

Setting up your Thomson Gateway



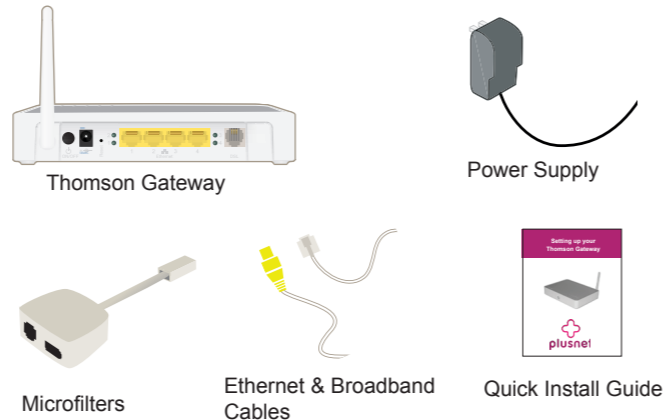
Introduction

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.

Once you're connected, if you need help setting up your email or with anything else, there's loads of help available on our website.

<http://support.plus.net>

Your Starter Pack Contains:



When setting up broadband a microfilter should be attached to every phone socket in use at your property.

If you need more filters, you can order them from us or buy them from most electrical and computer stores.

1 Before you start

- ! During spring 2009 we'll be introducing a new system that'll automatically set up your connection for you. All you'll have to do is complete steps 2-4.
- If this is enabled you'll be connected within 5 minutes of the Broadband and Internet lights turning green.

Is your broadband ready yet?

Hold off using this guide until your broadband service is ready to use.

We'll send you an email when it happens.

Got your Broadband Username and Password?

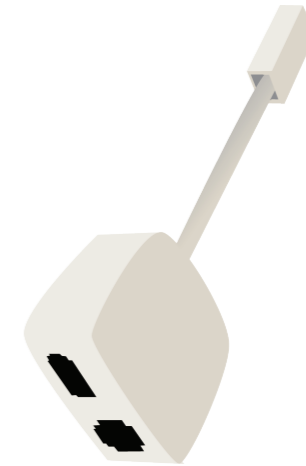
You'll need them to get connected.

You'll find your **Broadband Username** in the welcome email we sent after you signed up. It looks like one of the following:

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

Your **Password** is the one you chose while signing up.

2 Fitting Your Microfilters



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.

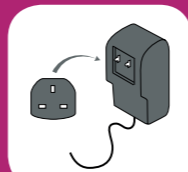
Follow these golden rules to keep your broadband fast and reliable.

- ! 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.

3 Power & Cables

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

! If you have received a two part power supply unit, clip the two parts together BEFORE plugging your router in to the mains power socket.



Plug one end of the grey broadband cable into the **DSL** socket on the back of your router, then plug the other end into the microfilter (attached to your phone line in step 2. The microfilter socket is also marked DSL).

Make sure that the power button, on the back of the router is switched on and watch the lights on the top flash.

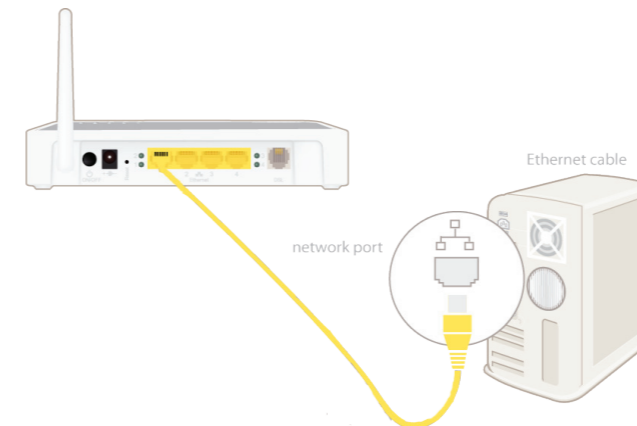
The power light will stop flashing and turn green. The **Broadband** light will flash. Wait until it stops flashing before you continue.

If the **Broadband** light doesn't stop flashing, check the troubleshooting tips in section 9 on the other side of this leaflet.

If the **Broadband** light is on, and is not flashing, your broadband service has been detected.

You can now connect your computer to your router.

4 Connecting your Thomson Gateway



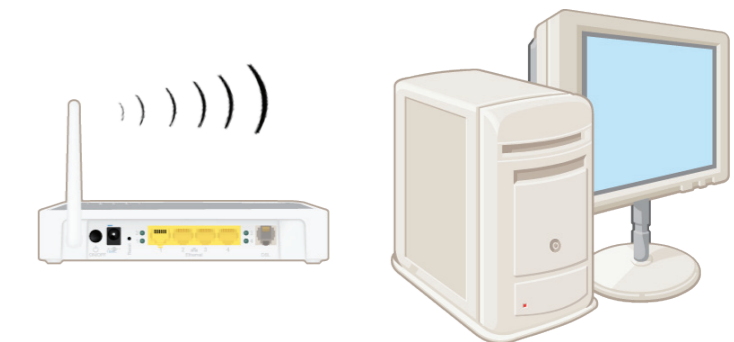
With an Ethernet cable

Follow these steps to use the yellow ethernet cable to connect the router to your computer.

Go to the next part entitled '**With Wireless**' If you want to use your computer's wireless features instead.

- Plug the **Ethernet** cable into any of the 4 available **Ethernet** ports on the back of the router.
- Plug the other end of the **Ethernet** cable into your computer's **Ethernet** port.
- The **Ethernet** light on the front of the router will now light up.

Go to section 5 - **Configure your Thomson Gateway.**



With Wireless

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

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

- Use your wireless adapter's connection utility or, if you are using Windows, click the Start Button and go to My Network Places, and select Connect to a network.
- Your router will show on the list of wireless networks as **PlusnetWireless**. Click on it and then click **Connect**.
- You'll be asked to type in the network security key or pass phrase. Use the **WPA-PSK** key shown on bottom of your router. **Remember this is case-sensitive.**

Click **Connect** and go to section 5:
Configure your Thomson Gateway

5 Configure your Thomson Gateway

When you've finished plugging in cables, the router is switched on and the **Broadband** light is on, the next step is to configure your router.

On your computer, **open a web browser**. You'll be taken straight to the router's welcome page. If this doesn't happen see the box called **No Welcome Page?** below.

Click on **Set up my Thomson Gateway** and move on to **Step 6 - Choose your provider**.

No Welcome Page?

If you don't see the welcome page or you see a **page cannot be displayed** error, type <http://192.168.1.254> into your browser's address bar and press **enter** on your keyboard.

This will take you to the Thomson home page. Click **Thomson Gateway** on the left menu, and when the page has loaded, click on **Set Up** which is under the **Pick a Task...** list.



Thomson Gateway

- Information**
 - Product Name: TG585 v7
 - Serial Number: CP0752SFB4J
 - Software Release: 7.4.4.7
- Configuration**
 - Service Name: Plusnet (modified by user)
 - Time Since Power-on: 0 days, 0:01:04

Pick a task...

- Set Up
- Restart

Now move to **Step 6 - Choose your provider**.

9 Troubleshooting

Does a Windows dial-up networking screen appear when you open your browser?

You need to stop your computer from trying to use the dial-up settings, which are used by USB broadband modems and dial-up modems.

In most version of Windows you would:

- Click on the **Start menu**, then **Control Panel**.
- Select **Internet Options**, or **Network and Internet Connections**, then **Internet Options**.
- Select the **Connections** tab. Choose **Never dial a connection**. Click **LAN Settings** and select **Automatically detect settings**.

Press **OK** to apply the changes and start again from **Step 5 - Configure your router**.

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

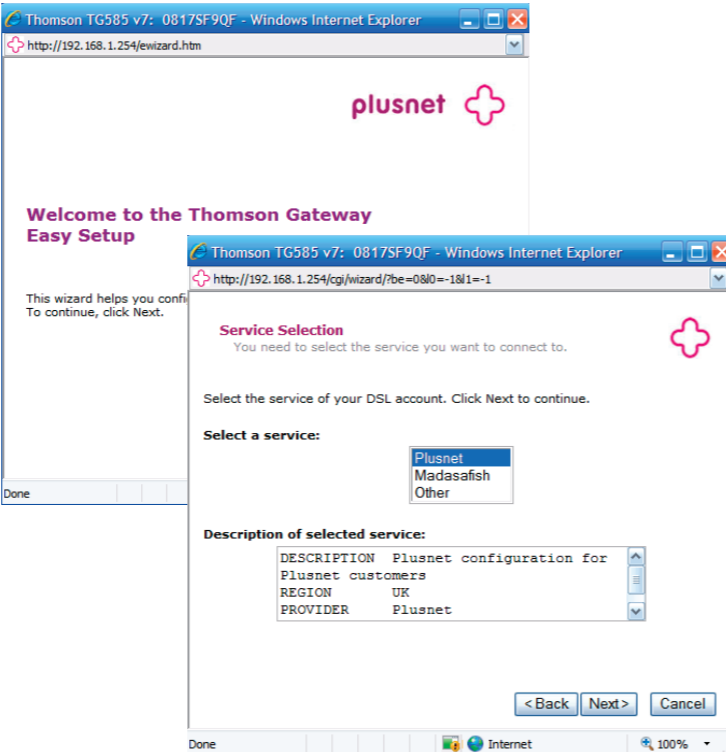
Use a paperclip, pen or pointed object to press into the reset pin hole on the back of the router.

Keep the button pressed in for at least 7 seconds. When the power light goes red, release the button and wait until the power light turns green again.

You now need to apply your settings again. Follow this guide again from **Step 5 - Configure your router**.

6 Choose your provider

The easy setup wizard will appear, click **Next**.

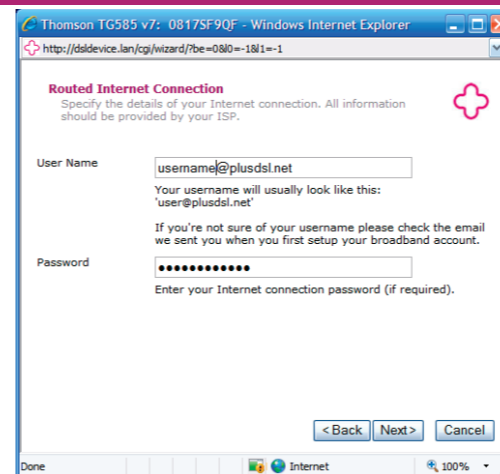


The screenshot shows the Thomson Gateway Easy Setup wizard. The 'Service Selection' screen is active, asking the user to select a service for their DSL account. The 'Plusnet' option is selected. Below the selection, a description of the service is provided: 'Plusnet configuration for Plusnet customers, REGION UK, PROVIDER Plusnet'. Navigation buttons for '< Back', 'Next >', and 'Cancel' are visible at the bottom.

On the **Service Selection** screen, choose your provider (**Plusnet**, **Madasafish** or **Other**) and click **Next**.

Only choose **Other** if you want to use **No-NAT** or other advanced setup options.

7 Enter your account details



The screenshot shows the 'Routed Internet Connection' screen of the Thomson Gateway Easy Setup wizard. It prompts the user to enter their Internet connection details. Fields for 'User Name' (username@plusdsl.net) and 'Password' are visible. A note states: 'Your username will usually look like this: 'user@plusdsl.net''. Navigation buttons for '< Back', 'Next >', and 'Cancel' are at the bottom.

Enter Your **Broadband Username** and **Password** and click **Next**.

Your **Broadband Username** will look like one of the following:

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

Your **Password** is the one you chose while signing up.

If you chose **Other** in step 6, make sure that **VPI/VCI** is set to **0.38** and **Connection type** is set to **PPPoA (UK Default)**.

SAFETY INSTRUCTIONS AND REGULATORY NOTICES

BEFORE YOU START INSTALLATION OR USE OF THIS PRODUCT, CAREFULLY READ THESE INSTRUCTIONS

When using this product, always follow the basic safety precautions to reduce the risk of fire, electric shock and injury to persons, including the following:

- > Always install the product as described in the documentation that is included with your product.
- > Avoid using this product during an electrical storm. There may be a remote risk of electric shock from lightning.
- > Do not use this product to report a gas leak in the vicinity of the leak.

Wireless

In case this product is equipped with a wireless transceiver, it uses Direct Sequence Spread Spectrum (DSSS) /Orthogonal Frequency Division Modulation (OFDM) radio technology. As such it is designed to be inter-operable with any other wireless DSSS/OFDM type product that:

- > Complies with the IEEE802.11b/IEEE802.11g Standard on Wireless LANs, as defined and approved by the Institute of Electrical and Electronics Engineers.
- > Is Wi-Fi® CERTIFIED™ as defined by the Wi-Fi® Alliance.

Directive

Unless express and prior approval by THOMSON in writing, you may not:

- > Disassemble, de-compile, reverse engineer, trace or otherwise analyse the equipment, its content, operation, or functionality, or otherwise attempt to derive source code (or the underlying ideas, algorithms, structure or organization) from the equipment, or from any other information provided by THOMSON, except to the extent that this restriction is expressly prohibited by local law;
- > Copy, rent, loan, re-sell, sub-license, or otherwise transfer or distribute the equipment to others;
- > Modify, adapt or create a derivative work of the equipment;
- > Remove from any copies of the equipment any product identification, copyright or other notices;
- > Disseminate performance information or analysis (including, without limitation, benchmarks) from any source relating to the equipment.

Such acts not expressly approved by THOMSON will result in the loss of product warranty and may invalidate the user's authority to operate this equipment in accordance with FCC Rules. THOMSON disclaims all responsibility in the event of use that does not comply with the present instructions.

Environmental information - WEEE directive

This symbol means that your inoperative electronic appliance must be collected separately and not mixed with the household waste. The European Union has implemented a specific collection and recycling system for which producers are responsible. This appliance has been designed and manufactured with high quality materials and components that can be recycled and reused. Electrical and electronic appliances are liable to contain parts that are necessary in order for the system to work properly but which can become a health and environmental hazard if they are not handled or disposed of in the proper way. Consequently, please do not throw out your inoperative appliance with the household waste. If you are the owner of the appliance, you must deposit it at the appropriate local collection point or leave it with the vendor when buying a new appliance.

- > If you are a professional user, please follow your supplier's instructions.
- > If the appliance is rented to you or left in your care, please contact your service provider.

Please help us protect the environment in which we live.

Safety instructions

Climatic conditions

This product:

- > Is intended for in-house stationary desktop use; the maximum ambient temperature may not exceed 40°C (104°F).
- > Must not be mounted in a location exposed to direct or excessive solar and/or heat radiation.
- > Must not be exposed to heat trap conditions and must not be subjected to water or condensation.
- > Must be installed in a Pollution Degree 2 environment (Environment where there is no pollution or only dry, nonconductive pollution).

Cleaning

Unplug this product from the wall socket and computer before cleaning. Do not use liquid cleaners or aerosol cleaners. Use a damp cloth for cleaning.

Water and moisture

Do not use this product near water, for example, near a bathtub, washbowl, kitchen sink, laundry tub, in a wet basement or near a swimming pool. Transition of the product from a cold environment to a hot one, may cause condensation on some of its internal parts. Allow it to dry by itself before re-starting the product.

Interface classifications

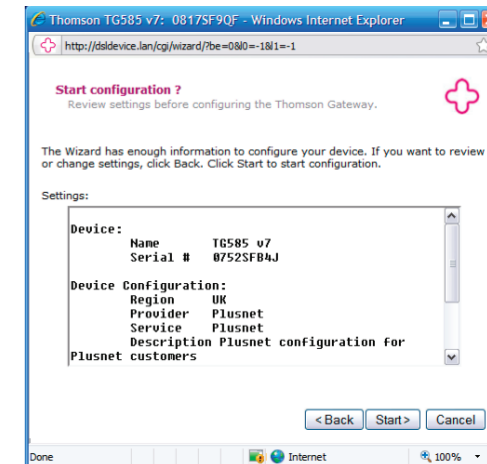
The external interfaces on the rear panel of the product are classified as follows:

- > DSL, ADSL, SHDSL, VDSL, Line: TNV circuit, subjected to over voltages (TNV-3)

8 Connect to Broadband

Finally you'll see a summary screen. Have a quick check through the settings to make sure everything is correct. Use the **Back** button if there's anything you need to change.

Press **Start** to finish the setup wizard and connect to broadband.



The screenshot shows the 'Start configuration?' screen of the Thomson Gateway Easy Setup wizard. It prompts the user to review settings before configuring the Thomson Gateway. A summary of settings is displayed: Device Name (TG585 v7), Serial # (0752SFB4J), Region (UK), Provider (Plusnet), Service (Plusnet), and Description (Plusnet configuration for Plusnet customers). Navigation buttons for '< Back', 'Start >', and 'Cancel' are at the bottom.

After about a minute the **Internet** light on the router will go green and you'll see a confirmation screen. Click **Finish**.

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

Once you're connected, if you need help setting up your email or with anything else, there's loads of help available on our website:

<http://support.plus.net>

> ISDN: SELV circuit
> PSTN, Phone, VoIP: TNV circuit, subjected to over voltages (TNV-3)
> All other interface ports (e.g. Ethernet, 10/100Base-T/MDI(-X), USB, E1, ATM-F25, Console, Craft, etc.), including the low voltage power input from the AC mains Direct Plug-in power supply: SELV circuits.

Electrical powering

The powering of the product must adhere to the power specifications indicated on the marking labels. The power supply must be Class II and a Limited Power Source in accordance with the requirements of IEC60950/ EN60950, Clause 2.5 and rated as indicated on the label on the bottom side of your product. It must be tested and approved to national or local standards.

Telephone cable

CAUTION: To reduce the risk of fire, use only No 26 AWG wire size or larger telecommunication line cord. Connect the telecommunication line cord only in the "DSL", "ADSL", "SHDSL", "VDSL" or "Line" receptacle of the product. Never plug the telecommunication line cord in another receptacle of the product. Follow the installation instructions in the sequence as outlined in the installation guide.

Central splitter / distributed filter(s)

If telephone service is required on the same line, a central splitter or distributed filter(s) must be installed for optimal DSL performance. Consult the enclosed CD-ROM for full instructions.

Accessibility

The Direct Plug-in power supply serves as disconnect device. Be sure that the power socket outlet you plug the power supply into is easily accessible and located as close to the equipment as possible.

Overloading

Do not overload mains supply socket outlets and extension cords as this increases the risk of fire or electric shock.

Servicing

To reduce the risk of electric shock, do not disassemble this product. None of its internal parts are user-replaceable; therefore, there is no reason to access the interior. Opening or removing covers may expose you to dangerous voltages. Incorrect reassembly could cause electric shock if the appliance is subsequently used. If service or repair work is required, take it to a qualified service dealer.

Damage requiring service

Unplug this product from the wall outlet and refer servicing to qualified service personnel under the following conditions:

- >When the power supply or its plug are damaged.
- >When the attached cords are damaged or frayed.
- >If liquid has been spilled into the product.
- >If the product has been exposed to rain or water.
- >If the product does not operate normally.
- >If the product has been dropped or damaged in any way.
- >There are noticeable signs of overheating.
- >If the product exhibits a distinct change in performance.

Immediately disconnect the product if you notice it giving off a smell of burning or smoke. Under no circumstances must you open the equipment yourself; you run the risk of electrocution.

Regulatory information

You must install and use this device in strict accordance with the manufacturer's instructions as described in the user documentation that is included with your product. Before you start installation or use of this product, carefully read the contents of this document for device specific constraints or rules that may apply in the country where you want to use this product. In some situations or environments, the use of wireless devices may be restricted by the proprietor of the building or responsible representatives of the organization. If you are uncertain of the policy that applies on the use of wireless equipment in a specific organization or environment (e.g. airports), you are encouraged to ask for authorization to use this device prior to turning on the equipment. THOMSON is not responsible for any radio or television interference caused by unauthorized modification of the device, or the substitution or attachment of connecting cables and equipment other than specified by THOMSON. The correction of interference caused by such unauthorized modification, substitution or attachment will be the responsibility of the user. THOMSON and its authorized resellers or distributors are not liable for any damage or violation of government regulations that may arise from failing to comply with these guidelines.

Europe - European Union

 European Community Declaration of Conformity Hereby, THOMSON, declares that this product is in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC of the European Parliament and of the Council.

This equipment can be used in all countries that are member of the European Union and that are member of the European Free Trade Association. The Declaration of Conformity can be found on www.thomson-broadband.com In case this product is equipped with a wireless transceiver:

- > it is restricted to indoor use only.
- > it complies with the basic restrictions and limits as defined in the European Council Recommendation (1999/519/EC) on the limitation of exposure of the general public to Electromagnetic fields.