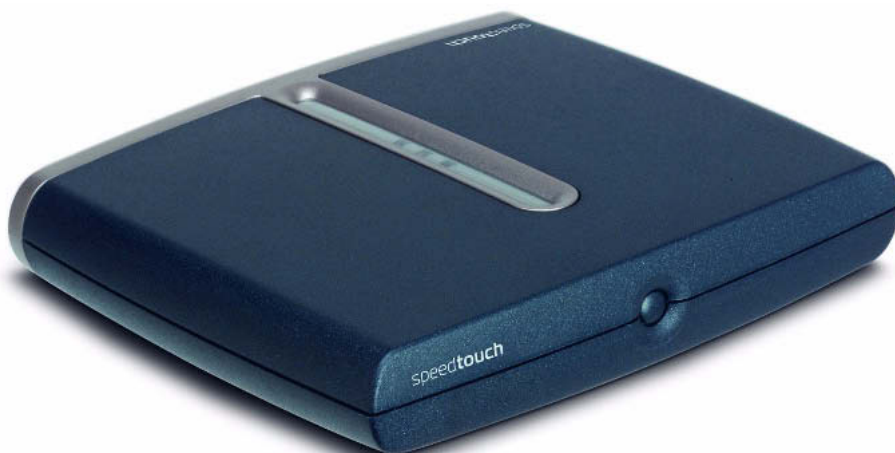
SpeedTouch™ 510v4

Residential ADSL Gateway



Installation and Setup Guide

Release R4.3.1



UPnP™

A THOMSON BRAND

SpeedTouch™

510_{v4}

Installation and Setup Guide

R4.3.1

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About this Installation and Setup Guide

Used symbols



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



A **tip** provides an alternative method or shortcut to perform an action.



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

Terminology

Generally, the SpeedTouch™ 510_{v4}(i) will be referred to as SpeedTouch™ in this Installation and Setup Guide.

Documentation and software updates

THOMSON continuously develops new solutions, but is also committed to improve 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:

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1 Introducing the SpeedTouch™

Introduction In a minute you will be able to access the Internet using your SpeedTouch™510_{v4(i)} Residential ADSL Gateway.

This Installation and Setup Guide will show you how to set up your SpeedTouch™ and how to connect a computer or a local area network (LAN) to the Internet.

Identifying your SpeedTouch™

The label on the bottom side of your SpeedTouch™, informs you on the SpeedTouch™'s:

- ▶ Product name
- ▶ Model number
- ▶ Serial number



Do not remove, nor cover the marking label.

Variants

The SpeedTouch™ comes in two ADSL flavours:

- ▶ The ADSL POTS variant: The SpeedTouch™510_{v4} connects to an analogue Plain Old Telephone Service (POTS) line.
- ▶ The ADSL ISDN variant: The SpeedTouch™510_{v4i} connects to an Integrated Service Digital Network (ISDN) line, enabling residences with an ISDN line to use the ADSL service.

You can easily identify your variant by checking the product name printed on the identification label on the bottom of your SpeedTouch™.



Use only the SpeedTouch™ variant which is appropriate for the DSL service provided to your premises.

Delivery check

In case items are missing or damaged, please contact your local distributor. Your box should contain:

- ▶ SpeedTouch™ Gateway
- ▶ Yellow Ethernet cable (RJ-45)
- ▶ Grey DSL cable (RJ-11)
- ▶ Power adapter
- ▶ SpeedTouch™ Setup CD
- ▶ Safety Instructions & Regulatory Notices booklet (optional)
- ▶ Quick Installation Guide booklet
- ▶ DSL filter(s) (optional)

SpeedTouch™ Setup CD

Your SpeedTouch™ is delivered with a Setup CD.

If you insert the CD on a Microsoft Windows PC or Mac OS X computer, an intuitive CD Menu guides you through the features and contents of the Setup CD.

See “2.2 The SpeedTouch™ Setup CD” on page 7 for more information.

In case of another operating system a set of subdirectories allows you to easily browse for user documentation, SpeedTouch™ system software, service templates, etcetera.

2 Basic Installation

Before you begin

Make sure to read the safety instructions and regulatory notices first. The safety instructions can be found on the Setup CD and/or may also be provided as printed booklet.

ADSL service

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

If both 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 service provider.

Computer requirements

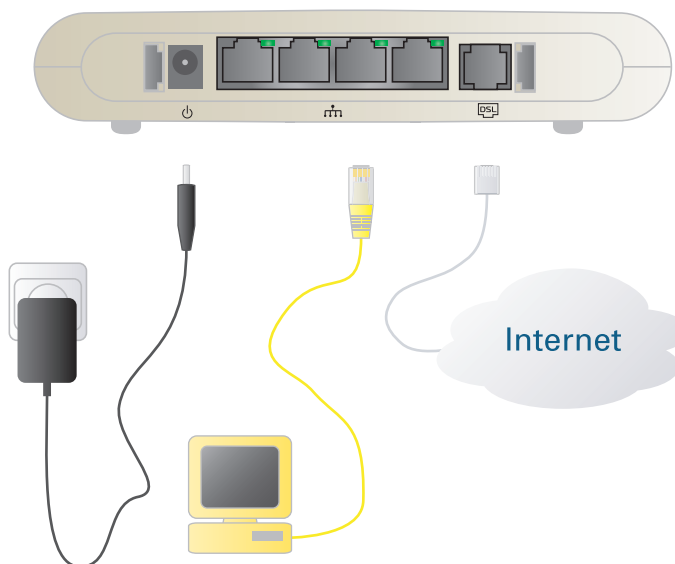
To connect via Ethernet, make sure your computer is equipped with an Ethernet network interface card (NIC).

2.1 Connecting the Hardware

Wiring Depending on the variant you purchased, your SpeedTouch™ is equipped with:

- ▶ A single 10/100Base-T Ethernet port
- ▶ A four port 10/100Base-T Ethernet switch

The figure below shows all possible types of connection to the SpeedTouch™510v4 Switch.



Proceed as follows:

- 1** Use the grey DSL cable to wire the SpeedTouch™ DSL port to your telephone wall outlet or distributed filter.
- 2** Plug in the coaxial jack from the electric power supply adapter into the SpeedTouch™ power inlet port and the other end to the wall outlet.
- 3** During the SpeedTouch™ Home Install Wizard, you will be asked to:
 - ▶ Connect the yellow RJ-45 Ethernet cable to the Ethernet port on your SpeedTouch™ and the other end to the computer's Ethernet port.

Powering the SpeedTouch™

As soon as the SpeedTouch™ is powered via its power inlet, the device starts up. If not, press the front panel button once shortly.

2.2 The SpeedTouch™ Setup CD

Introduction Your SpeedTouch™ is delivered with a Setup CD.

If you insert the CD on a Microsoft Windows PC or Mac OS X computer, an intuitive CD Menu guides you through the features and contents of the Setup CD.



To be able to run the applications on the Setup CD on an MS Windows 2000, an MS Windows XP operating system, or Mac OS X computer, you need administrative rights.

In case of another operating system a set of subdirectories allows you to easily browse for user documentation, SpeedTouch™ system software, service templates, etcetera.

Launching the CD on MS Windows or Mac OS X

To launch the SpeedTouch™ Setup CD Menu:

- 1 Insert the Setup CD in your computer's CD-ROM or DVD-ROM drive.
 - ▶ On MS Windows: The CD should autostart.
 - ▶ If not, refer to "The SpeedTouch™ CD does not start automatically" on page 25.
 - ▶ On Mac OS X: If the CD does not autostart, double-click **Menu** in the window with the content of the CD.
- 2 In the **Choose Language** window, select the language of your choice and click **OK**.
- 3 The SpeedTouch™ Safety Instructions and Regulatory Notices will be displayed in your default web browser.



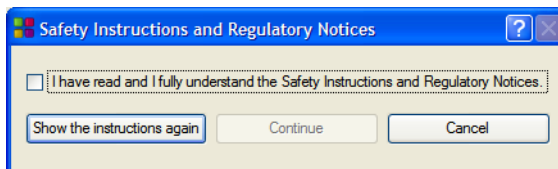
If you accepted the Safety Instructions and Regulatory Notices agreement on this computer before, the instructions are not shown; instead the CD menu pops up.

- 4 Read all the instructions carefully. If needed you can select another language to read the instructions in the language bar available at the top right corner of the web browser window.



Your SpeedTouch™ product is designed and tested to meet the latest safety standards. However, to ensure safe use of this product, it is important that the Safety Instructions and Regulatory Notices shown and/or available in the Safety and Regulatory booklet are read, and complied with carefully, before installing the SpeedTouch™ product.

- 5 If you have carefully read these Safety Instructions and Regulatory Notices, please close the browser window to proceed. You should see the **Safety Instructions and Regulatory Notices** window inviting you to confirm your reading:



- 6 Select **I have read and I fully understand the Safety Instructions and Regulatory Information** and click **Continue**.

As a result the SpeedTouch™ CD menu pops up.

SpeedTouch™ CD menu

The SpeedTouch™ CD menu will pop up automatically each time you insert the CD:



Select:

- ▶ **Setup my SpeedTouch** to start the SpeedTouch™ Home Install Wizard allowing you to prepare your SpeedTouch™ and network for Internet connectivity.
 - ▶ See “3.1 SpeedTouch™ Home Install Wizard” on page 10 for more information.
- ▶ **SpeedTouch Maintenance** to:
 - ▶ Reconfigure your SpeedTouch™ via the Home Install Wizard.
 - ▶ Upgrade the software version on your SpeedTouch™.
 - ▶ Check for SpeedTouch™ upgrades on the Internet.
- ▶ **Documentation and Help** to:
 - ▶ Consult user documentation for your SpeedTouch™ DSL Gateway.
 - ▶ Consult user documentation for SpeedTouch™ networking products.
 - ▶ See more information on the SpeedTouch™ product portfolio.
 - ▶ Visit the online support sections on www.speedtouch.com.
- ▶ In case you experience problems when viewing the SpeedTouch™ documentation, see “SpeedTouch™ documentation cannot be viewed” on page 26.
- ▶ Open a new window to view the Setup CD contents.

3 Internet Access in No Time

What you need from your ISP

Following configuration parameters are provided by your ISP:

- ▶ Your ISP's connection service model (for example PPPoE)
- ▶ VPI/VCI (for example 8/35)
- ▶ Your user name and password to connect to the Internet



Optionally your ISP may indicate the Service Profile to use in the SpeedTouch™ Home Install Wizard or Easy Setup.

Internet connectivity setup

There are different ways of setting up Internet connectivity on your SpeedTouch™. The best way depends on your operating system.

If you use following operating system	the recommended way to setup your SpeedTouch™ is
MS Windows (98 SE, Millennium, 2000 or XP)	the Home Install Wizard, as described in "3.1 SpeedTouch™ Home Install Wizard" on page 10.
Mac OS X	
Any operating system (provided you have IP connectivity)	the Easy Setup, as described in "3.2 Web-Based Easy Setup" on page 15: Open your web browser, the SpeedTouch™ HTTP intercept will do the rest.



If you are using MS Windows XP, it is also possible to use the MS Windows XP Internet Gateway Device (IGD) Control Agent for UPnP, as described in the SpeedTouch™ User's Guide.

3.1 SpeedTouch™ Home Install Wizard

Internet connection setup

With the help of the SpeedTouch™ Home Install Wizard you will be on the Internet in a flash.

First, the wizard will try to detect your SpeedTouch™. After connecting your computer, the wizard will configure your SpeedTouch™ and - if necessary - your computer.

The Home Install Wizard was designed for Microsoft Windows operating systems and Mac OS X - in the latter case provided you will use a wired connection to your SpeedTouch™.

Preconditions

Make sure that:

- ▶ Your SpeedTouch™ is only connected to a DSL-enabled phone line and to an electrical outlet.
- ▶ Your SpeedTouch™ is correctly set up and powered on.

Launching the Home Install Wizard

To launch the SpeedTouch™ Home Install Wizard:

- 1** Launch the SpeedTouch™ Setup CD.



See "2.2 The SpeedTouch™ Setup CD" on page 7 for more information.

- 2** The SpeedTouch™ CD menu pops up.



If not, refer to "The SpeedTouch™ CD does not start automatically" on page 25.

In the SpeedTouch™ CD menu, click **Setup my SpeedTouch** to start the SpeedTouch™ Home Install Wizard.

- 3** On the **Welcome** page, click **Next** to continue.
- 4** The **Software License Agreement** window appears.

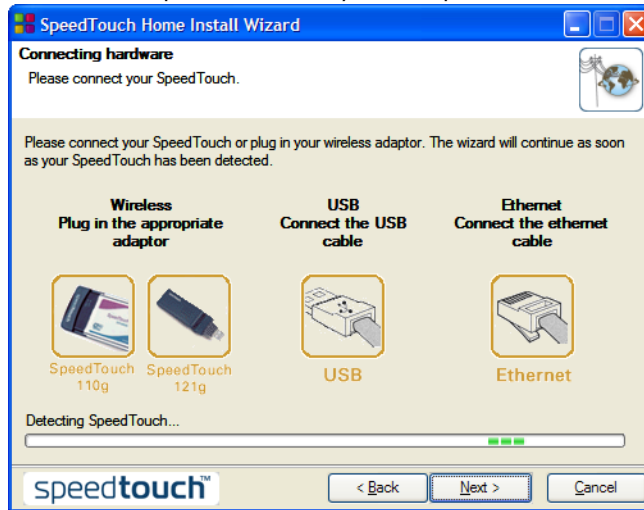
You must accept before continuing. Click **Yes** to accept.



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

Connecting your computer

The SpeedTouch™ Home Install Wizard will check your system and will invite you to connect the SpeedTouch™ to your computer.



- ▶ After you have plugged in the Ethernet cable to both the computer and the SpeedTouch™, proceed with “ Configuring the SpeedTouch™ (and your computer)” on page 12.



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 25.

Configuring the SpeedTouch™ (and your computer)

Once the hardware is installed successfully and you are connected to the SpeedTouch™, the wizard will continue with the configuration of your SpeedTouch™.

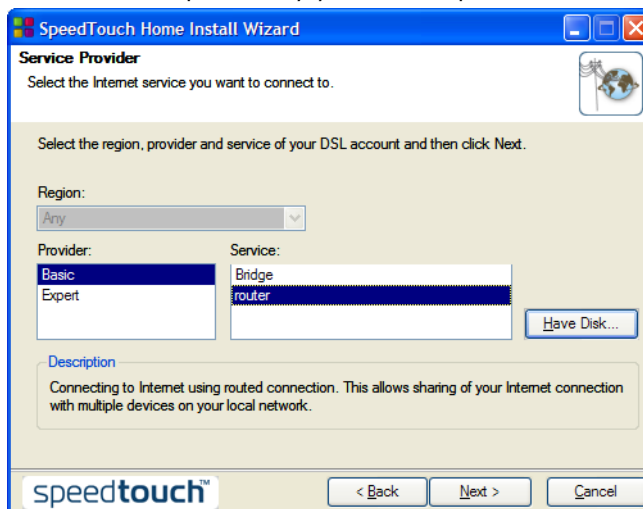
Proceed as follows:

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



The factory default user is 'Administrator'. Its password is blank, meaning you do not have to enter anything in the password field. It is advisable to specify another user name and password to protect your SpeedTouch™ from security violation during the configuration procedure (see "Access Control" on page 13), or as described in "3.4 Basic Security" on page 18.

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



If the service provider has included a separate disk with a dedicated service profile, click **Have Disk...** to browse to the location of the appropriate service profile template file.

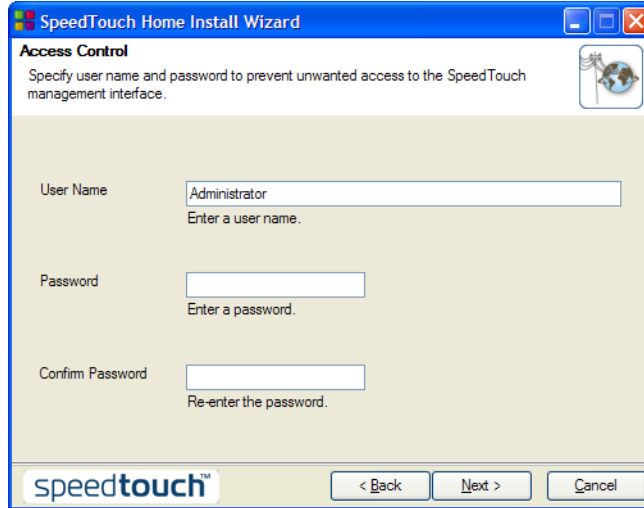


From here on the procedure might differ from the description below. The requested information will depend on the selected service profile and should be provided by your Service Provider. Subsequent screens will guide you through the configuration setup of both the SpeedTouch™ and your computer. Enter the requested information and click **Next** whenever requested.

- 3 Select the **VPI/VCI** - and, if required, the **Connection Type** - as specified by your service provider and click **Next**.
- 4 Enter the **User Name** and **Password** for your Internet account settings as specified by your service provider and click **Next**.

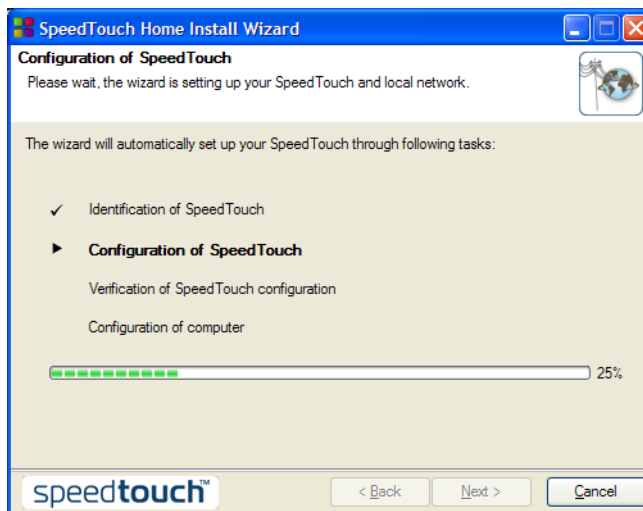
Access Control

To protect your SpeedTouch™ from unauthorised access, you must provide a user name and password. Each time a user wants to access a SpeedTouch™ management interface, the user will be prompted to provide this user name and password before access is granted.



Terminating the Home Install Wizard

- 1 The SpeedTouch™ Home Install Wizard will configure the SpeedTouch™ and your computer according to the service profile. You can follow the configuration progress in following window:



- 2 Finally, click **Finish** to close the wizard. After some seconds, the Internet LED will be lit green. If not, refer to “5.2 LED Diagnostics” on page 23.
- 3 You will be redirected to the embedded SpeedTouch™ pages automatically (unless you cleared the **http://speedtouch.lan** check box in the previous window).



These pages allow you to configure your firewall, device settings, and so on. More information can be found in the SpeedTouch™ User’s Guide.

You can test your Internet connection as described in “3.3 Testing your Internet Connection” on page 17.

IP settings

The SpeedTouch™ DHCP server is enabled by default. Therefore, the computer’s networking interface, used during the Home Install Wizard procedure, is configured for obtaining its IP configuration dynamically.



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

3.2 Web-Based Easy Setup

Easy Setup With 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 SpeedTouch™ is correctly set up and powered on.
- ▶ Your computer is connected to the SpeedTouch™.
- ▶ Your host computer is configured as DHCP client or is configured with a valid fixed IP address.



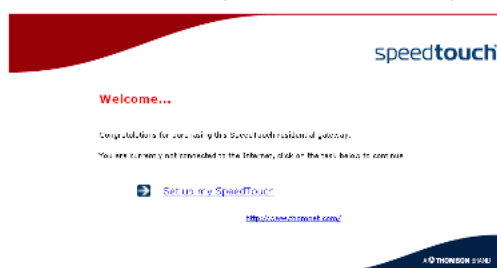
in case of problems, you can give the host computer a fixed IP address in the same subnet as your SpeedTouch™ (If the SpeedTouch™ is in its default settings, that is an address between 192.168.1.1 and 192.168.1.253). In case you use fixed IP addresses, the SpeedTouch™ has to be configured as DNS server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

- ▶ Your web browser is not using a proxy server. For more information, see “Disable proxy server” on page 28.

HTTP intercept

Proceed as follows:

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



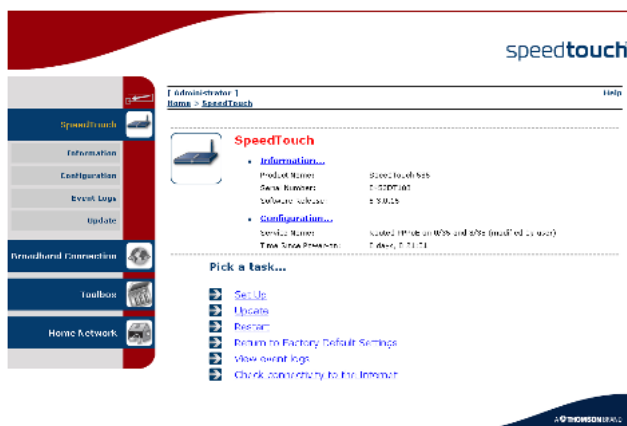
If you're not redirected automatically, go to “Launching the Easy Setup wizard” on page 16

- 2 Click on **Setup my SpeedTouch** to launch the Easy Setup wizard.
- 3 Continue with “Setting up Internet connection” on page 16.

Launching the Easy Setup wizard

It is always possible to launch the Easy Setup wizard from within the embedded web pages. Proceed as follows:

- 1 Browse to the SpeedTouch™ pages on <http://speedtouch.lan> or on its IP address, its default being 192.168.1.254.
- 2 In the menu click **SpeedTouch**.



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

Setting up Internet connection

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); then click **Next**.
- 3 Select the appropriate **VPI/VCI** - and, if required, the **Connection Type** (PPPoE or PPPoA) - provided by your ISP; then click **Next**.
- 4 For a Router Service, fill in the Internet Account settings (**PPP user name** and **password**) provided by your ISP. Click **Next**.
- 5 Fill in the SpeedTouch™ **Security user name** and **Password**.



The factory default user is 'Administrator'. Its password is blank, meaning you do not need to enter anything in the password field. It is advisable to specify another Administrator user name and password to protect your SpeedTouch™ from security violation, as described in "3.4 Basic Security" on page 18.

- 6 In the next screen you can review your settings, before to start the configuration of your SpeedTouch™. If something is missing or incorrect, click **Back**. To confirm the settings, click **Start**.
- 7 Please wait until the configuration has been done, and then click **Finish**. After a while you will be returned automatically to the **Welcome** page. Click on the bottom link to go to the SpeedTouch™ pages or select **Don't show this page** to access the Internet via your default home page.

3.3 Testing your Internet Connection

Connectivity check

After setting up the Internet connection, there is a simple way to check whether your configuration is fine.

- 1** Go to the SpeedTouch™ home page (<http://speedtouch.lan> or 192.168.1.254).
- 2** On the left navigation pane, select **SpeedTouch**.
- 3** In the **Pick a task...** list, click **Check connectivity to the Internet**.
- 4** Select an **Internet Service to Check**.
- 5** Click **Check Connectivity**.
- 6** If the test is successful, you will get a list of green check marks as 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)

In case of problems, please refer to “5.3 Web Diagnostics” on page 24.

3.4 Basic Security

Default user name and password

The SpeedTouch™ 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 SpeedTouch™.

- 1** Go to the SpeedTouch™ home page (<http://speedtouch.lan> or 192.168.1.254).
- 2** In the left pane select **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 login information. In case you forget, you will be forced to reset the SpeedTouch™ back to its default configuration.

4 Web-Based User Interface

Embedded pages The SpeedTouch™ comes with embedded web pages, providing an interface to the software installed on the device. It allows easy setup and management of the SpeedTouch™ via your web browser from any PC connected to the SpeedTouch™.

Access To access the pages:

- 1** Open your web browser.



The recommended screen resolution is 1024 by 768 pixels.

- 2** In the address bar type `http://speedtouch.lan` or your SpeedTouch™'s IP address, by default that is 192.168.1.254, and press Enter.

- 3** Enter your SpeedTouch™ security user name and password.



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

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

Tasks Amongst others you can:

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

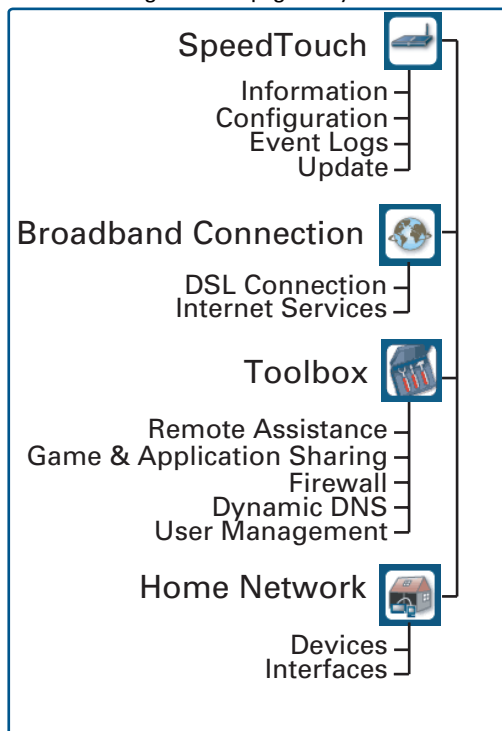
Using the web pages

When making changes to the SpeedTouch™ configuration via the web pages, the configuration is stored automatically whenever you click the **Apply** button.

For more information on the embedded pages, go to the **Help** link in the upper right side of the notification and navigation area or refer to the SpeedTouch™ User's Guide.

Site Map

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



5 Internet Connection Troubleshooting

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

- ▶ Power
- ▶ Hardware connections
- ▶ LEDs

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

For other problems (Security, Management,...), refer to the SpeedTouch™ User's Guide.

5.1 Checking the Hardware

Check the wiring

Plug in properly all cables you need. Ensure that the cables between your SpeedTouch™, 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 dial-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.

If there is no dial tone, contact your telephone company.

Reboot your computer

Loss of Internet or network connectivity can be caused by the computer. Often a reboot will rectify the problem.

Power-cycle the SpeedTouch™

To reboot your SpeedTouch™, simply turn off your SpeedTouch™. Wait five seconds and turn it back on.

5.2 LED Diagnostics

Checking the LEDs After establishing Internet connectivity, all the LEDs should solidly light green..

LED status	Possible solutions
No LEDs are lit or flashing	<ul style="list-style-type: none"> ▶ Make sure the SpeedTouch™ is plugged into an electrical outlet. ▶ Make sure you are using the correct power supply for your SpeedTouch™ device, that is a 9V DC or 15V AC power adapter, like the one provided. ▶ Press the power button. ▶ Unplug the SpeedTouch™, reboot your computer and then plug the SpeedTouch™ back in.
DSL/WAN LED off or flashing amber	<p>Your DSL service is unable to synchronise.</p> <ul style="list-style-type: none"> ▶ Ensure the SpeedTouch™ is plugged into the DSL-enabled phone line. ▶ Ensure micro-filters have been correctly fitted (if not, there is a big chance you also have a bad regular telephone service). ▶ Make sure you use the right power supply (9V DC or 15V AC). ▶ Make sure that the correct SpeedTouch™ variant is used for your DSL service (ISDN/POTS). ▶ If you have previously had a working connection, call your ISP to check for service outages.
No LAN Ethernet LED No Ethernet'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.
DSL/WAN LED toggling green/amber	<p>No PPP connection:</p> <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 that your user name is correct. For ADSL connections, the user name is normally in the form of username@ISP. ▶ Check that your password is correctly entered. The password is case sensitive. <p>If you continue to get password failures, contact your ISP.</p> <ul style="list-style-type: none"> ▶ The wrong service profile was selected. Restart the setup of your SpeedTouch™, and make sure to select the correct service profile.





A comprehensive LED overview can be found in the SpeedTouch™ User's Guide.

5.3 Web Diagnostics

Connectivity check

How to do a simple connectivity check on the web pages, is described in “3.3 Testing your Internet Connection” on page 17.

If the test is successful, you will get a list of green check marks in the test results. 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 if your telephone line is correctly connected to your SpeedTouch™. ▶ Check the DSL LED, as described in “Checking the LEDs” on page 23.
 ATM	No ATM activity detected on your DSL line.
 Ethernet	No Ethernet activity. In case you are connected through a protocol other than PPPoE, this check is not applicable; the result will always be ‘No Ethernet activity’.
 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	If this step fails, it may be because the DNS service provided by your ISP has a problem.

5.4 SpeedTouch™ Setup CD Troubleshooting

The SpeedTouch™ CD does not start automatically

In MS Windows:

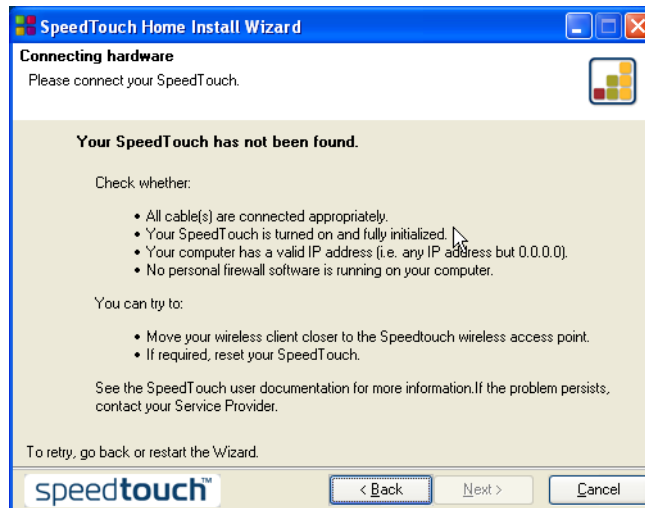
- 1 In the Windows task bar, click the **Start** button.
- 2 Select **Run...**
- 3 In the **Open** field, enter the following path: **D:\Setup.exe**, where D stands for the drive letter of your CD-ROM drive.

In Mac OS X:

- 1 On your desktop double-click the CD icon.
- 2 Double-click **Setup**.

The wizard does not detect a connection

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



In this case check that:

- ▶ The SpeedTouch™ is turned on and fully initialised.
- ▶ Your computer has a valid IP address, that is any address but 0.0.0.0.

In MS Windows:

- 1 In the task bar, click the **Start** button.
- 2 Select **Run...**
- 3 Type **cmd** in the **Open** field.
- 4 Click **OK**. A black window will appear with a flashing cursor.
- 5 Type **ipconfig /all** and then press Enter.



In MS Windows 98 or MS Windows Millennium, type **winiipcfg** and then press Enter.

- 6 Your IP address is displayed.

In Mac OS X:

- 1** Go to **Dock > System References**.
- 2** Click **Network**.
- 3** On the **TCP/IP** tab, your IP address is displayed.

- ▶ No dedicated firewall device or router is placed between your computer and the SpeedTouch™.
- ▶ No personal firewall software is running on your computer.

To repeat the search for your SpeedTouch™, click **Back** or restart the wizard. As soon as the wizard finds your SpeedTouch™, you can continue with "Configuring the SpeedTouch™ (and your computer)" on page 12.

The SpeedTouch™ is not responding

If after running the SpeedTouch™ Home Install Wizard, the completing window does not appear. Instead, you will get a message, the SpeedTouch™ is not responding.

There are two possibilities:

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

If the setup fails over a wireless connection, try - if possible - to setup your SpeedTouch™ using a wired connection.

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

SpeedTouch™ documentation cannot be viewed

To be able to view the SpeedTouch™ documentation pages on the Setup CD, Javascript must be enabled in your web browser. For more information, see the help file of your web browser.


To allow active content on an MS Windows XP system, see "Active content in Internet Explorer" on page 27.

Active content in Internet Explorer

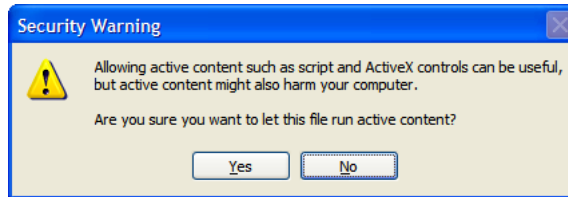
When opening documentation pages from the Setup CD a warning might be displayed; this is for instance the case if the pages are opened in Internet Explorer and you are using MS Windows XP with Service Pack 2.

To be able to view the documentation, proceed as follows:

- 1 In Internet Explorer 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**.
- 4 A security warning will be displayed:



- 5 Click **Yes**.

Now you can view or print the SpeedTouch™ 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 Under **Security** select **Allow active content from CDs to run on My Computer**.

5.5 Easy Setup Troubleshooting

Prerequisites

Before to run the Easy Setup on the embedded SpeedTouch™ pages, check following:

- ▶ The necessary connections are made.
- ▶ The SpeedTouch™ is powered on.
- ▶ Your host computer is configured as DHCP client or is configured with a valid fixed IP address.



In case of problems, you can give the host computer a fixed IP address in the same subnet as your SpeedTouch™ (If the SpeedTouch™ 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 SpeedTouch™ has to be configured as DNS server (default).

Supported web browsers

Your web browser must be able to run Javascript. Following browsers are supported:

- ▶ Internet Explorer (5.0 and later)
- ▶ Netscape Navigator (4.7 and later)
- ▶ Mozilla Firefox (1.2 and later)
- ▶ Opera (5 and later)
- ▶ Safari (1.0 and later)
- ▶ Konqueror (2.2 and later)

Disable proxy server

The Easy Setup will only work if the proxy server is disabled or if the proxy server is bypassed for local addresses. For more information, see the help file of your web browser.

To disable a proxy server in Internet Explorer:

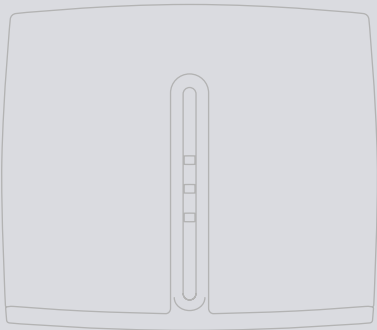
- 1** In Internet Explorer, select **Tools > Internet Options** from the menu.
- 2** Select the **Connections** tab.
- 3** Click the **Lan settings...** button.
- 4** Clear the **Use proxy server** box and the **Use automatic script** box.



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

To disable a network connection:

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



Need more help?

Additional help is available online at www.speedtouch.com