

Setting Up Your Thomson TG585v7 Router



Read this first





Troubleshooting

Connection Check

From the Internet Services page you can start an automatic check of your broadband connection. This can help identify where problems are occurring.



To start the check, open your web browser and enter **http://192.168.1.254** as the web address to load the router homepage.

Click on **Broadband Connection** on the left menu. The link to the Checker is on the 'Pick a task...' list.



Connection Check Results

DSL Your line connection is not in sync with the local exchange. Check your microfilters and telephone cables.

ATM No network connection detected on your DSL line. Check your microfilters and cables. Try restarting your router.

PPP Authentication has failed. Enter your router settings and type your broadband username and password in

IP Traffic to our gateway is failing. Check your NAT settings and firewall.

Internet DNS traffic is failing. Check your NAT settings and firewall.

Status Lights

Power	State
Off	Router not powered, check power cable and power socket.
Blinking Green	Router is starting up, should stop blinking after a short time.
Blinking Orange	Router is updating its firmware, wait till router restarts.
Red	System error, restart the router.

Broadband	State
Off	No DSL cable connected/ Microfilter or phone line problem.
Blinking Green	Router is attempting to connect to local telephone exchange
Solid Green	Router broadband connection is OK.

Internet	State
Off	No broadband service connected.
Solid Green	Broadband service connected.
Blinking Green	Attempting to connect to broadband service.
Solid Red	Connection to broadband failed. Recheck username and password.

Ethernet / Wireless	State
Off	No device connected.
Solid Green	Device connected.
Flashing Green	Device sending / receiving data.

Resetting your router

If you're having problems with your router, you can return everything to the default settings by using the reset button.

Make sure you have note of your broadband username and password before you start

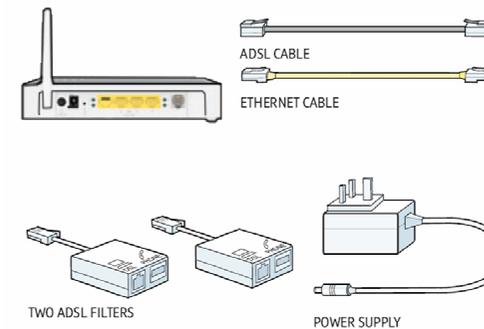
- 1) Check the router is switched on (power light green).
- 2) Use a paperclip, pen or pointed object to press into the reset pin hole on the back of the router.
- 3) Keep the button pressed in for at least 7 seconds. When the powerlight goes red, release the button and wait until the power light turns green again.
- 4) You now need to apply your settings again. Just follow this guide again from the beginning.

Introduction

Hello, thanks for choosing our wireless router. With this guide we'll take you through the setup, don't let all the wires intimidate you, putting it together is a piece of cake.

If at any time you do get stuck, there's lots more help on our website — <http://support.plus.net>

Your Starter Pack contains:



You'll also find:

A quick install guide and a sticker showing your Wireless Security Keys.

Before you start

Has your service gone live?

Hold off using this guide until your broadband service is ready to use. We send you an email when it happens.

Got your broadband username and password?

You'll need them to get connected. It's in the email we sent after you signed up, it looks like this:

Service	Broadband username format
Plusnet	username@plusdsl.net
Madasafish	username@masadasafish.com
Force9	username@f9.co.uk
Free-Online	username@freeonline.net

Fitting Your Microfilters



1) Plug a microfilter into your telephone socket. If you had to unplug something, you can plug it back into the "Phone" socket of the microfilter. It's best to leave it out until you've got everything working though.

Microfilters look small and unimportant but they're what keep your phone and Internet services from interfering with each other.

Follow these golden rules to keep your broadband fast and reliable.

- * Put a microfilter on all the telephone extensions that have something plugged into them.
- * Avoid using old extension cables, the less internal wiring involved the better.
- * Don't plug one microfilter into the socket of another microfilter.

2) Plug the Power Adapter into Power socket of the router then plug the other end of the Adapter into the nearest mains power socket.

3) Plug one end of the grey broadband cable into the DSL socket on the back of the router, then plug the other end into the microfilter (attached to your phone line in step 1). The microfilter socket is also marked DSL.

4) Ensure that the power button, on the back of the Speedtouch router is switched on and watch the lights on the front flash on.

5) Wait till the power light stops flashing and turns green. The Broadband (broadband status) light will flash.

Wait until it stops flashing before proceeding.

If the Broadband light doesn't stop flashing, read the troubleshooting section found at the end of this guide before continuing.

6) If the Broadband light is on, and is not flashing, your broadband service has been detected. You can now connect your computer to the router. You can connect using either Wireless or one of the four Ethernet sockets (using the yellow cable).

Connecting your Router

With an Ethernet cable

Follow these steps to use the network cable to connect the router to your computer. Go to the next part entitled 'With Wireless' if you want to use your computers wireless features instead.

1) Plug the Ethernet cable into any of the 4 available Ethernet ports on the router.

2) Plug the other end of the Ethernet cable into your computer's Ethernet port.

An Ethernet status light on the front of the router will now light up.

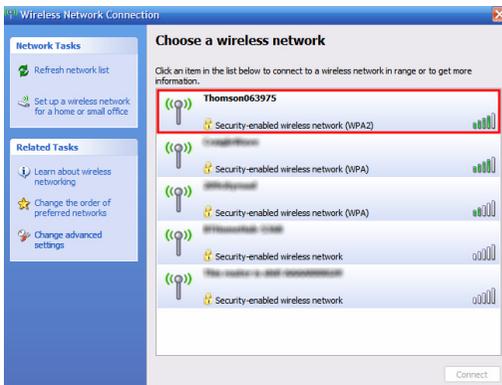
3) Jump to the section called **Connecting to the Internet**.

With Wireless networking

Follow these steps to connect using wireless. Your computer will need to be equipped with a wireless adapter.

1) Make sure your computer's wireless adapter card is installed and working OK.

2) Use your wireless adapter's connection utility, or, if you are using Windows, click the Start Button, go to **My Network Places**, and click **Connect to a network**.



3) Your network will show up as the **SSID** listed on the bottom of the router. Click on your network so it's highlighted and click **Connect**.

4) A window will open, asking you to type in the network security key or pass phrase.

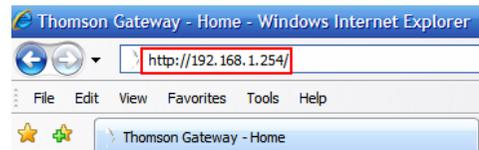
Enter the **WPA-PSK key** shown on the bottom of the router and click **Connect**.

Click Connect and move onto the next section.

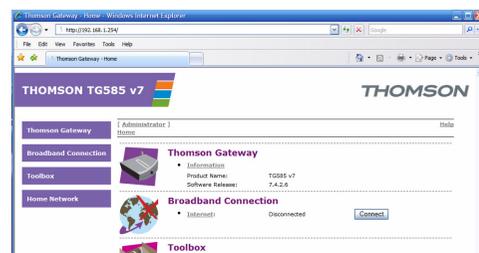
Connecting to the Internet

1) Open up a web browser and you'll see the router welcome page. Click on **Set up my Thomson Gateway** and move to **step 5** (see top of page 3) of this setup guide.

If you are not redirected or you see a page cannot be displayed error type **http://192.168.1.254** into your browser's address line and click return.



2) The router setup screen will appear.



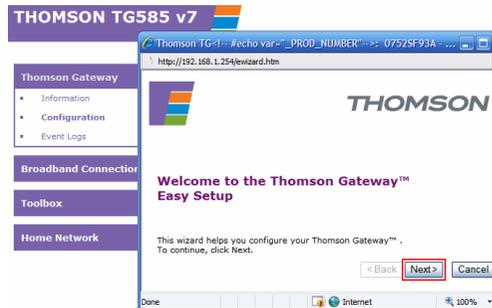
3) Click **Thomson Gateway** on the menu.



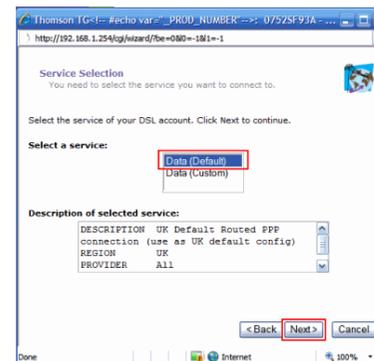
4) Next, Click **Set Up** from the 'Pick a task...' list.



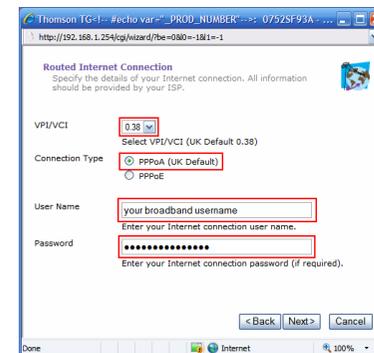
5) The *Easy Setup* wizard will open in a new browser window. Click on **Next**.



6) Make sure that **Data (Default)** is selected in the top box, then click **Next**.



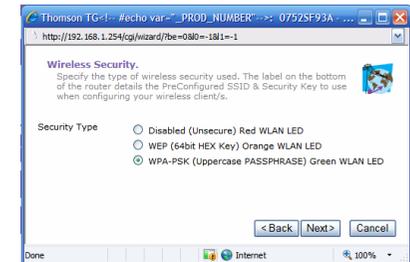
7) On the Router Internet Connection screen, make sure that VPI/VCI is set to **0.38** and that Connection Type is set to **PPPoA (UK Default)**.



Enter your **Broadband Username** and **Password** in the final two boxes and click **Next**. Your username will look like this: (see the box at the top of the next column)

Service	Broadband username format
Plusnet	username@plusdsl.net
Madasafish	username@masafish.com
Force9	username@f9.co.uk
Free-Online	username@freeonline.net

8) Now choose the level of wireless security you wish to use. Leave this as **WPA-PSK**, as it's the most secure method. Click **Next**.



9) Next choose a username and password, this is to stop unauthorised access to your router settings.

You should change these to something that's easy to remember as you'll need to enter them every time you want to check or change your router settings.

When you've made your choice click **Next**.

If you don't change the username in step 9, it'll be set to: **Administrator (note the uppercase A)**.

The password will be the **serial number of your router**. You'll find the serial number on the bottom of the router, it looks like this:

CP123456789 (12)

Ignore the part in brackets, the part you need is:

CP123456789 - note the uppercase CP.

10) Finally you'll see a summary page, make sure everything is correct and press **Start**. The router will restart, and ask you for login details.

These are the details you chose in step 9.

Enter these and press **OK**. When the wizard finishes you'll see a confirmation screen, click **Finish**.

That's it! You're now connected to broadband—happy surfing!