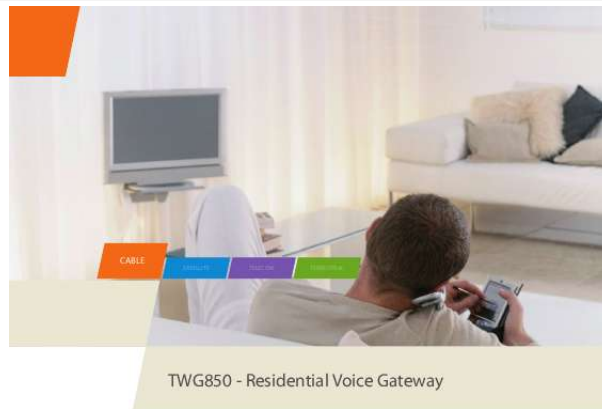




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You can read the recommendations in the user guide, the technical guide or the installation guide for THOMSON TWG850. You'll find the answers to all your questions on the THOMSON TWG850 in the user manual (information, specifications, safety advice, size, accessories, etc.). Detailed instructions for use are in the User's Guide.

User manual THOMSON TWG850
User guide THOMSON TWG850
Operating instructions THOMSON TWG850
Instructions for use THOMSON TWG850
Instruction manual THOMSON TWG850



User manual



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Manual abstract:

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.

Help us protect the environment in which we live ! NORTH AMERICAN CABLE INSTALLER: This reminder is provided to call your attention to Article 820-40 of the National Electrical Code (Section 54 of the Canadian Electrical Code, Part 1) which provides guidelines for proper grounding and, in particular, specifies that the cable ground shall be connected to the grounding system of the building as close to the point of cable entry as practical. Euro-PacketCable, Euro-DOCSIS, and DOCSIS compliant This product was designed according to Euro-PacketCable Specification, Euro-DOCSIS Specifications and Data over Cable Service Interface Specifications. ii Operating Information Operating Temperature: Storage Temperature: 0° - 40° C -20° to 70° C (32° - 104° F) (-4°F to 158°F) If you purchased this product at a retail outlet, please read the following: Product Information Keep your sales receipt to obtain warranty parts and service and for proof of purchase. Attach it here and record the serial and model numbers in case you need them.

The numbers are located on the back of the product. Model No. _____ Serial No _____

_____ Dealer/Address/Phone: _____ Purchase Date: Illustrations contained in this document are for representation only. iii Table of Contents Chapter 1: Connections and Setup ..

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DHCP MTA SNMP/TFTP RSIP Both Lines On-Hook Tel1 Off-hook, Tel2 On-hook Tel1 On-hook, Tel2 Off-hook Both Lines Off-Hook A software download and while updating the FLASH memory FLASH FLASH FLASH FLASH Start-up Operation FLASH FLASH FLASH FLASH FLASH FLASH FLASH FLASH FLASH FLASH FLASH FLASH FLASH FLASH Enter Normal Operation Mode X X X X OFF FLASH X X X OFF FLASH X X X OFF FLASH ON X X X OFF FLASH ON X X X FLASH ON X X X X X X OFF MTA FLASH initialization FLASH ON MTA ON Operation FLASH FLASH SW X Download X Operation No service Operation X X X FLASH OFF FLASH ON FLASH ON FLASH X X X X X X X Wink X X 3 seconds ON followed by a flash OFF <CM Normal Operation> X X FLASH FLASH FLASH FLASH FLASH From Right to Left Illustrations contained in this document are for representation only.



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5 Chapter 1: Connections and Setup Rear Panel 15VDC: TEL1 & TEL2 ETHERNET: USB: REBOOT EMTA: CABLE: 15V DC-IN Power connector Telephony RJ-11 connector Ethernet 10/100BaseT RJ-45 connector USB Connector Reboot this Residential Voice Gateway F-Connector 6 Chapter 1: Connections and Setup Relationship among the Devices This illustration shows a cable company that offers DOCSIS- and PacketCable-compliant voice/data services. What the Modem Does The Residential Voice Gateway provides high-speed Internet access as well as cost-effective, toll-quality telephone voice and fax/modem services over residential, commercial, and education subscribers on public and private networks via an existing CATV infrastructure. It can inter-operate with the PacketCable compliant headend equipment and provide the IP-based voice communications.

The IP traffic can transfer between the Residential Voice Gateway and DOCSIS compliant headend equipment. The data security secures upstream and downstream communications. What the Modem Needs to Do Its Job The Right Cable Company: Make sure your local cable company provides data services that use cable TV industry-standard Euro-DOCSIS or DOCSIS-compliant and Euro-PacketCable or PacketCable-compliant technology. The Internet/Telephony Service Provider (ISP/TSP): Your cable company provides you access to an Internet Service Provider (ISP) and Telephony Service Provider (TSP). The ISP is your gateway to the Internet and provides you with a pipeline to access Internet content on the World Wide Web (WWW). The TSP provides you with telephony access to other modems or other telephony services over the Public Switched Telephone Network (PSTN). Illustrations contained in this document are for representation only. 7 Chapter 1: Connections and Setup Check with your cable company to make sure you have everything you need to begin; they'll know if you need to install special software or re-configure your computer to make your cable internet service work for you. Contact Your Local Cable Company You will need to contact your cable company to establish an Internet account before you can use your gateway. You should have the following information ready (which you will find on the sticker on the gateway): The serial number The model number The Cable Modem (CM) Media Access Control (MAC) address The Terminal Adapter (EMTA) MAC address 8 Chapter 1: Connections and Setup Please verify the following with the cable company The cable service to your home supports Euro-DOCSIS or DOCSIS compliant two-way modem access.

Your internet account has been set up. (The Media Terminal Adapter will provide data service if the cable account is set up but no telephony service is available.) You have a cable outlet near your PC and it is ready for Cable Modem service. Note: It is important to supply power to the modem at all times. Keeping your modem plugged in will keep it connected to the Internet.

This means that it will always be ready whenever you need. Important Information Your cable company should always be consulted before installing a new cable outlet. Do not attempt any rewiring without contacting your cable company first. Illustrations contained in this document are for representation only. 9 Chapter 1: Connections and Setup Connecting the Residential Voice Gateway to a Single Computer This section of the manual explains how to connect your Residential Voice Gateway to the USB or Ethernet port on your computer and install the necessary software.

Please refer to Figure 1 to help you connect your Digital Cable Modem for the best possible connection. Attaching the Cable TV Wire to the Residential Voice Gateway 1. Locate the Cable TV wire. You may find it one of three ways: a. Connected directly to a TV, a Cable TV converter box, or VCR. The line will be connected to the jack which should be labeled either IN, CABLE IN, CATV, CATV IN, etc. b. c. Connected to a wall-mounted cable outlet. Coming out from under a baseboard heater or other location.

See Figure 1 for the wiring example. Notes: For optimum performance, be sure to connect your Residential Voice Gateway to the first point the cable enters your home. The splitter must be rated for at least 1GHz. Fig. 1: Basic Home Wiring 10 Chapter 1: Connections and Setup Important Connection Information The Residential Voice Gateway supports Ethernet and USB connections simultaneously. Below are important points to remember before you connect the Residential Voice Gateway. For USB connections, follow the instructions on this page. For Ethernet connections, go to page 20. For telephone and fax connections, go to page 22. USB Connection to One Computer Note: Only use the power supply provided with this unit.

Using other power supplies may damage the unit. Fig. 2: USB Connection Illustrations contained in this document are for representation only. 11 Chapter 1: Connections and Setup If you received an Installation/Quick Start kit with the purchase of your modem, you should use the software provided in that kit. If not, the Residential Voice Gateway CD included with your modem contains the drivers and other information you need to install your Residential Voice Gateway.

12 Chapter 1: Connections and Setup USB Connection If you do not want to use the CD-ROM, follow instructions 1 through 5 to connect the Residential Voice Gateway to the USB port on your computer. Instructions must be followed in the order they appear. 1. Connect one end of the coaxial cable to the cable connection on the wall, and the other end to the CABLE jack on the Residential Voice Gateway. 2.

Connect the plug from the AC power supply into the POWER AC ADAPTER jack on the Residential Voice Gateway and plug the power supply into an AC outlet. 3. Insert the supplied Residential Voice Gateway CD-ROM. Wait momentarily for the CD window display. 4. Close all open applications and dialog boxes, including the CD window. Note: Some applications may interfere with your Residential Voice Gateway installation. 5. Connect one end of the USB cable to the USB port located on the back of your computer. Connect the other end of the USB cable to the USB port on the Residential Voice Gateway.

Note: Use only the power supply that accompanied this unit. Using other power supplies may damage the unit. Next, you need to install the USB driver for your operating system. Using Windows 2000 for USB Connection Follow steps 6 through 14 if you have a Windows 2000 operating system: Illustrations contained in this document are for representation only. 13 Chapter 1: Connections and Setup 6. When the "Found New Hardware Wizard" appears, click "Next" to initiate the search for drivers for your USB device. Note: If Windows 2000 does not recognize the presence of the Residential Voice Gateway, your BIOS settings may not permit USB and/or Plug-and-Play devices. Please contact the customer service department of the computer company.



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7. Choose the "Search for a suitable driver for my device (recommended)" option, and click "Next".

14 Chapter 1: Connections and Setup 8. Choose ONLY the "CD-ROM drives" option and click "Next". 9. The search should find the driver for the "Thomson USB CDC Devices". Confirm that this is the case, and click "Next" to continue and proceed to step 11; otherwise, see step 10.

Important: Do NOT continue if the search finds "USB Composite Device" driver. Proceed to step 10. 10. Follow these instructions ONLY if the driver found was NOT the "Thomson USB CDC Devices." A.

Click "Back" to return to the previous window. B. Ensure that you have selected the "CD-ROM" option. C. In addition to the CD-ROM option, choose "Specify a location." Click on "Next" to continue. D. In the location box, key in your CD-ROM drive. For example, if your CD-ROM is located on the E: drive, type "E:\." Click "Ok" to continue.

E. Click "Next" to continue. F. The search should find either "RCA or Thomson USB Cable Modem". Illustrations contained in this document are for representation only. 15 Chapter 1: Connections and Setup 11. Windows should now prompt you to install the "Thomson USB CDC Devices". Click "Next" to install the driver. At this point your PC needs to copy Windows 2000 specific files. If these files are not located on your hard drive, you may need to insert your Windows 2000 installation media (i.

e., Windows 2000 CD-ROM), but first remove the Residential Voice Gateway CD-ROM. 12. After the Windows specific files are copied, you may be asked for another USB driver file named "NETRCACM.SYS," located on the Residential Voice Gateway CD-ROM.

Remove the Windows 2000 CD-ROM (if necessary), and reinsert the Residential Voice Gateway CD-ROM that accompanied your Residential Voice Gateway. 13. Click on "Finish" to complete the process. 14. The Residential Voice Gateway installation is now complete.

To validate a proper installation, perform the following instructions: A. Click on the "Start" icon in the lower left-hand corner of your screen. B. Select "Settings," followed by "Control Panel." The "Control Panel" window appears. C. Double-click on the "System" icon, select the "Hardware" tab, and choose "Device Manager." D. Scroll down the list until you come to "Network Adapters." Double-click on "Network Adapters."

" E. The "RCA Digital Cable Modem" should exist. If the "RCA or Thomson Digital Cable Modem" does not exist, the Residential Voice Gateway was NOT installed correctly. Please install again. 16 Chapter 1: Connections and Setup Using Windows Me for USB Connection Follow steps 6 through 9 if you have a

Windows Me operating system: 6. Windows Me will briefly display the "Found New Hardware Wizard," and automatically proceed to the "Add New Hardware Wizard". Choose the "Automatic search for a better driver (Recommended)" option, and click "Next." Note: If Windows Me does not recognize the presence of the Residential Voice Gateway, i.e., the "Add New Hardware Wizard" did not automatically appear, your BIOS settings may not permit USB and/or Plug-and-Play devices.

Please contact your computer's customer service department. 7. The automatic search should find and install the driver for the "RCA or Thomson Digital Cable Modem". Click on "Finish" to complete the process. 8.

When the "System Settings Change" window appears, click "Yes" to restart your computer. 9. The Thomson Digital Cable Modem installation is now complete. To validate a proper installation, perform the following instructions: A. Click on the "Start" icon in the lower left-hand corner of your screen. B. Select "Settings," followed by "Control Panel." The "Control Panel" window will appear. C. Double-click on the "System" icon, and select the "Device Manager." D. Scroll down the list until you come to "Network Adapters." Double-click on "Network Adapters." E. The "RCA or Thomson Digital Cable Modem" should exist.

If "RCA or Thomson Digital Cable Modem" does not exist, the Digital Cable Modem was NOT installed correctly. Illustrations contained in this document are for representation only. 17 Chapter 1: Connections and Setup Using Windows XP for USB Connection Follow steps 6 through 9 if you have a Windows XP operating system: 6. Windows XP will display the "Welcome to the Found New Hardware Wizard" window, and ask whether you would like the Windows to connect to Windows Update to search for software, Choose "No, not this time" and click "Next". 7. The "Found New Hardware Wizard" will then display the device name and ask you to insert the installation CD-ROM that came with the unit. Choose the "Install from a list or specific location (Advanced)" option, and click "Next." Note: If Windows XP does not recognize the presence of the Residential Voice Gateway, i.e., the "Welcome to the New Hardware Wizard" did not automatically appear, your BIOS settings may not permit USB and/or Plug-and-Play devices.

Please contact the customer service department of the computer company. 8. 18 Select "Search Removable Media (floppy, CD-ROM...

)" and click on "Next", then your computer will install the drivers for the "RCA or Thomson Digital Cable Modem". Chapter 1: Connections and Setup 9. When the "Completing the Found New Hardware Wizard" window appears, click "Finish" to complete the process. 10. The Residential Voice Gateway installation is now complete.

To validate a proper installation, perform the following instructions: A. Click on the "Start" icon in the lower left-hand corner of your screen. B. Select "Settings," followed by "Control Panel." The "Control Panel" window will appear. C. Double-click on the "System" icon, and select the "Device Manager." D. Scroll down the list until you come to "Network Adapters." Double-click on "Network Adapters."

" E. The "RCA or Thomson Digital Cable Modem" should exist. If "RCA or Thomson Digital Cable Modem" does not exist, the Residential Voice Gateway was NOT installed correctly. Illustrations contained in this document are for representation only. 19 Chapter 1: Connections and Setup Ethernet Connection to One Computer Make the connections to the modem in the following sequence: 1. Connect one end of the coaxial cable to the cable connection on the wall, and the other end to the CABLE jack on the Residential Voice Gateway.



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2. Connect the plug from the AC power supply into the POWER AC ADAPTER jack on the Residential Voice Gateway, and plug the power supply into an AC outlet. Note: Use only the power supply that accompanied this unit. Using other adapters may damage the unit.

3. Connect one end of the Ethernet cable (straight-wired, see below) to the Ethernet port on the back of your computer, and the other end to the ETHERNET port on the Residential Voice Gateway. Make sure that the Ethernet cable is straight-wired (not "null" or crossover-wired). However, you will need a crossover-type cable if you are connecting the modem to a hub, or a hub within a port switch that provides the same function. Fig.

3: Ethernet Connection 20 Chapter 1: Connections and Setup Connecting More Than Two Computers to the Residential Voice Gateway For TWG 850, if you need to connect more than two computers or if you need to connect two computers, but USB is not available, you'll need the following additional equipment: Crossover-wired, or "null," category 5 Ethernet cable for the EMTA Gateway to be connected to the hub 10BaseT or 100BaseT Hub or Switch Straight through, or standard, category 5 Ethernet cable (one for each computer to be connected) If you have a hub with an uplink port*, a straight through cable can be used in combination with that port in lieu of the crossover cable. *An uplink port has a small switch on it to change the polarity of the connection. It can accept either a crossover or a straight cable, depending on the setting. Fig.4: Hub Connection Note: You may need to check with your service provider in order to connect multiple computers.

Illustrations contained in this document are for representation only. 21 Chapter 1: Connections and Setup Telephone or Fax Connection When properly connected, most telephony devices can be used with the Residential Voice Gateway just as with conventional telephone service. To make a normal telephone call, pick up the handset; listen for a dial tone, then dial the desired number. For services such as call waiting, use the hook switch (or FLASH button) to change calls. The following procedures describe some of the possible connection schemes for using telephony devices with the Residential Voice Gateway. 1. Connect a standard phone line cord directly from the phone (fax machine, answering machine, caller ID box, etc.) to one of the LINE jacks on the Residential Voice Gateway. 2. If there is a phone line in your home which is NOT connected to another telephone service provider, connect a standard phone line cord from a jack on this line to one of the LINE jacks of the Residential Voice Gateway.

Connect a standard phone line cord directly from the phone (fax machine, answering machine, caller ID box, etc.) to one of the other jacks in the house that uses that line. 3. If you have a multi-line telephone, connect a standard phone line cord (not an RJ-14 type line cord) from the phone to the LINE jacks on the Residential Voice Gateway. (Other phones can be added to each line by using standard phone line splitters. Fig. 5: Phone/Fax Connection 22 Chapter 1: Connections and Setup Activating the Residential Voice Gateway After installing the Residential Voice Gateway and turn it on for the first time (and each time the modem is reconnected to the power), it goes through several steps before it can be used. Each of these steps is represented by a different pattern of flashing lights on the front of the modem. Note: All indicators flash once before the initialization sequence. If all of the lights are flashing sequentially, it means the Residential Voice Gateway is automatically updating its system software.

Please wait for the lights to stop flashing. You cannot use your modem during this time. Do not remove the power supply or reset the Residential Voice Gateway during this process. Illustrations contained in this document are for representation only. 23 Chapter 2: Web Configuration Chapter 2: Web Configuration To make sure that you can access the Internet successfully, please check the following first.

1. Make sure the connection (through Ethernet or USB) between the Residential Voice Gateway and your computer is OK. 2. 3. Make sure the TCP/IP protocol is set properly.

Subscribe to a Cable Company. Accessing the Web Configuration The Residential Voice Gateway offers local management capability through a built in HTTP server and a number of diagnostic and configuration web pages. You can configure the settings on the webpage and apply them to the device. Once your host PC is properly configured; please proceed as follows: 1. 2. Start your web browser and type the private IP address of the Residential Voice Gateway on the URL field: 192.168.0.1. After connecting to the device, you will be prompted to enter username and password.

By default, the username is " " and the password is "admin". Fig. 6 If you login successfully, the main page will appear. 24 Chapter 2: Web Configuration Outline of Web Manager The main screen will be shown as below. Fig. 7 Main Menu: the hyperlinks on the top of the page, including Gateway, VoIP and several sub-menu items Title: the sidebar on the left side of the page, indicates the title of this management interface, e.g., Software in this example Main Window: the current workspace of the web management, containing configuration or status information For easy navigation, the pages are organized in groups, with group names main menu, individual page names within each group are provided in the sidebar. To navigate to a page, click the group hyperlink at the top, then the page title on the sidebar. Your cable company may not support the reporting of some items of information listed on your gateway's internal web pages.

In such cases, the information field appears blank. This is normal. Illustrations contained in this document are for representation only. 25 Chapter 2: Web Configuration Gateway Status Web Page Group Software The information section shows the hardware and software information about your gateway. The status section of this page shows how long your gateway has operated since last time being powered up, and some key information the Cable Modem received during the initialization process with your cable company.

If Network Access shows "Allowed," then your cable company has configured your gateway to have Internet connectivity. If not, you may not have Internet access, and should contact your cable company to resolve this. Fig. 8 26 Chapter 2: Web Configuration Connection This page reports current connection status containing startup procedures, downstream and upstream status, CM online information, and so on. The information can be useful to your cable company's support technician if you're having problems.

Fig. 9 Password This page is used to change the password that enables you to access the gateway web pages next time. The default User ID is " "(EMPTY), and the password is "admin".



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The password can be a maximum of 8 characters and is case sensitive. In addition, this page can be used to restore the gateway to its original factory settings. Use this with caution, as all the settings you have made will be lost. To perform this reset, set Restore Factory Defaults to Yes and click Apply. This has the same effect as a factory reset using the rear panel reset switch, where you hold in the switch for 15 seconds, then release. Fig. 10 Illustrations contained in this document are for representation only.

27 Chapter 2: Web Configuration Diagnostics This page offers basic diagnostic tools for you to utilize when connectivity problems occur. When you ping an Internet device, you send a packet to its TCP/IP stack, and it sends one back to yours. To use the ping Test, enter the information needed and press Start Test; the Result will be displayed in the lower part of the window. Press Abort Test to stop, and Clear Results to clear the result contents. Note: Firewalls may cause pings to fail but still provide you TCP/IP access to selected devices behind them. Keep this in mind when pinging a device that may be behind a firewall. Ping is most useful to verify connectivity with PCs have no firewall, such as the PCs on your LAN side. Fig. 11 28 Chapter 2: Web Configuration Event Log This page displays the contents of the SNMP event log. Press "Clear Log" button to clear the logs.

Fig. 12 Initial Scan To speed up the modem's first time startup, enter known downstream frequency and/or upstream channel ID information here. Then click "Apply and Reboot" button to start scanning the cable network beginning with the values supplied here. Fig. 13 Illustrations contained in this document are for representation only.

29 Chapter 2: Web Configuration Gateway Network Web Page Group LAN You can activate the DHCP server function for the LAN on this page. With this function activated, your cable company's DHCP server provides one IP address for your gateway, and your gateway's DHCP server provides IP addresses, starting at the address you set in IP Address on the LAN page, to your PCs. A DHCP server leases an IP address with an expiration time. To change the lowest IP address that your gateway will issue to your PCs, enter it into the IP Address box and then click Apply. Fig.

14 30 Chapter 2: Web Configuration WAN You can configure the optional internal DHCP server for the WAN on this page. Select different WAN Connection Type will lead to different contents. Take the WAN connection type-DHCP for example, you can release and renew the WAN lease by pressing the buttons. You can enter a spoofed MAC address that causes your gateway networking stack to use that MAC address when communicating instead of the usual WAN MAC address, e.g., if the MAC address is 00:11:e3:df:66:95, this spoofed MAC address could be 00:11:e3:df:66:97 or any desired MAC address. Computers Fig. 15 This page displays the status of the DHCP clients and current system time. You can cancel an IP address lease by selecting it in the DHCP Client Lease Info list and then on that PC, so that it can obtain a new lease. clicking the Force Available button.

If you do so, you may have to perform a DHCP Renew Fig. 16 Illustrations contained in this document are for representation only.

@@@ Tunneling Protocol) is another mechanism sometimes used in VPNs. @@@@ For example, if reach your gateway. @@@@ PPTP (Point to Point LAN. @@ want to have outbound access to the WAN. These PCs can still communicate with each Fig.

@@@@@ This protects you from malicious attacks from outsiders. @@ This page allows you to specify up to 10 such rules. @@@@ As these connections are not tracked, no entry is made for them in the Connection Table.

The same IP address can be entered multiple times with different ports. Fig. 21 Illustrations contained in this document are for representation only. 35 Chapter 2: Web Configuration Port Triggers Some Internet activities, such as interactive gaming, require that a PC on the WAN side of your gateway be able to originate connections during the game with your game playing PC on the LAN side. You could use the Advanced-Forwarding web page to construct a forwarding rule during the game, and then remove it afterwards (to restore full protection to your LAN PC) to facilitate this.

Port triggering is an elegant mechanism that does this work for you, each time you play the game. Fig. 22 Port Triggering works as follows. Imagine you want to play a particular game with PCs somewhere on the Internet. You make one time effort to set up a Port Trigger for that sending to, and entering into Target Range the range of destination ports the other player (on the WAN side) will be sending to (ports your PC's game receives on).

Application programs like games publish this information in user manuals. Later, each time you play the game, the gateway automatically creates the forwarding rule necessary. This rule is valid until 10 minutes after it sees game activity stop. After 10 minutes, the rule becomes inactive until the next matched outgoing traffic arrives. For example, suppose you specify Trigger Range from 6660 to 6670 and Target Range from 113 to 113. An outbound packet arrives at the gateway with your game-playing PC source IP address 192.168.0.10, destination port 666 over TCP/IP. This destination port is within the Trigger destined for port 113 to your game-playing PC at 192.

168.0.10. You can specify up to 10 port ranges on which to trigger. 36 game, by entering into Trigger Range the range of destination ports your game will be Chapter 2: Web Configuration DMZ Host Use this page to designate one PC on your LAN that should be left accessible to all PCs from the WAN side, for all ports. For example, if you put an HTTP server on this machine, anyone will be able to access that HTTP server by using your gateway IP address as the destination. A setting of "0" indicates NO DMZ PC. "Host" is another Internet term for a PC connected to the Internet. Fig. 23 RIP (Routing Information Protocol) Setup This feature enables the gateway to be used in small business situations where more than one LAN (local area network) is installed.

The RIP protocol provides the gateway a means to "advertise" available IP routes to these LANs to your cable operator, so packets can be routed properly in this situation. Your cable operator will advise you during installation if any setting changes are required here. Fig. 24 Illustrations contained in this document are for representation only. 37 Chapter 2: Web Configuration Gateway Firewall Web Page Group Web Content Filtering These pages allow you to enable, disable, and configure a variety of firewall features associated with web browsing, which uses the HTTP protocol and transports HTML web pages. On these pages, you designate the gateway packet types you want to have forwarded or blocked.



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You can activate settings by checking them and clicking Apply. The web-related filtering features you can activate from the Web Content Filter page include Filter Proxy, Filter Cookies, Filter Java Applets, Filter ActiveX, Filter Popup Windows, and Firewall Protection. If you want the gateway to exclude your selected filters to certain computers on your LAN, enter their MAC addresses in the Trusted Computers area of this page. Fig.

25 38 Chapter 2: Web Configuration TOD Filtering Use this page to set rules that will block specific LAN side PCs from accessing the Internet, but only at specific days and times. Specify a PC by its hardware MAC address, and then use the tools to specify blocking time. Finally, click the Apply button to save your settings. Fig. 26 Illustrations contained in this document are for representation only. 39 Chapter 2: Web Configuration Local Log and Remote Log The gateway builds a log of firewall blocking actions that Firewall has taken. Using the Local Log page lets you specify an email address to which you want the gateway to email this log. You must also tell the gateway your outgoing (i.e. SMTP) email server's name, so it can direct the email to it.

Enable Email Alerts has the gateway forward email notices when Firewall protection events occur. Click E-mail Log to start. immediately send the email log. Click Clear Log to clear the table of entries for a fresh The log of these events is also visible on the screen. For each blocking event type that has taken place since the table was last cleared, the table shows Description, Count, Last Occurrence, Target, and Source. Fig. 27 The Remote Log page allows you to specify the IP address where a SysLog server is located and select different types of firewall events that may occur. Then, each time such an event occurs, notification is automatically sent to this log server. Fig. 28 40 Chapter 2: Web Configuration Gateway Parental Control Web Page Group Basic This page allows you to enable, disable, and configure a variety of firewall features associated with web browsing, which uses the HTTP protocol and transports HTML web pages.

On these pages, you designate the gateway packet types you want to have Here are some of your choices on the Parental Control page: Activate Keyword Blocking and specify some keywords in the Keyword List to cause blocking of web pages on the WAN side with the specified keyword in the content. Domain List. Activate Domain Blocking and specify some Domain Names (e.g. disney.

com) in the forwarded or blocked. You can activate settings by checking them and clicking Apply. Fig. 29 Illustrations contained in this document are for representation only. 41 Chapter 2: Web Configuration Gateway Wireless Web Page Group Important: Changes to the wireless web pages should be made from a PC that is hard wired to the gateway.

The Wireless web pages group enables a variety of settings that can provide secure and reliable wireless communications for even the most demanding tech-savvy user. The TWG850 gateway offers a choice of 802.1x, WPA and WPA-PSK authentication of your PCs to the gateway, 64 and 128 bit WEP encryption of communication between the gateway and your PCs to guaranty security, and an Access Control List function that enables you to restrict wireless access to only your specific PCs. The wireless function will probably work in your home as shipped from the factory, but without the security features activated. In addition, the factory default wireless channel setting may not provide optimum changes are recommended from the factory defaults, to secure your wireless communications and provide optimum performance. Performance Because your wireless communication travels through the air, the factory default wireless channel setting may not provide optimum performance in your home if you or your neighbors have other interfering 2.4GHz devices such as cordless phones. If your wireless PC is experiencing very sluggish or dramatically slower communication compared with the speed you achieve on your PC that is wired to the gateway, try changing the channel number. See the 802.11b/g Basic Web Page discussion below for details.

Authentication Authentication enables you to restrict your gateway from communicating with any remote wireless PCs that aren't yours. The following minimum authentication-related changes to factory defaults are recommended. See the 802.11b/g Basic and Access Control Web Page discussions below for details. Network Name (SSID) Set a unique name you choose Network Type Set to Open Access Control List Enter your wireless PCs' MAC addresses 42 Chapter 2: Web Configuration Security Security secures or scrambles messages traveling through the air between your wireless PCs and the gateway, so they can't be observed by others. The following minimum security setting changes to factory defaults are recommended. See the 802.11b/g Security Web Page discussion below for details. Data Encryption Set to WEP (64-bit) PassPhrase Use this feature to generate security keys 802.11b/g Basic To set the basic configuration for the wireless features, click Basic from the Wireless menu.

These must match the settings you make on your wireless-equipped PC on the LAN side. The SSID is your Network Name. Change the factory default to a name of your choice up to 32 characters long. The wireless radio in your gateway can be completely de-activated by changing Interface to Disabled. Click the Apply button to save your settings.

The Network Type control is used to hide or reveal your network name to any remote, wireless equipped PC in the area that may be scanning WiFi channels to find available WiFi networks. The gateway WiFi radio frequently transmits a beacon signal which can contain this network name (SSID). If you set Network Type to Open, your SSID is included in that beacon, and is therefore detectable by any nearby wireless equipped PCs in the area. The benefit of using Open is it can speed your WiFi setup on some PCs. If you set Network Type to Closed, your SSID is not included in the beacon.

This hides your network name, but as a result may require a bit more effort on your part to set up your wireless PCs. Details of all settings on the 802.11b/g Basic Web Page are provided in Table 1. Fig. 30 Illustrations contained in this document are for representation only. 43 Chapter 2: Web Configuration Setting Network Name (SSID) Description Set the Network Name (also known as SSID) of this network. Value List or Range Default Up to 32-character string containing ASCII characters with codes between 0x20 and 0x7e THOMSON Network Type Select Closed to hide the Open, Closed network from active scans. Select Open to reveal the network to active scans. Select a particular channel on which to operate. Enable or disable the wireless interface.

1-13 Open New Channel 11 Interface Enabled, Disabled Enabled Table1. Basic Settings Definitions 44 Chapter 2: Web Configuration 802.



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11b/g Security This page allows you to configure the Network Authentication. Here provides several to the mode you select. different modes of wireless security. You will have to enter proper information according Fig. 31 WPA (Wi-Fi Protected Access)/WPA2: It must be used in conjunction with an authentication server such as RADIUS to provide centralized access control and management. It can provide stronger encryption and authentication solution than none WPA modes. WPA2 is the second generation of WPA security WPA-PSK (WPA-Pre-Shared Key) /WPA2-PSK (WPA2-Pre-Shared Key): It is useful for small places without authentication servers such as the network at home. It allows the use of manually-entered keys or passwords and is designed to be easily set up for home users.

WEP Encryption: You can choose 64-bit or 128-bit according to your needs. If you choose Disabled, the Network Keys will not be shown on this page. If selected, the data is encrypted using the key before being transmitted. For example, if you set 128-bit in this field, then the receiving station must be set to use the 128 Bit Encryption, and have the same Key value too. Otherwise, it will not be able to decrypt the data.

Apply: After proper configuration, click Apply to invoke the settings. Illustrations contained in this document are for representation only. 45 Chapter 2: Web Configuration **WEP Encryption** If you select WEP (64-bit or 128-bit), you can adjust the following settings **Shared Key Authentication:** Decide whether to set the shared key **Optional** or **Required** by selecting from the drop-down menu. **Network Key 1 to 4:** The system allows you to enter four sets of the WEP key. For 64-bit WEP mode, the key length is 5 characters or 10 hexadecimal digits.

As for 128-bit WEP mode, the key length is 13 characters or 26 hexadecimal digits. Fig. 32 **Current Network Key:** Select one set of the network key (from 1 to 4) as the default one. **PassPhrase:** You can enter ASCII codes into this field. The range is from 8 characters to 64 characters. For ASCII characters, you can key in 63 characters in this field. If you want to key in 64 characters, only hexadecimal characters can be used. **Generate WEP Keys:** Click this button to generate the PassPhrase. 802.1x Authentication If you enable the 802.

1x authentication function, you will have to offer the following information **RADIUS Server:** RADIUS Server is a protocol for carrying authentication, authorization, and configuration information between a Network Access Server which desires to authenticate its links and a shared Authentication Server. Please key in the IP Address for the RADIUS Server. **RADIUS Port:** Besides the IP address of the RADIUS Server, you have to enter the port number for the server. Port 1812 is the reserved RADIUS-authentication port described in RFC 2138. Earlier AP (RADIUS clients) use port 1945. The default value will be shown on this box. You can keep and use it. Fig. 33 **RADIUS Key:** A RADIUS Key is like a password, which is used between IAS and the specific RADIUS client to verify identity. Both IAS and the RADIUS client must be use the same RADIUS Key for successful communication to occur.

Enter the RADIUS Key. 46 Chapter 2: Web Configuration **WPA/WPA2** For the WPA/WPA2 network Authentication, the settings that you can adjust including **WPA/WPA2 Encryption, RADIUS Server, RADIUS Port, RADIUS Key, Group Key Rotation Interval, and WPA/WPA2 Re-auth Interval.** **WPA/WPA2 Encryption:** There are three types that you can choose, TKIP*, AES**, TKIP+AES. * TKIP takes the original master key only as a starting point and derives its encryption keys mathematically from this mater key. Then it regularly changes and rotates the encryption keys so that the same encryption key will never be used twice ** AES provides security between client workstations operating in ad hoc mode.

It uses a mathematical ciphering algorithm that employs variable key sizes of 128, 192 or 256 bits. Fig. 34 **RADIUS Server/RADIUS Port/RADIUS Key:** Please refer to the previous page. **Group Key Rotation Interval:** Key in the time for the WAP group key rotation interval. The unit is second.

With increasing rekey interval, user bandwidth requirement is reduced. **WPA/WPA2 Re-auth Interval:** When a wireless client has associated with the Residential Voice Gateway for a period of time longer than the setting here, it would be disconnected and the authentication will be executed again. The default value is 3600, you may modify it. **WPA-PSK/ WPA2-PSK** For the WPA-PSK/WPA2-PSK network Authentication, the settings that you can adjust including **WPA/WPA2 Encryption, WPA Pre-Shared Key, and Group key Rotation Interval.** **WPA Pre-Shared Key:** Please type the key to be between 8 and 63 characters, or 64 hexadecimal digits. Only the devices with a matching key that you set here can join this network. **WPA/WPA2 Encryption & WPA Group Rekey Interval:** Please refer to the WPA/WPA2 part. Fig. 35 Illustrations contained in this document are for representation only. 47 Chapter 2: Web Configuration **Access Control** This page allows you to make access control to the AP or connected clients by offering the MAC Addresses of the clients.

Fig. 36 **MAC Restrict Mode:** Click Disabled to welcome all of the clients on the network; select Allow to permit only the clients on the list to access the cable modem; or choose Deny to prevent the clients on the list to access this device. **MAC Address:** Your Gateway identifies wireless PCs by their WiFi MAC Address. This address consists of a string of 6 pairs of numbers 0-9 and letters A-F, such as 00 90 4B F0 FF 50. It is usually printed on the WiFi card of the device (e.g. the PCMCIA card in a laptop). It can also be determined from a Windows DOS prompt as explained below. Enter the MAC addresses of the connected clients into the fields, and then click Apply to add them to the list for access control. **Apply:** After proper configuration, click Apply to invoke the settings.

Connected Clients: The information of currently connected clients will be displayed here. 48 Chapter 2: Web Configuration **802.11b/g Advanced** This page allows you to configure some advanced settings. The factory default values should provide good results in most cases. We don't recommend you change these settings unless you have technical knowledge of 802.

11b wireless technology. For expert users, details of all settings on this web page are provided below. Fig. 37 **Beacon Interval:** Set the period of beacon transmissions to allow mobile stations to locate and identify a BSS. The measure unit is "time units" (TU) of 1024 microseconds.

(Value range: 1~65535) **DTIM Interval:** The value you set here is used to inform mobile stations when multicast frames that have been buffered at the Residential Voice Gateway will be delivered and how often that delivery occurs. (Value range: 1~255) **Fragmentation Threshold:** Set the number of the fragmenting frames to make the data to be delivered without errors induced by the interference. Frames longer than the value you set here are fragmented before the initial transmission into fragments no longer than the value of the threshold.



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(Value range: 256~ 2346) RTS Threshold: Set the value for sending a request to the destination. All the frames of a length greater than the threshold that you set here will be sent with the four-way frame exchange. And, a length less than or equal to the value that you set will not be preceded by RTS. (Value range: 0~ 2347) 54gTM Network Mode: There are three modes for you to choose, please check the specification of your wireless card and choose a proper setting. 54gTM Protection: Select Auto to turn on the 54gTM protection; select Off to turn down the protection. Xpress™ Technology: When Xpress is turned on, aggregate throughput (the sum of the individual throughput speeds of each client on the network) can improve by up to 27% in 802.11g-only networks, and up to 75% in mixed networks comprised of 802.

11g and 802.11b standard equipment. Illustrations contained in this document are for representation only. 49 Chapter 2: Web Configuration Rate: It decides the speed of data transmission. There are several rates provided here for you to choose. Choose any one of it according to your needs by using the drop-down menu. Output Power: This setting decides the output power of this device. You may use it to economize on electricity by selecting lower percentage of power output. 50 Chapter 2: Web Configuration Bridging The Bridging page provides a location where settings can be adjusted related to the wireless WDS (Wireless Distribution System) feature. WDS is a system that enables the interconnection of access points wirelessly.

It may also be referred to as repeater mode because it appears to bridge and accept wireless clients at the same time (unlike traditional bridging). The wireless gateway can be placed in a mode that allows the gateway to communicate with other "extender" wireless access points either exclusively or mixed with communications to local PCs. Use this page to designate the Remote Bridges the gateway is allowed to communicate with, and to select the Wireless Bridging mode. Fig. 38 Wireless Bridging: Choose Disabled to shutdown this function; select Enabled to turn on the function of WDS. Remote Bridges: Enter the MAC Addresses of the remote Bridges to relay the signals for each other. Apply: After proper configuration, click Apply to invoke the settings. Illustrations contained in this document are for representation only. 51 Chapter 2: Web Configuration Guest Network This page allows you to configure a guest network. You can refer to the details described in previous sections to make the WiFi security settings and guest LAN settings. Fig. 39 52 Chapter 2: Web Configuration VoIP Basic Web Page Group Basic LAN This page displays the basic LAN status of this device, including the downstream and upstream status, device information, and interface parameters. You can select specific interface from the Interface Name drop-down menu. Fig. 40 Hardware Info The hardware Info is displayed on this page. Fig. 41 Illustrations contained in this document are for representation only. 53 Chapter 2: Web Configuration Event Log The event logs are displayed on this web page. You can check them whenever you need. Fig.

42 CM State This page shows the current state of the cable modem. Fig. 43 54 Chapter 3: Additional Information Chapter 3: Additional Information Frequently Asked Questions Q. What if I don't subscribe to cable TV? A. If cable TV is available in your area, data and voice service may be made available with or without cable TV service. Contact your local cable company for complete information on cable services, including high-speed internet access. Q. How do I get the system installed? A. Professional installation from your cable provider is strongly recommended. They will ensure proper cable connection to the modem and your computer.

However, your retailer may have offered a self installation kit, including the necessary software to communicate with your cable ISP. Q. Once my Residential Voice Gateway is connected, how do I get access to the Internet? A. Your local cable company provides your internet service*, offering a wide range of services including email, chat, and news and information services, and a connection to the World Wide Web. Q.

Can I watch TV, surf the Internet, and talk to my friends through the Residential Voice Gateway at the same time? A. Absolutely! Q. What do you mean by "Broadband?" A. Simply put, it means you'll be getting information through a "bigger pipe," with more bandwidth, than a standard phone line can offer. A wider, "broader" band means more information, more quickly.

Q. What is EURO-DOCSIS/DOCSIS and what does it mean? A. "Data over Cable Service Interface Specifications" is the industry standard that most cable companies are adopting as they upgrade their systems. Should you ever decide to move, the Cable Modem will work with all upgraded cable systems that are EURO-DOCSIS/DOCSIS-compliant. Illustrations contained in this document are for representation only. 55 Chapter 3: Additional Information Q. What is Euro-PacketCable/PacketCable and what does it mean? A. Like DOCSIS, Euro-PacketCable/PacketCable is the industry standard for telephony services that most cable companies are adopting as they upgrade their systems. Should you ever decide to move, the Residential Voice Gateway will work with all upgraded cable systems that are Euro-PacketCable/PacketCable-compliant. Q.

What is SecureEasySetup and what does it mean? A. The software radically simplifies Wi-Fi® wireless LAN configuration, allowing even first-time Wi-Fi users to setup and secure their wireless networks with the push of a button. Whereas a typical Wi-Fi installation requires a user to manually configure several technical settings on each wireless device, SecureEasySetup simply requires a user to push a button on the wireless router/ Access Point, and a corresponding button on the PC or other client device. This automates the connection process and activates Wi-Fi Protected Access (WPA), the strongest security standard available to protect home and small business wireless networks from unauthorized use. Q. What is Xpress Technology and what does it mean? A. It is one of the popular performance-enhancing WiFi technologies, designed to improve wireless network efficiency and boost throughput. It is more efficient in mixed environments, and it can work with 802.11a/b/g networks. When Xpress is turned on, aggregate throughput (the sum of the individual throughput speeds of each client on the network) can improve by up to 27% in 802.

11g-only networks, and up to 75% in mixed networks comprised of 802.11g and 802.11b standard equipment. The technology achieves higher throughput by re-packaging data, reducing the number of overhead control packets, so that more useful data can be sent during a given amount of time. * Monthly subscription fee applies.

56 Chapter 3: Additional Information General Troubleshooting You can correct most problems you have with your product by consulting the troubleshooting list that follows.



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I can't access the internet. Check all of the connections to your Residential Voice Gateway. Your Ethernet card or USB port may not be working. Check each product's documentation for more information.

The Network Properties of your operating system may not be installed correctly or the settings may be incorrect. Check with your ISP or cable company. All of the lights are flashing in sequence. This means the Residential Voice Gateway is automatically updating its system software. Please wait for the lights to stop flashing. The updating process typically lasts less than one minute. Do not remove the power supply or reset the Residential Voice Gateway during this process. I can't get the modem to establish an Ethernet connection. Even new computers don't always have Ethernet capabilities be sure to verify that your computer has a properly installed Ethernet card and the driver software to support it. Check to see that you are using the right type of Ethernet cable.

The modem won't register a cable connection. If the modem is in Initialization Mode, the INTERNET light will be flashing. Call your Cable Company if it has not completed this 5-step process within 30 minutes, and note which step it is getting stuck on. (See page 5 for details.) The modem should work with a standard RG-6 coaxial cable, but if you're using a cable other than the one your Cable Company recommends, or if the terminal connections are loose, it may not work. Check with your Cable Company to determine whether you're using the correct cable. If you subscribe to video service over cable, the cable signal may not be reaching the modem. Confirm that good quality cable television pictures are available to the coaxial connector you are using by connecting a television to it. If your cable outlet is "dead", call your Cable Company. Illustrations contained in this document are for representation only.

57 Chapter 3: Additional Information Verify that the Cable Modem service is DOCSIS-compliant and PacketCable-compliant by calling your cable provider.

I don't hear a dial tone when I use a telephone. Telephone service is not activated. If the rightmost light on the Residential Voice Gateway stays on while others flash, check with your TSP or cable company. If the Residential Voice Gateway is connected to existing house telephone wiring, make sure that another telephone service is not connected.

The other service can normally be disconnected at the Network Interface Device located on the outside of the house. If using the second line on a two-line telephone, use a 2-line to 1-line adapter cable. For more Usage and Troubleshooting Tips use the web site links provided on the CD-ROM: <http://www.cable-modem.rca.com/help>

58 Chapter 3: Additional Information FCC Declaration of Conformity and Industry Canada Information This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation. Trade Name: Equipment Classification: Responsible Party: Thomson Model: TWG850 Computing Device Accessory Thomson Inc. 10330 N. Meridian Street Indianapolis, IN 46290 Telephone 317-415-4151 This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no protection against harmful interference in a residential installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try and correct the interference by one or more of the following measures: Reorient or relocate the receiving antenna. Increase the separation between the equipment and receiver.

Connect this equipment into an outlet on a circuit different from that to which the receiver is connected. Consult the dealer or an experienced radio/TV technician for help. FCC regulations state that unauthorized changes or modifications to this equipment may void the user's authority to operate it. This Class B digital apparatus meets all requirements of the Canadian Interference Causing Equipment Regulations. Illustrations contained in this document are for representation only. 59 Chapter 3: Additional Information Service Information If you purchased or leased your Residential Voice Gateway directly from your cable company, then warranty service for the Digital Cable Modem may be provided through your cable provider or its authorized representative. For information on 1) Ordering Service, 2) Obtaining Customer Support, or 3) Additional Service Information, please contact your cable company. If you purchased your Residential Voice Gateway from a retailer, see the enclosed warranty card. 60 Chapter 3: Additional Information Glossary 10BaseT Unshielded, twisted pair cable with an RJ-45 connector, used with Ethernet LAN (Local Area Network). "10" indicates speed (10 Mbps), "Base" refers to baseband technology, and "T" means twisted pair cable.

Authentication - The process of verifying the identity of an entity on a network. DHCP (Dynamic Host Control Protocol) A protocol which allows a server to dynamically assign IP addresses to workstations on the fly. Ethernet card A plug-in circuit board installed in an expansion slot of a personal computer. The

Ethernet card (sometimes called a Network Interface Card or NIC) takes parallel data from the computer, converts it to serial data, puts it into a packet format, and sends it over the 10BaseT or 100BaseT LAN cable. EURO-DOCSIS/ DOCSIS (Data Over Cable Service Interface Specifications) A project with the objective of developing a set of necessary specifications and operations support interface specifications for Cable Modems and associated equipment.

F Connector A type of coaxial connector, labeled CABLE IN on the rear of the Residential Voice Gateway, that connects the modem to the cable system.

HTTP (HyperText Transfer Protocol) Invisible to the user, HTTP is used by servers and clients to communicate and display information on a client browser.

@@@ Key exchange - The swapping of mathematical values between entities on a network in order to allow encrypted communication between

them. MAC Address The permanent "identity" for a device programmed into the Media Access Control layer in the network architecture during the modem's manufacture. Network Driver A file that is loaded on the computer to allow the computer to recognize the Ethernet card or USB port.



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