speedtouch™

SpeedTouch™510v5/v6
Residential ADSL Gateway

User's Guide

UPnP™

A ◆THOMSON BRAND

SpeedTouch™

510v5/v6

User's Guide

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Contents

About this User's Guide

Used symbols

The following symbols are used in this User's Guide:

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™510v5/v6(i) will be referred to as SpeedTouch™ in this User's 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.

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1 Getting to know your SpeedTouch™

Introduction	With the SpeedTouch™510$_{v5/v6}$(i) Residential ADSL Gateway you can surf the Internet at high speed.
Installation	For more information on how to set up, install and wire your SpeedTouch™ and set up Internet connection, refer to the Installation and Setup Guide.
Configuration	This User's Guide will help you configuring your SpeedTouch™.
Before you begin	Before connecting the SpeedTouch™, please read the SpeedTouch™ Quick Installation Guide and the Safety Instructions and Regulatory Notices.

1.1 SpeedTouch™ LED Behaviour

Front panel LEDs

The SpeedTouch™ is equipped with a number of LEDs on its front panel, indicating the state of the device during normal operation.
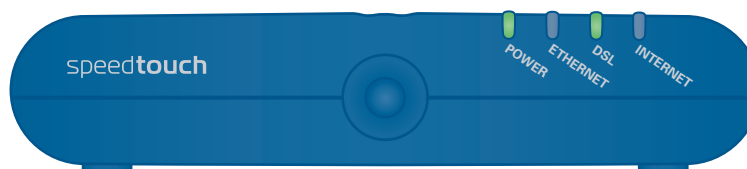
The following table shows the meaning of the different LEDs.

Indicator			Description
Name	Colour	State	
Power	Green	Solid on	Power on, normal operation
	Red	Solid on	Power on, self-test failed, indicating device malfunction
	Orange	Solid on	Bootloader active
	Off		Power off
Ethernet	Green	Blinking	Ethernet activity
		Solid on	Ethernet connection, no activity
	Off		No Ethernet connection
DSL	Green	Blinking	Pending DSL line synchronisation
		Solid on	DSL line synchronised
	Off		No DSL line
Internet	Green	Blinking	Internet activity
		Solid on	Internet connectivity, no activity
	Red	Solid on	Internet connection setup failed
	Off		No Internet connection

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1.2 Accessing your SpeedTouch™

Access methods

Your SpeedTouch™ is accessible in one of the following ways:

Access Method	Can be used to
Web browser	Configure your SpeedTouch™ via HTTP. For more information, see "1.2.1 Access via the Web Interface" on page 6.
Command Line Interface (CLI)	Fine-tune your SpeedTouch™ configuration. For more information, see "1.2.2 Access via CLI" on page 7.
File Transfer Protocol (FTP)	Back up and restore data on your SpeedTouch™. For more information, see "1.2.3 Access via FTP" on page 9.
Remote Assistance	Allow a remote user to help you configuring your SpeedTouch™. For more information, see "1.2.4 Remote Assistance" on page 12.

1.2.1 Access via the Web Interface

To access the
SpeedTouch™ via the
Web interface

Proceed as follows:

1 Open a Web browser.

2 In the address bar, type your SpeedTouch™'s IP address or DNS host name (http://speedtouch.lan or 192.168.1.254 by default)

> You can access the pages via HTTP.
>
> In case of remote assistance, simply provide your ISP with the link as shown, user name and password before he can log on to the pages. For more information, see "1.2.4 Remote Assistance" on page 12.

The SpeedTouch™ Home page appears, from where you can navigate to all the configurable aspects of the SpeedTouch™.

For more information on the Web pages, see "4 SpeedTouch™ Web Interface" on page 21.

1.2.2 Access via CLI

To access the
SpeedTouch™ via the
Command Line
Interface (CLI)

You can access the Command Line Interface (CLI) via:

▸ A Telnet session

This requires a TCP/IP connection between the host from which the Telnet session is opened and the SpeedTouch™. Your SpeedTouch™ and the connected computer must have an IP address in the same subnet.

▸ Quote site commands (over FTP)

For more information, see " Quote site command" on page 11.

For more information on CLI commands, see the SpeedTouch™ CLI Reference Guide.

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To start a Telnet session

Proceed as follows:

1 Open a telnet application.

> You can use the **Command Prompt** window.
>
> In Microsoft Windows XP for instance:
>
> **1** On the Windows taskbar, click **Start**.
>
> **2** Select (**All**) **Programs > Accessories > Command Prompt**.

2 Connect to your SpeedTouch™.

> In the Command Prompt window:
>
> At the prompt, type **telnet** followed by the IP address of your SpeedTouch™ (192.168.1.254 by default).

3 Enter your SpeedTouch™ security user name and password.

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

As soon as you have opened a session to the CLI, the SpeedTouch™ banner is displayed, followed by the CLI prompt, as shown in the example below.

```
Username : Administrator
------------------------------------------------------------------------
*                            _____     SpeedTouch
*                         ___/_____/\
*                        /         /\\    Version 5.4
*                 _____/__        /  \\
*               _/        /\_____/___ \   Copyright (c) 1999-2005,
*              //        /  \      /\ \            THOMSON
*       _____//_____/    \    /  _\/_____
*      /      / \      \     /   / / /      /\
*    __/     /   \      \   /   / /         /  \__
*   / /     /     _____\/   / /         / /   /\
*  /_/_____/_____/ /_____/ /___/   \
*  \ \     \                \ \        \  \ \     /
*   \_\     \     _____  \ \        \  \ \___\/
*     \      \    \         /\  \        \   \  /
*      _____/    \       /  \  \       \ _____\/
*       /_____/          \   \  /
*       \      _____    \         /_____\/
*        \ /     /\  \          /___\/
*         /____/   \  \   /
*          \     \  /___\/
*           \____\/
------------------------------------------------------------------------
{Administrator}=>
```

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1.2.3 Access via FTP

To access the SpeedTouch™ via the File Transfer Protocol (FTP)

You can access the file system of the SpeedTouch™ via the File Transfer Protocol (FTP), in order to:

▸ Restore or back up configuration files, templates or language packs.

▸ Upgrade your configuration.

File system

The SpeedTouch™ file system is stored on non-volatile memory and contains the SpeedTouch™ software, service template files and (optionally) default setting files.

To open an FTP session

Proceed as follows:

1 Open a **Command Prompt** window.

> In Microsoft Windows XP for instance:
>
> **1** On the Windows taskbar, click **Start**.
>
> **2** Select *(*All) Programs > Accessories > Command Prompt*.

2 At the prompt, type **ftp** followed by the IP address of your SpeedTouch™ (192.168.1.254 by default).

3 Enter your SpeedTouch™ security user name and password.

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

The example below shows an FTP session to the SpeedTouch™ file system.

```
C:\WINDOWS\system32\cmd.exe - ftp 192.168.1.254

Microsoft Windows XP [Version 5.1.2600]
(C) Copyright 1985-2001 Microsoft Corp.

C:\Documents and Settings\nielsenv>ftp 192.168.1.254
Connected to 192.168.1.254.
220 Inactivity timer = 120 seconds. Use 'site idle <secs>' to change.
User (192.168.1.254:(none)): Administrator
331 SpeedTouch (00-0E-50-5A-D9-A0) Password required.
Password:
230 OK
ftp>
```

File system structure

The structure of the file system is very simple: it consists of a single root directory called *root* and a subdirectory called *dl* (download).

▸ The *root* directory contains:

    ▸ all the necessary files for the SpeedTouch™ to start correctly

    ▸ the dl directory

▸ The *dl* directory contains the software image.

> If you made changes to the SpeedTouch™ configuration and saved them, a user.ini configuration settings file is created in the *dl* subdirectory.

File system access rights

In the different directories you have the following rights:

Directory	Access rights
root	NO read/write
dl	read/write

Common FTP commands

Depending on the access rights you have in a directory, you can use one of the following commands:

Use the command …	to …
cd	access another directory than the one currently open. Example: ftp>cd dl.
dir	list the directory files. Example: ftp>dir.
bin	set the transfer mode to 'binary'.
hash	turn on the hashing option.
put	upload files. Example: ftp>put C:/MyBackupFiles/user.ini. A configuration file must be uploaded to the dl directory.
get	download files. Example: ftp>get user.ini. Downloading the configuration file must be done from the dl directory.
delete	delete files.
bye	quit FTP.

FTP file transfer

To allow correct file transfers, set the transfer mode to "binary": at the ftp prompt, type **bin** and press ENTER.

> 💡 Turn on the hashing option to see the progression of the file transfer: At the ftp prompt, type **hash** and press ENTER.

Example.

```
/home/doejohn{1}$ftp 192.168.1.254
Connected to 192.168.1.254
220 Inactivity timer = 120 seconds. Use 'site idle <secs>' to change.
Name (192.168.1.254:doejohn):
331 SpeedTouch™  (00-90-D0-01-02-03) User 'doejohn' OK. Password requir
ed.
Password : ######
330 OK
ftp>
ftp>bin
200 TYPE is now 8-bit binary
ftp>
ftp>hash
200Hash mark printing on (8192 bytes/hash mark).
ftp>cd dl
250 Changed to /dl
ftp>put C:\user.ini
200 Connected to 192.168.1.10 port 1271
150 Opening data connection for user.ini

226 File written successfully
ftp: 256 bytes sent in 0,000Seconds 256000,000Kbytes/sec.
ftp>
```

Quote site command

All the CLI commands can be executed from within an FTP session. Only complete CLI commands (in other words, the complete command syntax with all the parameters already specified) can be executed.

Example: To execute the CLI command **:ip iplist** to list all IP addresses currently assigned to SpeedTouch™ interfaces, at the FTP prompt, type 'quote site ip iplist' and press ENTER.

```
ftp> quote site ip iplist
200- Interface      Type      IP-address        Point-to-point/Mask
200- 2   LocalNetwork  Ethernet   10.0.0.138        255.255.255.0
200- 2   LocalNetwork  Ethernet   *192.168.1.254    255.255.255.0
200- 1   Internet      Serial     81.240.198.191    81.240.198.1
200- 0   loop          Internal   127.0.0.1         255.255.255.255
200-
200 CLI command "ip iplist" executed
ftp>
```

For more information on CLI commands, see the SpeedTouch™ CLI Reference Guide.

1.2.4 Remote Assistance

To access the
SpeedTouch™ remotely

You can make your SpeedTouch accessible from the Internet with regard to remote support. In this way, you can allow your help desk to access your SpeedTouch™ remotely.

To enable remote
access

Proceed as follows:

1 Go to the SpeedTouch™ pages, as described in "1.2.1 Access via the Web Interface" on page 6.

2 In the menu, select **Toolbox > Remote Assistance**.

3 Click **Enable Remote Assistance**.

4 Provide the following parameters to your help desk:

▸ URL (the HTTP link)

▸ User name

▸ Password

Your ISP is now able to access your SpeedTouch™ via the HTTP link in combination with the provided certificate (a secure authentication mechanism).

For security reasons, remote assistance will be automatically disabled after 20 minutes of inactivity, or after restarting your SpeedTouch™.

To disable remote
access

Proceed as follows:

1 Go to the SpeedTouch™ pages, as described in "1.2.1 Access via the Web Interface" on page 6.

2 In the menu, select **Toolbox > Remote Assistance**.

3 Click **Disable Remote Assistance**.

2 Local Network Setup

Ethernet network

The Ethernet port on the back panel of your SpeedTouch™ allows you to connect the SpeedTouch™ to an existing 10 or 100 Base-T Ethernet network or to a computer with installed Ethernet card.

> In the SpeedTouch™ package, a yellow full-wired straight-through RJ-45/RJ-45 Ethernet cable is included.

Standard wiring procedure

Use the yellow Ethernet cable provided to wire your computer's Ethernet port to the SpeedTouch™'s Ethernet port.

The Ethernet cable can also be used to wire the Ethernet port of your SpeedTouch™ to an external hub or switch.

> Please follow the installation instructions supplied with the external hub or switch for connections and Ethernet cabling.

Device settings

Once you have connected a device, you can personalise its settings. For more information, see " Configure" on page 61.

3 Internet Connectivity Dial-In Clients

Introduction

If you want to set up initial Internet connectivity using the Home Install Wizard on the Setup CD or the embedded Easy Setup, refer to the provided Installation and Setup Guide.

Access methods

Depending on the configuration of the SpeedTouch™ you may have:

▸ Direct access:

As soon as the initial configuration is finished, immediate and uninterrupted WAN access is provided.

> If you have direct access, the remote organisation might ask for a user name and password on an Internet welcome page.

▸ Dial-in access:

Access must be explicitly established, that is by "dialling" into a Broadband Remote Access Server (BRAS).

Depending on the SpeedTouch™ configuration, dial-in access is provided via the SpeedTouch™'s Routed PPPoA or Routed PPPoE packet services with embedded PPP client.

Connection protocols

The applied connection protocol model depends on the service profile you selected to configure the SpeedTouch™ and should correspond with the Service Provider's requirements. If, for instance, your ISP provides PPPoE, you should configure PPPoE.

You can find more information on connection protocols in the Internet Connection Configuration Guide.

Dial-in clients

There are different ways to dial in, depending on the operating system on your computer and your preferences.

Dial-in method:	can be used on following operating system:	For more information, see:
Embedded PPP dial-in client:		
1 Dial-in client on embedded pages	Windows, Mac, unix, other	"3.1 SpeedTouch™ Web Pages"
2 Windows XP/UPnP (Internet Gateway Device)	Windows XP	"3.2 Internet Gateway Device Control Agent" on page 19

Embedded PPP dial-in
clients

The SpeedTouch™'s embedded PPP dial-in client allows you to establish an Internet connection for computers residing on your local network, using only one computer of the network to control the client.

If this computer runs:

▶ Any Operating System
you can always use the SpeedTouch™ Web pages.
See "3.1 SpeedTouch™ Web Pages" on page 17 to proceed.

▶ Windows XP
you can use the Windows XP Internet Gateway Device Control Client.
See "3.2 Internet Gateway Device Control Agent" on page 19 to proceed.

Broadband host PPPoE
dial-in clients

You can also connect to the Internet using a Broadband PPPoE dial-in application. The PPP over Ethernet connection scenario provides PPP-like dial-in behaviour over the virtual Ethernet segment.

To be able to use a broadband dial-in application on your computer for connecting to the Internet, the SpeedTouch™ needs to be configured for Bridged Ethernet or Routed PPPoE (with PPPoE relay) via the SpeedTouch™ Home Install Wizard on the Setup CD or the embedded Easy Setup. .

If your computer runs …	you can use …
Windows XP	the Windows XP broadband dial-in client
Mac OS X	a Mac OS X broadband dial-in client
	a broadband PPPoE dial-in client provided by you Service Provider

✎ Upon availability of OS-specific PPPoE dial-in client applications, the latter method is Operating System independent.

For PPPoE session connectivity from a Mac OS 8.6/9.x, a Windows 95/98(SE)/ME/2000 or a Linux system, a host PPPoE dial-in application is mandatory.

3.1 SpeedTouch™ Web Pages

Introduction

As the SpeedTouch™ Web pages are controllable from any Operating System with an installed Web browser, the method to establish PPP sessions described later, can be used on any computer system.

For more information on Internet connection setup, refer to the provided Installation and Setup Guide.

Starting an Internet session

Proceed as follows to start an Internet session:

1 Open a Web browser on your computer and browse to the SpeedTouch™ Web pages (see "1.2.1 Access via the Web Interface" on page 6 for more information).
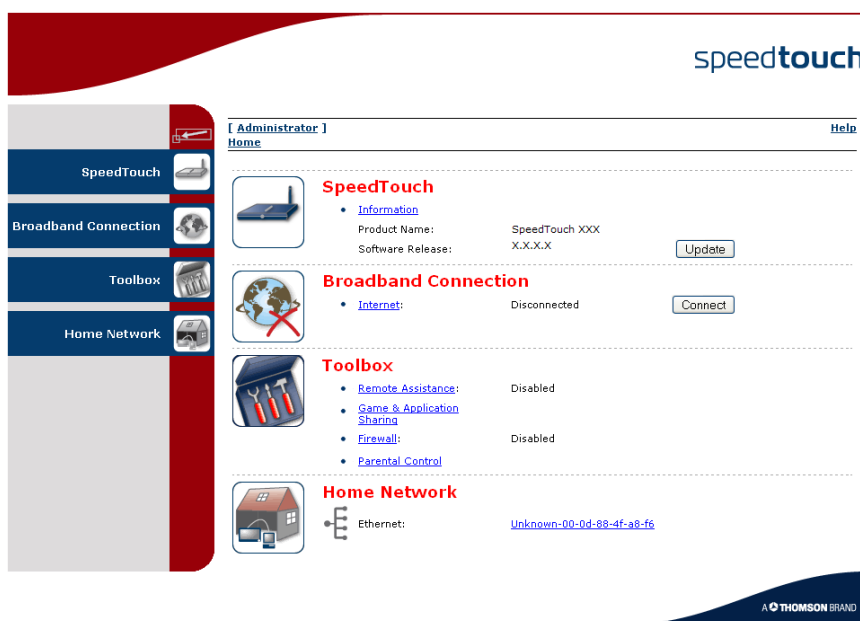
The SpeedTouch™ home page appears by default.

2 Click **Connect** at the appropriate broadband connection.

> You might be requested to enter your user name and password.

The SpeedTouch™ embedded PPP dial-in client establishes the Internet connection.

3 Browse the Web.

Monitoring your Internet connection

You can view and monitor your connection to the Internet as long as the session is running via:

▸ The SpeedTouch™ System Information page: see "4.3.1 Information" on page 30.

▸ The SpeedTouch™ Diagnostics task: see "4.4.1 Connectivity Check" on page 38.

Terminating an Internet
session

Proceed as follows to close an active PPP connection:

1 Go to the SpeedTouch™ Web pages.

2 Click **Disconnect** at the appropriate broadband connection.

The SpeedTouch™ embedded PPP dial-in client closes the Internet connection. The Internet Link status changes to **Disconnected** and your computer is offline.

3.2 Internet Gateway Device Control Agent

Introduction   Windows XP users can easily establish PPP sessions, thanks to the Windows XP Internet Gateway Device (IGD) Discovery and Control Client that allows you to control the SpeedTouch™ directly from you computer.

> 📝 The IGD Control Client only allows to connect or disconnect a fully configured connection.

Preconditions   Make sure that:

▸ The following subcomponents of the Windows XP Networking Services are added to your Windows XP system:

    ▸ UPnP™ (see " SpeedTouch™ not detected by UPnP™ or IGD Control Client" on page 70).

    ▸ IGD Discovery and Control Client (see " Adding IGD Discovery and Control" on page 71).

▸ UPnP™ is enabled on your SpeedTouch™. To enable UPnP, see "4.5.2 Game & Application Sharing" on page 44.

Starting an Internet session   Proceed as follows to start an Internet session:

1 In the Windows taskbar, click **Start**.

2 Select **(Settings >) Control Panel**.

The **Control Panel** window appears.

3 Go to **(Network and Internet Connections >) Network Connections**.

The **Network Connections** window appears.
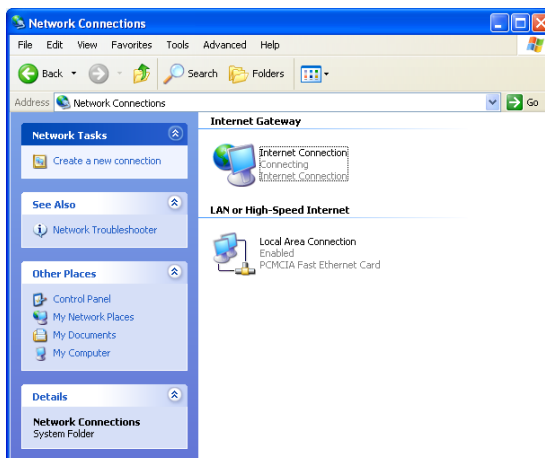
You will find an **Internet Gateway** icon, representing the SpeedTouch™ IGD Internet connection ability.

4 Double-click the **Internet Connection** icon.

The SpeedTouch™ embedded PPP dial-in client establishes the Internet connection. The **Internet Gateway** icon displays **Connected** and your computer is online.

5 Open a Web browser and surf the Internet.

Internet connection status

As long as the SpeedTouch™ embedded PPP dial-in client is connected, you can view the connection status and some counters by double-clicking the **Internet Connection** icon in the **Network Connections** window.

Terminating an Internet session

Proceed as follows to terminate an Internet session:
1 In the Windows taskbar, click **Start**.
2 Select **(Settings >) Control Panel > (Network and Internet Connections >) Network Connections**.
3 In the **Network Connections** window, right-click the **Internet Connection** icon and select **Disconnect** to close the session.

> You can also double-click the icon. Then the **Internet Connection Status** window will appear on which a **Disconnect** button is available to close the session.

4 The SpeedTouch™ embedded PPP dial-in client will close the Internet connection. The **Internet Gateway** icon displays **Disconnected** and your computers are offline.

4 SpeedTouch™ Web Interface

Embedded

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™.

See "1.2.1 Access via the Web Interface" on page 6 to access the pages.

SpeedTouch™ documentation

Consult:

▶ The SpeedTouch™ Installation and Setup Guide
for more information on setup and installation procedures.

4.1 Navigation

Navigation components

The SpeedTouch™ Web interface consists of the following components:

▸ Menu
▸ Language Bar
▸ Navigation Bar
▸ Notification Area
▸ Tasks
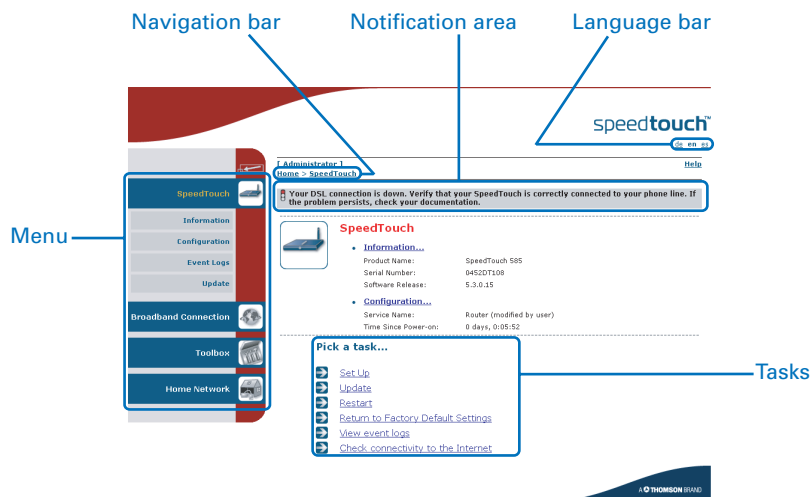
4.1.1 Menu

Menu items

The menu is located on the left side of the page and consists of the following menu items:

▶ **SpeedTouch**:
Provides basic information on the SpeedTouch™.

▶ **Broadband Connection**:
Allows you to view/configure your broadband connections.

▶ **Toolbox**:
Allows you to assign games or applications to a device and secure your Internet connection.

▶ **Home Network**:
Allows you to manage your local network.

Collapsing and expanding the menu

You can collapse/expand the menu by clicking the arrow located at the top of the menu.

4.1.2 Language Bar

Language bar The language bar is located under the SpeedTouch™ logo and allows you to change the language of the SpeedTouch™ Web interface.

> ⛔ The language bar will only be shown if more than one language is available.

4.1.3 Navigation Bar

Navigation bar   The navigation bar is located at the top of the page and allows you to:

▸   View the current user name.
      Click this name to change your password or switch to another user.

▸   View the current position on the SpeedTouch™ Web interface.

▸   Get context-related **Help** information.

Display level   Depending on the page you are viewing, the following buttons will be available:

▸   **Overview** to view a summary of the current status or configuration.

▸   **Details** to view more detailed information on the current status or configuration.

▸   **Configure** to change the current settings.

4.1.4 Notification Area

Notification area

The notification area is located under the Navigation Bar and is used to display:

▸ Error messages, indicated by a red traffic light.

▸ Warnings, indicated by an orange traffic light.

▸ Information, indicated by a green traffic light.

> If none of these events occur, the notification area will not be shown.

4.1.5 Tasks

Tasks To allow a quick configuration of your SpeedTouch™, some pages may offer you a number of related tasks in the **Pick a task** list. These tasks will guide you to the page where you can perform the selected task.

4.2 Home

SpeedTouch™ home page

The SpeedTouch™ home page gives you a short overview of all the configurable aspects of the SpeedTouch™:

▸ SpeedTouch
▸ Broadband Connection
▸ Toolbox
▸ Home Network

4.3 SpeedTouch

The SpeedTouch menu

The **SpeedTouch** menu consists of the following items:

‣ Information

‣ Configuration

‣ Event Logs

The SpeedTouch page

The **SpeedTouch** page gives you some basic information on the SpeedTouch™:

‣ Product Information

‣ Configuration

4.3.1 Information

Information

The **Information** page summarizes important information on your SpeedTouch™. You may need this information when you contact your helpdesk.

System Information
This page summarizes important information on your SpeedTouch. You may need this information when you contact your helpdesk.

Product Name:	SpeedTouch XXX
Serial Number:	0452DT108
Software Release:	X.X.X.X
Software Variant:	AA
Boot Loader Version:	1.0.16
Product Code:	35723430
Board Name:	BANT-K

4.3.2 SpeedTouch™ Easy Setup

Easy Setup Wizard

The Easy Setup Wizard helps you to configure your SpeedTouch™ Internet connection.

Proceed as follows to configure the SpeedTouch™ using the SpeedTouch™ Easy Setup wizard:

1 In the left menu, click **SpeedTouch**.

2 In the **Pick a task** list, click **Set up**.

The **Easy Setup** wizard will now guide you through the configuration of your SpeedTouch™.

4.3.3 Restart

Restarting your
SpeedTouch™

Proceed as follows:

1 In the left menu, click **SpeedTouch**.

2 In the **Pick a task** list, click **Restart**. The following message appears:

⚠ **Warning: System Restart**
You are about to restart your SpeedTouch. All active connections will be restarted.

Do you want to proceed?

[Yes, restart my SpeedTouch] [No]

3 Click **Yes, restart my SpeedTouch**.

The SpeedTouch™ restarts.

The SpeedTouch™ returns to the Home page.

4.3.4 Configuration

Overview   The **Overview** page displays the current configuration of your SpeedTouch™.

Details   The **Details** page displays more detailed information on the current configuration of your SpeedTouch™.

Configure   The **Configure** page allows you to change the current configuration.

If you want to:

▸ Reconfigure your SpeedTouch™:
Click **Configuration Wizard** under **Service Configuration**. For more information, see "4.3.2 SpeedTouch™ Easy Setup" on page 31.

▸ Configure the time settings of your SpeedTouch™:

 ▸ Select **Auto-configuration** if you want the SpeedTouch™ to use a time server to synchronise its clock to a dedicated time server.

 ▸ Clear **Auto-configuration** to manually configure the SpeedTouch™ time settings.

▸ Disable Web browsing interception or set it to automatic:
In the **Web Browsing Interception** list, click the Web browsing interception setting of your choice.

Click **Apply** to apply and save your settings.

4.3.5 Back up & Restore

Introduction	The **Back up & Restore** page allows you to:

▸ Save your current configuration.

▸ Restore a previously saved configuration.
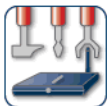
Accessing the Backup & Restore page	Proceed as follows:

1 In the **SpeedTouch** menu, click **Configuration**.

2 Click **Configure**.

3 In the **Pick a task** list, click **Save or Restore Configuration**.

Saving your current configuration	Proceed as follows:

1 Click **Back up Configuration Now**.

2 Click **Save**.

3 Choose a location to save your backup file and click **Save**.

Restoring a previously saved configuration	Proceed as follows:

1 Click **Browse**.

2 Select the configuration file you want to restore and click **Open**.

3 Click **Restore Configuration Now**.

The SpeedTouch™ loads your configuration and restarts.

At the end of the procedure, the SpeedTouch™ returns to the Home page.

4.3.6 Reset to Factory Defaults

Introduction

The **Reset to Factory Defaults** page allows you to reset the SpeedTouch™ to return to the initial configuration of your SpeedTouch™. All your changes will be deleted. The following message appears:

Warning: Reset to Factory Defaults
You are about to reset your SpeedTouch to factory default settings. All active connections will be disconnected.

Do you want to proceed?

[Yes, reset my SpeedTouch] [No]

Resetting the SpeedTouch™ factory defaults

Proceed as follows:

1 In the left menu, click **SpeedTouch.**
2 In the **Pick a task** list, click **Return to Factory Default Settings.**
3 Click **Yes, reset my SpeedTouch**.

> If you reset your SpeedTouch™ to factory default settings, all active connections will be disconnected.

4.3.7 Event Logs

Event Logging The **Event Logs** page summarizes the last events recorded on your SpeedTouch™.

Event Logging
This page summarizes the last events that have been recorded on your SpeedTouch. Choose a display filter...

Category: LAN

• **Recorded Events**

	Time	Message
	00:23:11 (since last boot)	DHCS server up
	00:23:10 (since last boot)	DHCS server went down
	00:00:04 (since last boot)	DHCS server up
	00:00:03 (since last boot)	WIRELESS interface turned on.
	00:00:03 (since last boot)	WIRELESS automatic channel selection done (channel = 1)

Recorded Events The **Recorded Events** table gives you an overview of the last event logs that have been recorded since the SpeedTouch™ was turned on. The first column of the table indicates the importance of the event log.

Indicator	Description
	Informational
	Warning
	Error

Category The **Category** list allows you to filter the events shown in the **Recorded Events** table. For example, by clicking **Security** you can view all security related events, for example generated by the SpeedTouch™ firewall.

4.4 Broadband Connection

The Broadband Connection menu

The **Broadband Connection** menu consists of following menu items:

▸ DSL Connection

▸ Internet Services

The Broadband Connection page

The **Broadband Connection** page gives you a short status overview of the connections configured on the SpeedTouch™.

Click **View more** to see more information on the selected broadband connection.

> If you configured a dial-up connection, you can establish/terminate the connection by clicking **Connect/Disconnect**.

4.4.1   Connectivity Check

Introduction

On this page, you can perform a connectivity check on an Internet service of your SpeedTouch™. The following message appears:

Checking your Internet connectivity

Proceed as follows:
1   In the left menu, click **Broadband Connection.**
2   In the **Pick a task** list, click **Check connectivity to the Internet**.
3   In the **Internet Service to Check** list, click the Internet service that you want to check.
4   Click **Check Connectivity**.

   The SpeedTouch™ lists the test results in the **Test Results** list.

Analysing the test results

If the test is successful, you will get a list of green check marks. Otherwise a red cross will indicate which tests have failed.

4.4.2 DSL Connection

Overview

Click **Overview** to view basic information on your DSL connection.

Details

Click **Details** to view more detailed information on your DSL connection.

DSL Connection

- **Link Information**

Uptime:	4 days, 4:19:08
Modulation:	G.992.1 Annex A
Bandwidth (Up/Down) [kbps/kbps]:	512 / 4.640
Data Transferred (Sent/Received) [MB/MB]:	36,15 / 385,19
Output Power (Up/Down) [dBm]:	11,5 / 19,5
Line Attenuation (Up/Down) [dB]:	14,0 / 25,0
SN Margin (Up/Down) [dB]:	19,0 / 19,5
Vendor ID (Local/Remote):	TMMB / ALCB
Loss of Framing (Local/Remote):	0 / 0
Loss of Signal (Local/Remote):	0 / 0
Loss of Power (Local/Remote):	0 / 0
Loss of Link (Remote):	0
Error Seconds (Local/Remote):	0 / 0
FEC Errors (Up/Down):	0 / 0
CRC Errors (Up/Down):	0 / 0
HEC Errors (Up/Down):	0 / 0

4.4.3 Internet Services

Internet Services information

The **Internet Services** page displays information on your Internet Connection(s).

> If you configured a dial-up connection you can establish/terminate the connection by clicking **Connect/Disconnect**.

To view more detailed information on a specific connection, click the **View more** link of the corresponding connection.

4.4.4 Internet Service Settings

Accessing the Internet
Service Settings page

Proceed as follows:
1   In the **Broadband Connection** menu, click **Internet Services**.
2   Click the **View more** link of the Internet service you want to view.

Overview

The **Overview** page gives you basic information on the selected Internet Service.

> If you configured a connection you can establish/terminate the connection by clicking **Connect/Disconnect**.

Details

The **Details** page gives you more detailed information on the selected Internet Service.

> If you configured a dial-up connection you can establish/terminate the connection by clicking **Connect/Disconnect**.

4.5 Toolbox

The Toolbox menu

The **Toolbox** menu consists of the following menu items:

▸ **Remote Assistance**
Allows you to make your SpeedTouch™ accessible for remote support.

▸ **Game & Application Sharing**
Allows you to share services and games that you run in your private network towards the Internet.

▸ **Firewall**
Allows you to configure the security level of the SpeedTouch™ firewall.

▸ **Dynamic DNS**
Allows you to assign a DNS host name to your broadband connection(s).

▸ **User Management**
Allows you to manage the users configured on your SpeedTouch™.

The Toolbox page

The **Toolbox** page gives you an overview of the available services and their current status. You can click on the names of these services to go to the corresponding Web page.

4.5.1 Remote Assistance

Enabling Remote Assistance

The **Remote Assistance** page allows you to make your SpeedTouch™ accessible for remote support.

If you want to enable remote assistance, you must be connected to the Internet.

Proceed as follows to use remote assistance:

1 If necessary, type a password in the **Password** box.

2 Click **Enable Remote Assistance**.

3 Pass the information listed under:

> **URL**

> **Username**

> **Password**

to your technical support, in order for them to be able to access your SpeedTouch™.

Once the technical support is connected, no other connections can be made.

Terminating remote assistance

The remote assistance session ends:

> if the technical support disables remote assistance.

> after 20 minutes of inactivity.

> after restarting your SpeedTouch™.

4.5.2 Game & Application Sharing

Overview

The **Overview** page summarizes the applications or games installed on a particular local host on your network, for which the SpeedTouch™ should accept inbound initiated connections coming from the Internet.

Configure

On the **Configure** page, you can:

▶ Select **Use UPnP** to enable UPnP on the SpeedTouch™.
UPnP provides NAT-Traversal: UPnP aware applications on a PC will automatically create Hyper-NAT entries on the SpeedTouch™ for incoming traffic on the protocol ports this type of traffic needs. As a consequence these applications are able to traverse the SpeedTouch™ without the need for extra and manual configuration.

> UPnP is an architecture for transparent peer-to-peer connectivity of computers, intelligent appliances, and (wireless) devices. It enables seamless operation of a wide range of games and messaging applications.

▶ For security reasons you are able to configure the UPnP policy towards Windows XP and UPnP aware applications and Operating Systems.

In case you select the **Use Extended Security** check box, only limited UPnP operation between a host running MS Windows XP and the SpeedTouch™ is allowed: A local host is:

▶ NOT allowed to connect/disconnect the SpeedTouch™ Internet Gateway Device (IGD) connection.

▶ Allowed to add/delete Hyper-NAT entries only for its own IP address, not for other local hosts.

If you clear the **Use Extended Security** check box, all UPnP- and IGD-based communication between any local host and the SpeedTouch™ is allowed.

▸ Assign a game or application to a specific network device.

4.5.3 Defined Games & Applications

Accessing the Defined
Games & Applications
page

Proceed as follows to access the **Defined Games & Applications** page:
1   In the **Toolbox** menu, click **Game & Application Sharing**.
2   In the **Pick a task** list, click **Modify a game or application**.

The Defined Games &
Applications page

This page gives you an overview of the games and applications defined on your SpeedTouch™. Each game or application can be assigned to a device on your local network.

If you want to:

▸   View the translation rules of a game or application, click the name of the rule.

▸   Change the translation rules of a game or application, click the **Edit** link of the game or application.

▸   Remove a game or application from your SpeedTouch™, click the **Delete** link of the game or application.

4.5.4 Game or Application Definition

Accessing the Game or Application Definition page

Proceed as follows to access the **Game or Application Definition** page:
1 In the **Toolbox** menu, click **Game & Application Sharing**.
2 In the **Pick a task** list, click **Modify a game or application**.
3 Click the name of the game or application you want to view/change.

Overview

This page gives you an overview of the port mappings used to allow this service or game to be initiated from the Internet.

> Consult the user's guide or support pages of your application to know which ports are being used by this application.

A service consists of one or more TCP/UDP port ranges. Each incoming port range can be translated into a different internal (local network) port range. Port ranges can be statically assigned to devices or dynamically assigned using an outgoing trigger.

Configure

Under:

▸ **Game or Application Name** you can:
Change the name of the game or application.

▸ **Game or Application Definition** you can:
Change the TCP/UDP port definition for this game or application.

Adding a Port Translation rule

Proceed as follows:
1 Click the **Edit** link of the TCP/UDP port definition of the game or application.
2 In the **Protocol** list, click the protocol the game or application uses.
3 In the **Port Range** box, type the port range the game or application uses.
4 In the **Translate To** box, type the port range to which the SpeedTouch™ has to translate the ports specified under **Port Range**.
5 If you want to make a dynamic translation rule you must specify a trigger protocol and port.

> As soon as the SpeedTouch™ receives outgoing traffic on this trigger port, it will activate this translation rule.

6 Click **Apply**.

4.5.5 New Game or Application

Creating a new game or
application

Proceed as follows:

1 In the **Toolbox** menu, click **Game & Application Sharing**.
2 In the **Pick a task** list, click **Create a new game or application**.The following
   window appears:

New Game or Application
Enter the name of the new game or application.

Name: New_entry

Select how you want to define the new game or application.

- Clone Existing Game or Application
  ABC (Another Bittorent Client)
- Manual Entry of Port Maps

Next   Cancel

3 Type the name of the game or application in the **Name** box.
4 Click:
   - **Clone Existing Game or Application** if you want to start from the port
     mappings of the selected game or application.
   - **Manual Entry of Port Maps** if you want to manually configure the port
     mapping for this game or application.

   The SpeedTouch™ creates the game or application and takes you to the Game
   or Application Definition page to configure the port mappings for this game or
   application.

5 Enter the necessary port mappings and click **Add**.

4.5.6 Firewall

About the firewall
The firewall allows you to secure traffic from and to the SpeedTouch™. There are different security levels, depending on the degree of security you need.

Overview
The **Overview** page summarizes the overall security policy configured on your SpeedTouch™.

Configure
On the **Configure** page you can select the security level of the SpeedTouch™.

Firewall
This page summarizes the overall security policy configured on your SpeedTouch.

- **Security Settings**

  Security Level: ○ BlockAll
  Use this Security Level to block all traffic from and to the Internet. Game & Application sharing is not allowed by the firewall.

  ◉ Standard
  Use this Security Level to allow all outgoing connections and block all incoming traffic. Game & Application sharing is allowed by the firewall..

  ○ Disabled
  Disable the firewall. All traffic is allowed to pass through your SpeedTouch. Game & Application sharing is allowed by the firewall.

  Apply   Cancel

Security Levels
Select one of following security levels:

▶ **BlockAll**:
All traffic from and to the Internet is blocked. Game and Application Sharing is not allowed by the firewall.

> Although BlockAll should block all connections, some mandatory types of traffic such as DNS will still be relayed between LAN and WAN via the SpeedTouch™.

▶ **Standard**:
All outgoing connections are allowed. All incoming connections are blocked, except for inbound connections assigned to a local host via Game and Application Sharing.

▶ **Disabled**:
All in- and outgoing traffic is allowed to pass through your SpeedTouch™, including Game and Application Sharing.
This is the default firewall level.

> The firewall levels only have impact on the forward hook. This means that the handling of traffic from and to the Web pages of the SpeedTouch™ is independent of the selected firewall level.

> Protocol checks will be performed on all accepted connections, irrespective of the chosen level. You can only disable protocol checks via the CLI.

Details of a security level

To view the details of the currently active security level:

1 In the **Toolbox** menu, click **Firewall**.

2 Click the **Details** link.

Following information is provided per rule that is part of the security level

▸ The **name** of the rule

▸ The **Action** that is applied on the traffic when the rule is valid

▸ The **Source** and **Destination interface** or **IP address** (range) to which the rule applies

▸ The protocol or SpeedTouch™ **Service** for which the rule applies.

▸ The number of **Hits** (number of times that the rule was applied to traffic).

Creating a new security level

Proceed as follows:

1 In the **Toolbox** menu, click **Firewall**.

2 In the upper right corner, click **Configure**.

3 In the **Pick a task** list, click **Create a new Security Level**.

4 In the **Name** box, type a name for the new security level.

5 Choose an existing security level to clone from.

6 Click **Apply**.

Editing a security level

Proceed as follows:

1 In the **Toolbox** menu, click **Firewall**.

2 In the upper right corner, click **Configure**.

3 Select a security level, and then click the **Edit** link.

The firewall settings of the selected security level appear.

4 You can:

▸ Select a row using the **Edit** link to modify the security rule.

▸ Click **Add** to create a new security rule.

5 Edit or define following parameters of the rule:

▸ The **Name** of the security rule

▸ The **Source Interface** and **IP Address** (range)

> 💡 Use **Any** as IP address in case all traffic for the interface should be parsed.

Or you can type a **User-defined** IP address (range).

▸ The **Destination Interface** and **IP Address** (range)

> 💡 Use **Any** as IP address in case all traffic for the interface should be parsed.

Or you can type a **User-defined** IP address (range).

▸ The **Service** type of the traffic; this can be a protocol (dns, smtp, ...) or a specific SpeedTouch™ system service.

6 Select an **Action** that should be done on traffic for which the security rules applies:

▶ **Accept**: to allow the traffic to pass

▶ **Deny**: to drop the traffic (without notification)

▶ **Count**: to let the traffic pass, but count it (Hits)

7 Click **Apply**.

4.5.7 Dynamic DNS

Dynamic DNS The Dynamic DNS service allows you to assign a dynamic DNS host name (for example john.dyndns.org) to a broadband connection even if it is using a dynamic IP address. As soon as the device gets a new IP address, the dynamic DNS server updates its entry to the new IP address.

Overview Click **Overview** to view the different Dynamic DNS clients with their name, host names, interface and IP address.

Configure On the **Configure** page, you can assign a Dynamic DNS host name to a broadband connection. Proceed as follows:

1 Create an account at the Dynamic DNS service of your choice, for example:
> www.dyndns.org
> www.no-ip.com
> www.dtdns.com

2 On the **Dynamic DNS** page, click **Configure**.

3 Select the **Enabled** check box.

4 If necessary, click the broadband connection to which you want to assign the Dynamic DNS hostname in the **Interface** list.

5 Type the user name and password of your Dynamic DNS service account in the corresponding fields.

6 In the **Service** list, click your Dynamic DNS service.

7 In the **Host** box, type the host name you want to assign to this interface (for example myspeedtouch.dyndns.org).

8 Click **Apply**.

4.5.8 User Management

Overview

The **Overview** page gives you an overview of the currently configured users and their privileges.

Click the name of a user to edit his user account.

Configure

On the **Configure** page, you can:

▸ Click **Add** to create a new user account.

▸ Click **Edit** to change a user account.

▸ Click **Delete** to remove a user.

Types of users

The table below shows the types of users and their privileges:

User	Privileges
root	This is the root (master) account. This user has all privileges without any exceptions or limitations.
SuperUser	This user can perform any service via any access channel from any access origin.
TechnicalSupport	This user can perform any service via any access channel from WAN origin only.
Administrator	This user can perform any service via any access channel from LAN or Local origin only.
LAN_Admin	This user can perform only LAN related configurations via any access channel from any origin.
Poweruser	This user has access to the GUI (Service/overview page) via HTTP or HTTPS access channel from LAN origin only.

User	Privileges
WAN_Admin	This user can perform only WAN related configurations via any access channel from any origin.
User	This user has access to the GUI (Overview pages, remote assistance) via HTTP or HTTPS access channel from LAN origin only.
Guest	This user does not have any privileges.

4.5.9 Edit User

Editing a user account

Proceed as follows:

1 In the **Toolbox** menu, click **User Management**.

2 Under **Local User Data**, click the name of the user you want to edit.

Edit User
This page allows you to edit the user settings. Besides resetting your password you're not allowed to change your own settings. If you want to have your settings changed, ask someone with higher privileges.

- **User definition**

  Name: Jon
  Administration Privileges: User ▼

                    Reset Password   Apply   Cancel

The **Edit User** page appears. On this page, you can:

▸ Click **Reset Password** to reset the password of the selected user to the user name. So, if you reset the password of John his password will be "John".

▸ Change the administration rights of the selected user.

⚠ You can not change the administration rights of the account you are logged on with.

4.5.10 Change Default User

The Default User page

On this page you can change the default user. If users browse to the SpeedTouch™ Web pages, they will be automatically logged on with this account.

> To allow users to automatically log on under this account, this default user account must be configured with a blank password.

Changing the default user

Proceed as follows:

1 In the **Toolbox** menu, click **User Management**.
2 In the **Pick a task** list, click Set the default user.
3 The **Change Default User** page appears.

4 In the **User Name** list, click the name of the new default user.
5 Click **Change Default User** to confirm your choice.

4.5.11 Add User

Adding users

Proceed as follows:

1 In the **Toolbox** menu, click **User Management**.

2 In the **Pick a task** list, click **Add new user**.

3 The **Add User** page appears.

Add User
This page allows you to add a user. You're only allowed to add a user who has privileges which are the same or lower than your own. The password of the new user will be the same as the account name.

● **User definition**

Name: New_user

Administration Privileges: Administrator

Apply Cancel

4 Under **User definition** you can configure:

▸ The name of the new user.

⚠ The password of the new user will be equal to the user name; for example if the user name is John Doe, the password will be John Doe. Also when resetting a user, the password will be changed into the user name.

▸ The administration rights of the new user.

⚠ You can only add users with less than or equal administration rights as yourself.

4.6 Home Network

Home Network Menu

The **Home Network** menu consists of the following items:

▸ Devices
Allows you the view/configure the devices detected on your local network.

▸ Interfaces
Allows you to view/configure the interfaces that are available on the SpeedTouch™.
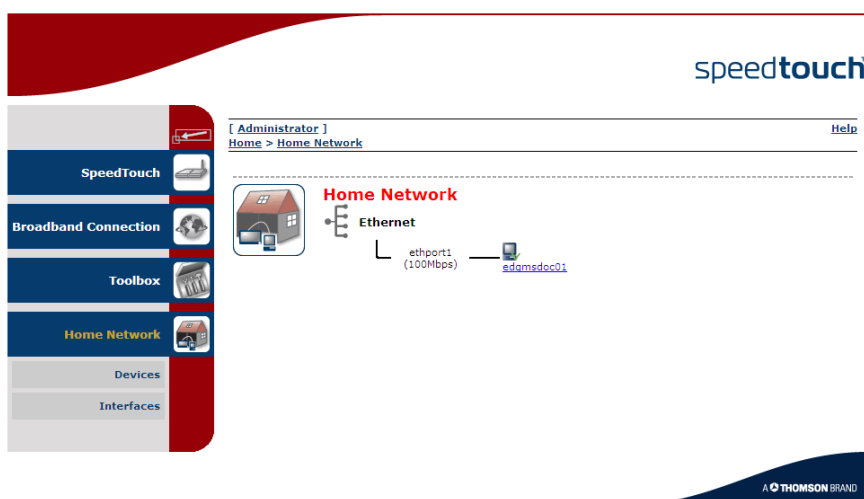
The Home Network page

The **Home Network** page gives you an overview of your SpeedTouch™ network.

Viewing client information

If you click on a client you can:

▸ View the client's network settings.

▸ Configure the client's network settings by clicking **Configure**.

4.6.1 Devices

Overview

The **Overview** page gives you an overview of the devices that are currently connected to the SpeedTouch™ network. Click on a device name to get more information on a specific device.

Local Network Devices

- **Detected Device(s)**

The table below contains the list of devices the SpeedTouch detected on your local network. Click on a device name to get more information on a device.

Name	IP Address	Interface
speedtouch	192.168.1.254	
edgmsdoc01	192.168.1.64	ethport2

> The detected device 'dsldevice' is the SpeedTouch™ itself.

Configure

The **Configure** page gives you an overview of the devices that are currently connected to the SpeedTouch™ network.

If you want to:

- Get more information on a specific device, click on the name of the device. See "4.6.2 Device Settings" on page 60 for more information.
- Edit a device from the **Detected Device(s)** list, click **Edit**.
- Delete a device from the **Detected Device(s)** list, click **Delete**.

> Once a device connects to the SpeedTouch™ network, it will remain listed in the **Detected Device(s)** list until you delete it.

4.6.2 Device Settings

Accessing the device settings page

Proceed as follows:
1 In the **Home Network** menu, click **Devices**.
2 In the **Detected Device(s)** list, click the name of the device you want to view.

Overview

The **Overview** page displays the following items:

> **Information** allows you to view:

>> **Status** shows whether the device is currently connected to the SpeedTouch™ network.

>> **Type** shows the device type.

>> **Connected To** shows the interface to which the device is currently connected.

> **Addressing** allows you to view:

>> **Physical Address** shows the MAC address of the device.

>> **IP Address Assignment** shows whether the device is using a static or dynamic IP address.

>> **IP Address** shows the current IP address of the device.

>> **Always use the same address** indicates whether the wireless client has a static DHCP lease or not.

>> **DHCP Lease Time** displays the time for which the wireless client can use this IP address.

> **Connection Sharing**:
Gives you an overview of the games or services that are currently assigned to this device. Click the name of the game or service to view the used port mappings.
For more information, see .

Configure   The **Configure** page allows you to:

▸   Change the device information.

▸   Allow a game or service running on this device to be initiated from the
     Internet.

4.6.3 Assign Public IP

Introduction

On this page you can assign the public IP address of your Internet Connection(s) to a specific device on your local network. You might want to do this if:

▸ You do not want to use the Network Address Translation engine of your SpeedTouch™.

▸ This device is running server applications (Web server,...) and you want it to be accessible from the Internet.

> You can also achieve this by creating a port mapping for the specified server, as described in *"4.5.2 Game & Application Sharing" on page 44*.

▸ This device has to be considered as the unique access point to your local network (DMZ).

> ⓧ Be aware that the device to which you assign the public IP address will lose all security offered by the SpeedTouch™.

Assigning the public IP address to a device

Proceed as follows:

1 In the **Home Network** menu, click **Devices**.

2 In the **Pick a task** list, click **Assign the public IP address of a connection to a device**.

3 Click the **Edit** link of your Internet connection.

4 In the **Device** list, select the device you want to assign the public address to.

Assign the public IP address of a connection to a LAN device
This page allows you to assign the public IP address of your Internet Connection(s) to a specific device on your local network...

You might want to do this if:

● You encounter issues with some applications through the Network Address Translation engine of your SpeedTouch.
● This device is running server applications (web server, ...) and you want it to be accessible from the internet.
● This device has to be considered as the unique entry to your local network (DMZ).

Internet Service	Device		
Internet	YourLaptop ▾	Apply	Cancel

5 Click **Apply**.

The SpeedTouch™ prompts you to make some adjustments as a result of the new configuration.

6 Click **OK**.

7 Release and renew the IP address of the device.

> For more information, see your operating system's user guide or help.

8 If necessary, reassign server applications to this device.

4.6.4 Interfaces

Interfaces overview

The **Interfaces** page gives you an overview of the interfaces used on your SpeedTouch™. If you want to know more about the network settings of a specific interface, click the name of the interface you want to view.

Interfaces

- **LocalNetwork**
  - ethport1 (100Mbps)
  - ethport2 (100Mbps)
  - ethport3 (100Mbps)
  - ethport4 (100Mbps)
  - WLAN: SpeedTouchD0D961 (54Mbps)

4.6.5 Interface Settings

Overview   The **Overview** page gives you an overview of the current interface settings.

Interface - LocalNetwork

- **Interface Information**
  Interface Group: lan

- **TCP/IP Configuration**
  Auto-IP: Disabled
  Use DHCP Server: Enabled

- **IP Addresses**

IP Address/Mask	Type
10.0.0.138/24	Static
192.168.1.254/24	Static

- **DHCP Pools**

DHCP Pool Name	Address Range	Gateway
LAN_private	192.168.1.64 - 192.168.1.253	192.168.1.254

Configure   The **Configure** page allows you to:

▸ Change the IP address settings of the SpeedTouch™.

▸ Change the DHCP IP address pool settings.

⚠ Before changing the DHCP pools, make sure that at least one IP address of the SpeedTouch™ uses the same subnet as the IP addresses in the DHCP pools.

Assigning a new IP address to the SpeedTouch™   Under **IP Addresses**, proceed as follows:

1 Type the IP address of your choice (for example 192.168.1.1) in the left text box.

2 Type subnet mask (for example 255.255.255.0) in the right text box.

3 Click **Add**.

Network devices using the same subnet mask can now access the SpeedTouch™ using this IP address.

4.6.6 DHCP Pool

DHCP Pool page

On the **DHCP Pool** page, you can create/change a DHCP pool.

Accessing the DHCP Pool page

Proceed as follows:

1 In the **Home Network** menu, click **Interfaces**.
2 Click the name of the interface which DHCP pool settings you want to change.
3 Click **Configure**.
4 Under **DHCP Pools**, click:

> **Add** to add a new DCHP pool.
> **Edit** to edit an existing DHCP pool.
> **Delete** to delete an existing DHCP pool.

> This link will only be shown if there are more than one DHCP pools.

The DHCP Pool page appears.

Your_DHCP_pool
Configure parameters for your DHCP pool.

Pool Configuration

Interface:	LocalNetwork
Start Address:	192.168.1.10
End Address:	192.168.1.20
Subnet Mask:	255.255.255.0
Server:	192.168.1.254
Gateway:	192.168.1.254
Primary DNS:	192.168.1.254
Secundary DNS:	0.0.0.0
Primary WINS:	0.0.0.0
Secondary WINS:	0.0.0.0
Lease Time:	Infinite
Always give same address to DHCP clients:	☑

Apply   Cancel

THOMSON

**Components of the
DHCP Pool page**

The following settings are available for configuration:

▸ **Interface**:
The SpeedTouch™ interface to which the DHCP pool applies.

▸ **Start Address**:
The start IP address of the DHCP server's address pool.

▸ **End Address**:
The end IP address of the DHCP server's address pool.

> Both the start and end IP address define the IP address range used by the DHCP server to assign leases.

▸ **Subnet Mask**:
The subnet mask of the DHCP server's address pool.

▸ **Server**:
The SpeedTouch™ IP address used as DHCP server address.

▸ **Gateway**:
The IP address that will be assigned to the DHCP clients as their default gateway.

▸ **Primary DNS**:
The IP address of the primary DNS server.

▸ **Secondary DNS**:
The IP address of the secondary DNS server.

▸ **Primary WINS**:
The IP address of the primary WINS server.

▸ **Secondary WINS**:
The IP address of the secondary WINS server.

▸ **Lease Time**:
The time for which the DHCP client is allowed to use the assigned IP address:

> If you select **Always give same address to DHCP clients**, the lease time will be automatically set to **Infinite**.

▸ **Always give same address to DHCP clients**:
Select this check box if you always want to use the same IP address for the DHCP clients.

5 Troubleshooting

Introduction
This chapter suggest solutions for problems you may encounter while installing or configuring y our SpeedTouch™.

If the suggestions do not resolve the problem, look at the support pages on http://www.speedtouch.com/support or contact your service provider.

For Internet connection troubleshooting, refer to the provided Installation and Setup Guide.

Topics
In this chapter:

‣ General SpeedTouch™ Troubleshooting

‣ UPnP™ on Windows XP Systems

‣ Reset to Factory Defaults

5.1 General SpeedTouch™ Troubleshooting

SpeedTouch™ does not work

If none of the LEDs light up, make sure that:

▸ The SpeedTouch™ is plugged into a power socket outlet.

▸ You are using the correct power supply for your SpeedTouch™ device.

> The power requirements for your SpeedTouch™ are clearly indicated on the identification label on the bottom of the SpeedTouch™.

▸ The SpeedTouch™ is turned on via the push button at the back panel.

SpeedTouch™ unreachable

If your SpeedTouch™ is cannot be reached due to misconfiguration, you might consider a hardware reset to factory defaults as described in *"5.3 Reset to Factory Defaults" on page 72*.

> However, note that resetting the SpeedTouch™ to its factory settings will revoke all the changes you made to the configuration.

Poor SpeedTouch™ performance

Make sure that the SpeedTouch™ is installed and configured as instructed in the Installation and Setup Guide or as instructed by the Service Provider.

5.1.1 Ethernet Troubleshooting

LAN LED does not light up

Make sure that:

> ▸ The LAN cable is securely connected to the 10/100Base-T port.
>
> ▸ You are using the correct cable type for your Ethernet equipment, that is UTP CAT5 with RJ-45 connectors.

5.2 UPnP™ on Windows XP Systems

SpeedTouch™ not detected by UPnP™ or IGD Control Client

Check the following:

▸ Make sure the UPnP™ and Internet Gateway Device Control Client Networking components are added to your Windows XP system.

▸ Your computer doesn't support UPnP™ if you run an operating system other than Windows XP and Windows Millennium.

▸ Make sure that UPnP™ is not disabled in the SpeedTouch™ Web page; see "4.5.2 Game & Application Sharing" on page 44.

Adding UPnP™

If you are running Microsoft Windows XP, it is recommended to add the UPnP™ component to your system.

Proceed as follows:

1 In the **Start** menu, click **(Settings >) Control Panel**.

The **Control Pane**l window appears.

2 Click **Add or Remove Programs**.

The **Add or Remove Programs** window appears.

3 Click **Add/Remove Windows Components**.

4 In the **Windows Components Wizard**, select **Networking Services** in the **Components** list and click **Details**.
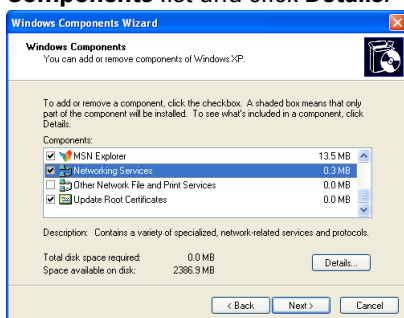
5 In the **Networking Services** window, select **Universal Plug and Play** or **UPnP User Interface** and click **OK**.
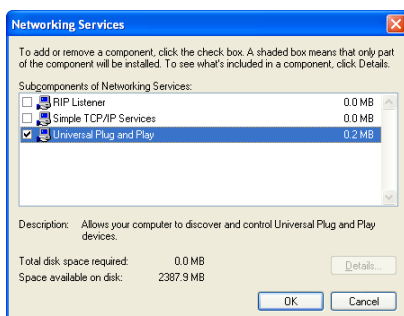
6 Click **Next** to start the installation and follow the instructions in the **Windows Components Wizard**.

7 At the end of the procedure the wizard informs you that the installation was successful. Click **Finish** to quit.
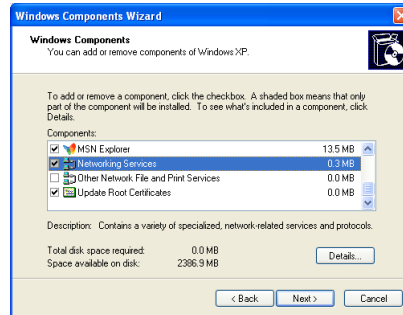
Adding IGD Discovery and Control

Your Windows XP system is able to discover and control Internet Gateway Devices (IGD), like the SpeedTouch™ on your local network. Therefore it is recommended to add the IGD Discovery and Control client to your system.

Proceed as follows:

1 On the Windows taskbar, click **Start**.

2 Select **(Settings >) Control Panel** > **Add or Remove Programs**.

3 In the **Add or Remove Programs** window, click **Add/Remove Windows Components**.

The **Windows Components Wizard** appears:

4 Select **Networking Services** in the **Components** list and click **Details**.

5 In the **Networking Services** window, Select **Internet Gateway Device Discovery and Control Client** and click **OK**.
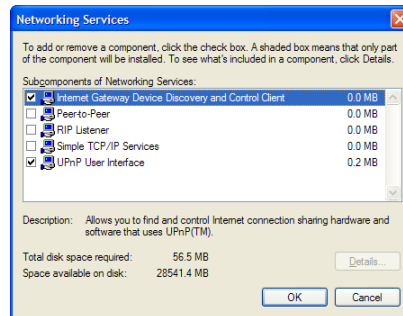
6 Click **Next** to start the installation and follow the instructions in the **Windows Components Wizard**.

7 At the end of the procedure the wizard informs you that the installation was successful. Click **Finish** to quit.

5.3 Reset to Factory Defaults

Resetting your SpeedTouch™

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 SpeedTouch™.

You can choose between:

▶ Software reset
▶ Hardware reset

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

Software reset

Proceed as follows:

1 Go to the SpeedTouch™ Web pages.

2 In the menu, select **SpeedTouch > Configuration**.

3 In the **Pick a task** list, click **Reset my SpeedTouch to default settings**.

The SpeedTouch™ restarts.

4 The SpeedTouch™ returns to the SpeedTouch™ home page (unless the IP address of your computer is not in the same subnet as the default IP address of the SpeedTouch™, being 192.168.1.254).
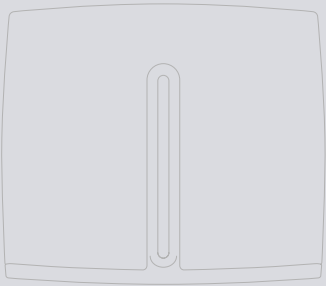
Hardware reset

Proceed as follows:

1 Make sure the SpeedTouch™ 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.
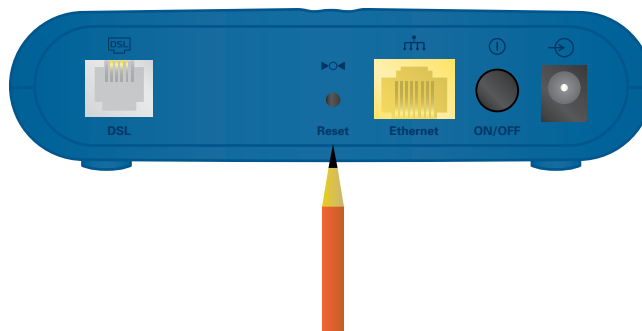
3 Release the reset button.

4 The SpeedTouch™ restarts.

Need more help?

Additional help is available online at www.speedtouch.com

A 🔷 **THOMSON** BRAND