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Contents

About this User’s Guide ................................................................. 1

1 Your SpeedTouch™ ................................................................. 3
  1.1 SpeedTouch™ Features .......................................................... 4
    1.1.1 Hardware Specifications ...................................................... 5
    1.1.2 Software Features ............................................................. 6
  1.2 SpeedTouch™ LED Behaviour ............................................... 8
  1.3 How to Access your SpeedTouch™ ......................................... 9
    1.3.1 Access via the Web Interface ................................................. 10
    1.3.2 Access via CLI ................................................................. 11
    1.3.3 Access via FTP ............................................................... 13
    1.3.4 Remote Assistance ......................................................... 16

2 Local Network Setup ............................................................... 17

3 Internet Connectivity Dial-In Clients ....................................... 19
  3.1 SpeedTouch™ Web Pages ...................................................... 21
  3.2 IGD Control Agent ............................................................... 23
  3.3 MS Windows XP BroadBand Connection ............................. 25
  3.4 Mac OS X PPPoE Dial-in Client ............................................. 29

4 SpeedTouch™ Web Interface ................................................... 31
## Contents

### 4.1 Navigation
- 4.1.1 Menu ................................................................. 33
- 4.1.2 Language Bar ........................................................ 34
- 4.1.3 Navigation Bar ...................................................... 35
- 4.1.4 Notification Area .................................................... 36
- 4.1.5 Tasks .................................................................. 37

### 4.2 Home ................................................................. 38

### 4.3 SpeedTouch ....................................................... 39
- 4.3.1 Information .......................................................... 40
- 4.3.2 SpeedTouch™ Easy Setup ....................................... 41
- 4.3.3 Restart .................................................................. 42
- 4.3.4 Configuration ....................................................... 43
- 4.3.5 Backup & Restore .................................................. 44
- 4.3.6 Reset to Factory Defaults ........................................ 45
- 4.3.7 Event Logs ............................................................ 46
- 4.3.8 Update ................................................................. 47

### 4.4 Broadband Connection ......................................... 48
- 4.4.1 Connectivity Check ............................................... 49
- 4.4.2 DSL Connection .................................................... 50
- 4.4.3 Internet Services .................................................... 51
- 4.4.4 Internet Service Settings ......................................... 52

### 4.5 Toolbox ................................................................ 53
- 4.5.1 Remote Assistance ................................................ 54
- 4.5.2 Game & Application Sharing ................................. 55
- 4.5.3 Defined Games & Applications ............................. 56
- 4.5.4 Game or Application Definition ............................. 57
- 4.5.5 New Game or Application ...................................... 58
- 4.5.6 Parental Control .................................................... 59
- 4.5.7 Web Filtering Activation ........................................ 60
- 4.5.8 Content Level ....................................................... 63
- 4.5.9 New Content Level ............................................... 64
- 4.5.10 Firewall ............................................................... 66
- 4.5.11 Intrusion Detection ............................................... 67
- 4.5.12 Dynamic DNS ..................................................... 68
- 4.5.13 User Management ............................................... 69
- 4.5.14 Edit User ............................................................. 70
- 4.5.15 Change Default User ........................................... 71
- 4.5.16 Add User ............................................................ 72
4.6  Home Network ................................................................. 73
  4.6.1  Devices ............................................................................ 74
  4.6.2  Device Settings ................................................................. 75
  4.6.3  Assign Public IP ................................................................. 76
  4.6.4  Interfaces ........................................................................... 77
  4.6.5  Interface Settings ............................................................... 78
  4.6.6  DHCP Pool ................................................................. 79

5  Software Upgrade ................................................................. 81
  5.1  Upgrade Wizard on Setup CD ............................................. 82

6  Troubleshooting ................................................................. 85
  6.1  General SpeedTouch™ Troubleshooting ............................... 86
    6.1.1  Ethernet Troubleshooting ................................................ 87
    6.1.2  Upgrade Troubleshooting ............................................... 88
  6.2  UPnP™ on Windows XP Systems ......................................... 89
  6.3  Reset to Factory Defaults .................................................. 91
About this User’s Guide

Used Symbols

- A note provides additional information about a topic.
- A tip provides an alternative method or shortcut to perform an action.
- A caution warns you about potential problems or specific precautions that need to be taken.

Terminology

Generally, the SpeedTouch™516(i) will be referred to as SpeedTouch™ in this User’s Guide.

Typographical Conventions

In interactive input and output, typed input is displayed in a bold font and commands are displayed like this.

Comments are added in italics.

Example:

```language list
CODE LANGUAGE VERSION FILENAME
en* english 4.2.0.1 <system> Only one language is available
```

Documentation and software updates

THOMSON continuously develops new solutions, but is also committed to improve its existing products.

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## 1 Your SpeedTouch™

<table>
<thead>
<tr>
<th>Section</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Introduction</td>
<td>With the SpeedTouch™ 516(i) Residential ADSL Gateway you can surf the Internet at high speed.</td>
</tr>
<tr>
<td>Installation</td>
<td>For more information on how to set up your SpeedTouch™, installation and wiring and how to do a first Internet connection setup, refer to the provided Installation and Setup Guide.</td>
</tr>
<tr>
<td>Contents</td>
<td>This User’s Guide will assist you in configuring your SpeedTouch™.</td>
</tr>
<tr>
<td>Safety instructions</td>
<td>Before connecting the SpeedTouch™, please read the SpeedTouch™ Quick Installation Guide and the Safety Instructions and Regularity Notices.</td>
</tr>
</tbody>
</table>
1.1 SpeedTouch™ Features

Introduction
Your SpeedTouch™ offers you a wide range of outstanding features.
In this section you will find a comprehensive overview of the:
- Hardware Specifications
- Software Features
### 1.1.1 Hardware Specifications

<table>
<thead>
<tr>
<th><strong>Gateway</strong></th>
<th>Integrated multi-mode ADSL modem, supporting:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>‣ ADSL over POTS for a SpeedTouch™ ADSL/POTS variant)</td>
</tr>
<tr>
<td></td>
<td>‣ ADSL over ISDN for a SpeedTouch™ ADSL/ISDN variant)</td>
</tr>
<tr>
<td></td>
<td>‣ ADSL/RE-ADLS2/ADSL2/ADSL2+ for both ADSL over POTS and ADSL over ISDN</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Physical interfaces</strong></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>WAN:</td>
<td>One RJ-11 port for ADSL/POTS or ADSL/ISDN connection</td>
</tr>
<tr>
<td>LAN:</td>
<td>A single RJ-45 port for Ethernet connection (10/100Base-T)</td>
</tr>
<tr>
<td>Power inlet</td>
<td></td>
</tr>
</tbody>
</table>

| **LEDs** | LED indicators for all interfaces |

| **Reset button** | One recessed reset button for restoring the default settings |

| **Power requirement** | Power supply: 15V AC, 1000mA |
### 1.1.2 Software Features

| ADSL compliance | If POTS in overlay: G. handshake, Full Rate ADSL, G.dmt, G.lite (splitterless ADSL), ADSL2, RE-ADSL and ADSL2+  
<table>
<thead>
<tr>
<th></th>
<th>If ISDN in overlay: G.handshake, G.dmt, ADSL2, RE-ADSL and ADSL2+</th>
</tr>
</thead>
</table>
| ATM features    | Up to 16 simultaneous PVCs, allowing multiple simultaneous destinations  
|                 | ATM QoS per PVC: CBR, VBR-rt, VBR-nrt, UBR  
|                 | RFC 1483 / 2684 multiprotocol encapsulation over AAL5 / ATM: both LLC / SNAP and VC-based multiplexing supported  |
| Bridging features | Multiport self-learning transparent bridge per IEEE 802.1D for LAN interconnect  
|                 | Remote bridge ports are isolated from each other  
|                 | Pre-defined bridge filters to WAN (no filter, no CPE-to-WAN broadcast, PPPoE only) and to LAN (no filter, multicast filter)  |
| Routing features | Multi-port (up to 16 PVCs) router  
|                 | Static routing, automatic routes (PPP, LAN)  
|                 | IP address multi-homing  |
| Services        | UPnP with NAT traversal capability:  
|                 | enables game technologies (Xbox live, Direct X, and many others)  
|                 | enables conferencing functions of Microsoft Messenger  
|                 | Transparent bridging (IEEE802.1D)  
|                 | PPPoE routing/bridging with integrated PPP Relay  
|                 | PPPoA routing, PPPoA-to-PPTP relaying  
|                 | IP routing with static routing, packet classified routing and residential RIP  
|                 | Hyper-NAT with virtual server mapping (for instance for Web, FTP, Mail servers) and ALGs (such as NetMeeting, MSN Messenger, VPN passthrough, and others)  
|                 | Quality of Service:  
|                 | IP QoS  
|                 | Integrated Dynamic DNS client  |
| Security        | PAP (RFC1334), CHAP (RFC1994) for PPP session  
|                 | Integrated Stateful Inspection Firewall, Intrusion Detection  
|                 | Parental Control, URL Filtering  
|                 | Multi-level SpeedTouch™ access policies, Digest Authentication  |
| Configuration   | Home Install Wizard, Easy Setup wizard  
|                 | Intuitive web-based GUI (HTTP/HTTPs)  
|                 | Advanced configuration via telnet - Command Line Interface (CLI)  
|                 | Remote management access control  |
Management

- Multi-level user protection, Event logging
- DHCP server, client and relay, DHCP-to-PPP spoofing
- DNS server, client and relay
- Time synchronization:
  - SNTPv1, SNTPv2, SNTPv3 and SNTPv4
- System logging
- SNMPv1 agent with MIB-II
- Firmware upgradeable via upgrade wizard on Setup CD
1.2 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.

Following table shows the meaning of the different LEDs:

<table>
<thead>
<tr>
<th>Indicator</th>
<th>Colour</th>
<th>State</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Power</td>
<td>Green</td>
<td>On</td>
<td>Power on, normal operation</td>
</tr>
<tr>
<td>Power</td>
<td>Red</td>
<td>On</td>
<td>Power on, self-test failed, indicating device malfunction</td>
</tr>
<tr>
<td>Power</td>
<td>Orange</td>
<td>On</td>
<td>Bootloader active</td>
</tr>
<tr>
<td>Power</td>
<td>Off</td>
<td></td>
<td>Power off</td>
</tr>
<tr>
<td>Ethernet</td>
<td>Green</td>
<td>Flashing</td>
<td>Ethernet activity, no activity</td>
</tr>
<tr>
<td>Ethernet</td>
<td>Off</td>
<td></td>
<td>No Ethernet connection</td>
</tr>
<tr>
<td>DSL</td>
<td>Green</td>
<td>Flashing</td>
<td>Pending DSL line synchronisation</td>
</tr>
<tr>
<td>DSL</td>
<td>Off</td>
<td></td>
<td>No DSL line</td>
</tr>
<tr>
<td>Internet</td>
<td>Green</td>
<td>Flashing</td>
<td>Internet activity, no activity</td>
</tr>
<tr>
<td>Internet</td>
<td>Red</td>
<td>On</td>
<td>Internet connection setup failed</td>
</tr>
<tr>
<td>Internet</td>
<td>Off</td>
<td></td>
<td>No Internet connection</td>
</tr>
</tbody>
</table>
1.3 How to Access your SpeedTouch™

Your SpeedTouch™ is accessible in one of following ways:

<table>
<thead>
<tr>
<th>Access Method</th>
<th>Can be used to:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Web</td>
<td>Configure your SpeedTouch™ via HTTP or HTTPS.</td>
</tr>
<tr>
<td></td>
<td>For more information, see “1.3.1 Access via the Web Interface” on page 10.</td>
</tr>
<tr>
<td>Command Line Interface (CLI)</td>
<td>Fine tune your SpeedTouch™ configuration.</td>
</tr>
<tr>
<td></td>
<td>For more information, see “1.3.2 Access via CLI” on page 11.</td>
</tr>
<tr>
<td>File Transfer Protocol (FTP)</td>
<td>Backup and restore data on your SpeedTouch™.</td>
</tr>
<tr>
<td></td>
<td>For more information, see “1.3.3 Access via FTP” on page 13.</td>
</tr>
<tr>
<td>Remote Assistance</td>
<td>Allow a remote user to help you configuring your SpeedTouch™.</td>
</tr>
<tr>
<td></td>
<td>For more information, see “1.3.4 Remote Assistance” on page 16.</td>
</tr>
</tbody>
</table>
1.3.1 Access via the Web Interface

Procedure
To access the SpeedTouch™ via the web interface:

1. Open a web browser.

2. In the address bar type your SpeedTouch™’s IP address or DNS host name, by default that is ‘http://speedtouch.lan’ or ‘192.168.1.254’.

   You can access the pages via the http protocol. For remote assistance the secure version, https, in combination with certificates is used; provide your ISP with the https link, user name and password before he can log on to the pages. For more information, see "1.3.4 Remote Assistance" on page 16.

3. As a result the SpeedTouch™ Home page appears, from where you can navigate to all the configurable aspects of the SpeedTouch™.

   ![SpeedTouch Web Interface Screenshot]

   For more information on the web pages, see “4 SpeedTouch™ Web Interface” on page 31.
1.3.2 Access via CLI

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

- A Telnet session
  
  This requires that TCP/IP connectivity exists between the host from which the Telnet session is opened and the SpeedTouch™. Your SpeedTouch™ and the connected PC must have an IP address in the same subnet.
- Quote site commands (over FTP)
  
  For more information, see “Quote site command” on page 15.

For information on CLI commands, see the SpeedTouch™ CLI Reference Guide.
Proceed as follows:

1. Open a telnet application.
   - You can use the Command Prompt window.
   - In Windows XP for instance:
     1. On the Windows task bar, 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™ (default is 192.168.1.254).

3. Enter your SpeedTouch™ security user name and password.
   - The default user is ‘Administrator’ and the default password is blank.

4. As soon as you’ve 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 5.3                                      |
| Copyright (c) 1999-2005, THOMSON                 |
+---------------------------------------------------+

(Administrator)=>
```
1.3.3 Access via FTP

File Transfer Protocol (FTP)
You can access the file system of the SpeedTouch™ via the File Transfer Protocol (FTP), in order to:
- Restore or backup configuration files, templates or language packs.
- Upgrade your configuration or firmware.

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

FTP session
To open an FTP session:
1. Open a Command Prompt window.
   - In Windows XP for instance:
     1. On the Windows task bar, click Start.
     2. Select (All) Programs > Accessories > Command Prompt.
2. At the prompt, type `ftp` followed by the IP address of your SpeedTouch™ (default is 192.168.1.254).
3. Enter your SpeedTouch™ security user name and password.
4. The example below shows an FTP session to the SpeedTouch™ file system:

![FTP example]

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`.
- The `root` directory contains:
  - all the necessary files for the SpeedTouch™ to boot correctly
  - the `dl` directory
- The `dl` (download) 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

On the different directories you have following privileges:

<table>
<thead>
<tr>
<th>Directory</th>
<th>Access rights</th>
</tr>
</thead>
<tbody>
<tr>
<td>root</td>
<td>NO read/write</td>
</tr>
<tr>
<td>dl</td>
<td>read/write</td>
</tr>
</tbody>
</table>

### Common FTP commands

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

<table>
<thead>
<tr>
<th>Command</th>
<th>You can use to...</th>
</tr>
</thead>
<tbody>
<tr>
<td>cd</td>
<td>access another directory than the one currently open. Example: ftp&gt;cd dl.</td>
</tr>
<tr>
<td>dir</td>
<td>list the directory files. Example: ftp&gt;dir.</td>
</tr>
<tr>
<td>bin</td>
<td>set the transfer mode to ‘binary’.</td>
</tr>
<tr>
<td>hash</td>
<td>turn on the hashing option.</td>
</tr>
<tr>
<td>put</td>
<td>upload files. Example: ftp&gt;put C:/MyBackupFiles/user.ini. A configuration file must be uploaded to the dl directory.</td>
</tr>
<tr>
<td>get</td>
<td>download files. Example: ftp&gt;get user.ini. Downloading the configuration file must be done from the dl directory.</td>
</tr>
<tr>
<td>delete</td>
<td>delete files.</td>
</tr>
<tr>
<td>bye</td>
<td>quit FTP.</td>
</tr>
</tbody>
</table>
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(/l)$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 required.
Password: ******
330 OK
ftp>
ftp>bin
200 TYPE is now 8-bit binary
ftp>
ftp>hash
200 Hash 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 0,000 Seconds 256000,000 Kbytes/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 `software cleanup`: At the FTP prompt type `quote site software cleanup` and press Enter.

```
ftp> quote site software cleanup
200-
200 CLI command "software cleanup" executed
ftp>
```

For more information on CLI commands, see the CLI Reference Guide.
### 1.3.4 Remote Assistance

**Remote access**
You can make your SpeedTouch™ accessible from the Internet with regard to remote support. This way, you can allow your helpdesk to access your SpeedTouch™ remotely.

**Enabling remote access**
To enable remote assistance:

1. Go to the SpeedTouch™ pages, as described in “1.3.1 Access via the Web Interface” on page 10.
2. In the menu select Toolbox > Remote Assistance.
3. Click Enable Remote Assistance.
4. Provide the following parameters to your helpdesk:
   - URL (the HTTPS link)
   - User name
   - Password
5. Your ISP is now able to access your SpeedTouch™ via the secure HTTPs link in combination with the provided certificate (a secure authentication mechanism).

For security reasons, after 20 minutes of inactivity, or on reboot, Remote Assistance will be automatically disabled.

**Disabling remote access**
To disable remote assistance:

1. Go to the SpeedTouch™ pages, as described in “1.3.1 Access via the Web Interface” on page 10.
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.
Chapter 2
Local Network Setup

Device settings
Once you’ve connected a device, you are able to personalise its settings:

1. Go to the SpeedTouch™ web pages.
2. In the menu select Home Network > Devices.
3. Click the name of your device, or if the device’s settings haven’t been personalised yet, click the MAC address of the device.
4. On the top right, click Configure.
5. Now you can change the device’s name, lock its IP address and assign applications and services to the device.

PC1

- Information
  - New Name: PC1
  - Status: Active
  - Type: Generic Device
  - Connected To: eth0 (Ethernet)

- Addressing
  - Physical Address: 00:61:02:00:af:df
  - IP Address Assignment: DCHP
  - IP Address: 192.168.1.64
  - Always use the same address: No
  - DHCP Lease Time: 1 day, 00:00:00

- Connection Sharing
  - Game or service
    | FTP Server | HTTP Server (World Wide Web) |
    |-------------|-----------------------------|
    | Unassigned  | Unassigned                  |

  - Age of Empreg

Ethernet link check
Depending on the SpeedTouch™ model, LED indicators allow you to check your Ethernet. See “1.2 SpeedTouch™ LED Behaviour” on page 8 for more information.
3 Internet Connectivity Dial-In Clients

Introduction
For setting 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 has been done, immediate and uninterrupted WAN access is provided.
  In case of 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 your ISP provides PPPoE for instance, you should configure PPPoE. More information on connection protocols can be found in the Internet Connection Configuration Guide.

Dial-in clients
There are different ways of dialling in, depending on the operating system on your PC and your preferences.

<table>
<thead>
<tr>
<th>Dial-in method:</th>
<th>can be used on following operating system:</th>
<th>For more information, see:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Embedded PPP dial-in client:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Dial-in client on embedded pages</td>
<td>MS Windows, Mac, unix, other</td>
<td>“3.1 SpeedTouch™ Web Pages”</td>
</tr>
<tr>
<td>MS Windows XP IGD Control Agent for UPnP</td>
<td>MS Windows XP</td>
<td>“3.2 IGD Control Agent” on page 23</td>
</tr>
<tr>
<td>Host PPP dial-in client for a SpeedTouch™ configured in pure bridging mode:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>MS Windows XP Broadband connection</td>
<td>MS Windows XP</td>
<td>“3.3 MS Windows XP BroadBand Connection”</td>
</tr>
<tr>
<td>Mac OS X PPPoE dial-in client</td>
<td>Mac OS X</td>
<td>“3.4 Mac OS X PPPoE Dial-in Client”</td>
</tr>
</tbody>
</table>
Chapter 3
Internet Connectivity Dial-In Clients

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 21 to proceed.
- MS Windows XP
  you can use MS Windows XP’s Internet Gateway Device Control Client.
  See “3.2 IGD Control Agent” on page 23 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 this computer runs:
- MS Windows XP
  you can use the MS Windows XP broadband dial-in client. See “3.3 MS Windows XP BroadBand Connection” on page 25 for more information.
- Mac OS X
  you can use a Mac OS X broadband dial-in client. See “3.4 Mac OS X PPPoE Dial-in Client” on page 29 for more information.
- or -
  - A broadband PPPoE dial-in client provided by your Service Provider to connect to the Internet
    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, an MS 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 below you can use on any computer system.

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

Starting an Internet session

Proceed as follows:

1. Open a web browser on your computer and browse to the SpeedTouch™ web pages (see “1.3.1 Access via the Web Interface” on page 10 for more information):

   ![SpeedTouch Web Interface](image)

   By default the SpeedTouch™ shows you the Home page.

2. Click Connect at the appropriate broadband connection.

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

   As a result SpeedTouch™s embedded PPP dial-in client establishes the Internet connection.

3. Now you can surf the Internet.

Monitoring your Internet connection

You are able to overview and monitor your Internet connectivity as long as the session is running via:

- The SpeedTouch™ System Information page: see “4.3.1 Information” on page 40.
- The SpeedTouch™ Diagnostics task: see “4.4.1 Connectivity Check” on page 49.
Terminating an Internet session

To close an active PPP connection:

1. Go to the SpeedTouch™ Home page.
2. Click **Disconnect** at the appropriate broadband connection.

As a result the SpeedTouch™’s embedded PPP dial-in client will close the Internet connection. The Internet Link status will change to **Disconnected** and your PC is offline.
3.2 IGD Control Agent

Introduction

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

The IGD control client only allows to connect or to disconnect a fully configured connection.

Preconditions

Following conditions must be met:

- Following subcomponents of Windows XP’s Networking Services must be added to your Windows XP system:
  - UPnP™ (see “SpeedTouch™ not detected by UPnP™ or IGD Control Client” on page 89).
  - IGD Discovery and Control Client (see “Adding IGD Discovery and Control” on page 90).
- UPnP™ must be enabled on your SpeedTouch™. To enable UPnP, see “4.5.2 Game & Application Sharing” on page 55.

Starting an Internet session

Proceed as follows:

1. In the Windows task bar, click Start.
2. Select (Settings >) Control Panel.
3. The Control Panel window appears. Go to (Network and Internet Connections >) Network Connections.
4. The Network Connections window appears:

   ![Network Connections Window](image)

   You will find an Internet Gateway icon, representing the SpeedTouch™ IGD Internet connection ability.

5. Double-click the Internet Connection icon.

   As a result the SpeedTouch™’s embedded PPP dial-in client establishes the Internet connection. The Internet Gateway icon displays connected and your PC is online.

6. You can open a web browser and surf the Internet.
Chapter 3
Internet Connectivity Dial-In Clients

As long as the SpeedTouch™’s embedded PPP dial-in client is connected, you are able to overview the connection status and some counters by double-clicking the **Internet Connection** icon in your PC’s **Network Connections** window:

Proceed as follows:

1. In the Windows task bar, 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. As a result the SpeedTouch™’s embedded PPP dial-in client will close the Internet connection. The **Internet Gateway** icon displays **Disconnected** and your computers are off-line.
3.3 MS Windows XP BroadBand Connection

Prerequisites

To be able to use the MS Windows XP BroadBand Connection, your SpeedTouch™ must be configured for either:

- Bridging,
- PPPoE Relay

Configuring a broadband connection

Proceed as follows:

1. On the Start menu, click (Settings >) Control Panel.
2. The Control Panel window appears. Go to (Network and Internet Connections >) Network Connections.
3. In the Network Tasks menu, click Create a new connection.

The New Connection Wizard appears:

Click Next.

4. Select Connect to the Internet and click Next.
5. Select Set up my connection manually and click Next.
6. Select Connect using a broadband connection that requires a user name and password and click Next.
7. Give a name to the connection you are creating, for example YourISP:
8 Select whether the connection will be available to any user or only to yourself:

9 Fill in the Internet account information. This information should be provided by your service provider:

10 At the end of the configuration the following window appears:

Click Finish to complete the configuration.

The Connect YourISP window (see below) appears.
Starting a broadband Internet session

Proceed as follows:

1. On the Start menu, point Connect To and click the name of the connection you’ve created, for example YourISP.
   
   If you are using the Classic Start menu click Start > Settings > Network (and Dial-up) connections > YourISP.

2. The Connect YourISP window appears:

3. If requested, enter user name and password for your user account at the Service Provider.

4. Click Connect.

5. As soon as the connection is established, the Connection message box and Dialup window are minimised into an icon in the notification area:

6. You can open your web browser and surf the Internet.
Terminating a broadband Internet session

Proceed as follows:

1. On the Start menu, point Connect To and click the name of the connection you’ve created, for example YourISP.
   
   If you are using the Classic Start menu go to Start > Settings > Network (and Dial-up) connections > YourISP.

2. The YourISP Status window appears:

   ![YourISP Status window]

3. Click Disconnect.

4. The connection is released. As a result no Internet connectivity exists any more.
3.4 Mac OS X PPPoE Dial-in Client

Prerequisites

To be able to use the MS Windows XP BroadBand Connection, your SpeedTouch™ must be configured for either:

- Bridging, or
- PPPoE Relay

Configuring a broadband connection

Proceed as follows:

1. On the Apple menu, click System Preferences.
2. In the System Preferences window, click the Network icon.
3. The Network window appears. Make sure Built-in Ethernet is selected in the Show list and click the PPPoE tab:

![PPPoE tab in Network Preferences](image)

4. Enter the **Account Name** and **Password** provided by your **Service Provider**.
   - Select **Save password** in case you want the computer to remember the password for this account name.
   - Optionally you can enter a name for this connection in the **Service Provider** field. All other fields may stay empty.

5. Click **Apply Now**.
Chapter 3
Internet Connectivity Dial-In Clients

Starting a broadband Internet session

Proceed as follows:

1. Click the Internet Connect docking.
   - If the Internet Connect docking is not available, go to the Applications folder on the system startup disk and double-click Internet Connect.

2. The following window appears:

   Make sure Built-in Ethernet is selected in the Configuration list.

3. If needed, enter user name and password for your user account at the Service Provider.

4. Click Connect.

5. As soon as the connection is established you can open your web browser and surf the Internet.

Terminating a broadband Internet session

Proceed as follows:

1. Click the Internet Connect docking.
   - If the Internet Connect docking is not available, go to the Applications folder on the system startup disk and double-click Internet Connect.

2. The following window appears:

   Make sure Built-in Ethernet is selected in the Configuration list.

3. Click Disconnect.

4. The connection is released. As a result no Internet connectivity exists any more.
4 SpeedTouch™ Web Interface

Introduction
The SpeedTouch™ comes with embedded HTML 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 “1.3.1 Access via the Web Interface” on page 10 to access the pages.

SpeedTouch™ documentation
Consult:
- The SpeedTouch™ Installation and Setup Guide for more information on setup and installation procedures.
4.1 Navigation

The SpeedTouch™ web interface consists of following components:

- Menu
- Language Bar
- Navigation Bar
- Notification Area
- Tasks

![Diagram of SpeedTouch web interface components]

**Navigation 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 are able to collapse/expand the menu by clicking the arrow located on 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 on 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 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

<table>
<thead>
<tr>
<th>Notification area</th>
<th>The notification area is located under the Navigation Bar and is used to display:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>- Error messages indicated by a red traffic light.</td>
</tr>
<tr>
<td></td>
<td>- Warnings indicated by an orange traffic light.</td>
</tr>
<tr>
<td></td>
<td>- Information indicated by a green traffic light.</td>
</tr>
<tr>
<td></td>
<td>If none of these events occur, the notification area will not be shown.</td>
</tr>
</tbody>
</table>
4.1.5 Tasks

To allow a swift configuration of your SpeedTouch™, some pages may offer you a number of related tasks. These tasks will guide you to the page where you can perform the selected task.
4.2 Home

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

- SpeedTouch
- Broadband Connection
- Toolbox
- Home Network

![SpeedTouch™ home page](image)
4.3 SpeedTouch

The SpeedTouch menu

The SpeedTouch menu consists of following items:

- Information
- Configuration
- Event Logs
- Update

The SpeedTouch page

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

- Product Information
- Configuration

### SpeedTouch

- **Information**
  - Product Name: SpeedTouch 445
  - Serial Number: 14007755
  - Software Version: 6.0.9.8.8

- **Configuration**
  - Service Name: basten PMAC an G79 and X79 (modified by user)
  - Time Since Power-on: 8 days, 02/02/31

**Pick a task...**

- Set up
- Update
- Restarts
- Return to Factory Default Settings
- View event logs
- Check connectivity to the Internet
### Information

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

<table>
<thead>
<tr>
<th>Description</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Product Name</td>
<td>SpeedTouch 585</td>
</tr>
<tr>
<td>Serial Number</td>
<td>D452ED7309</td>
</tr>
<tr>
<td>Software Release</td>
<td>5.3.0.15</td>
</tr>
<tr>
<td>Software Variant</td>
<td>A4</td>
</tr>
<tr>
<td>Boot Loader Version</td>
<td>1.0.16</td>
</tr>
<tr>
<td>Product Code</td>
<td>35723430</td>
</tr>
<tr>
<td>Board Name</td>
<td>BMH1-K</td>
</tr>
</tbody>
</table>
4.3.2 SpeedTouch™ Easy Setup

Easy Setup Wizard

This wizard helps you configure your SpeedTouch™ Internet connection.

To configure the SpeedTouch™ using the SpeedTouch™ Easy Setup wizard:

1. On the left menu, click SpeedTouch.
2. In the Pick a task... list, click Set up.
3. The Easy Setup wizard will now guide you through the configuration of your SpeedTouch™.
4.3.3 Restart

Accessing the Restart page

Proceed as follows:
1. On the left menu, click SpeedTouch.
2. In the Pick a task... list, click Restart.

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

Restarting your SpeedTouch™

Proceed as follows:
1. Click Yes, restart my SpeedTouch.
2. The SpeedTouch™ restarts.
3. 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.

System Configuration
This page lets you configure your SpeedTouch™.

- Service Configuration
  
  You cannot directly edit the service settings of your SpeedTouch™. In order to modify these settings, you must use the Configuration Wizard and follow the instructions appearing on the screen.

  Service Name: [Blank]
  Time Configuration:
  - Auto-configuration:
  - Time (dd-mm-yyyy):
  - Time (HH:mm:ss):
  - Timezone: [UTC-01:00] Amsterdam, Berlin, Rome, Stockholm
  - Summer Time: [Blank]

- System Configuration
  Web Browsing Interception: [Blank]

Apply  Cancel

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 41.

- 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/enable web browsing interception or set it to automatic.
  - If you disable web browsing interception or set it to automatic you will not be able to use Parental Control.

Click Apply to save your settings.
4.3.5 Backup & Restore

Introduction

This page allows you to:
- Save your current configuration.
- Restore a previously saved configuration.

Backup & Restore

This page enables you to save and restore the configuration of your SpeedTouch. Follow instructions below...

- **Backup current configuration**
  
  In order to store the current configuration of your SpeedTouch, click on the "Backup Configuration Now..." button. You will be prompted by your web browser to store the configuration file locally on your hard disk. Choose a location and store the file on your computer.

  ![Backup Configuration Now](image)

- **Restore saved configuration**
  
  You can restore a configuration file you have previously stored on your computer.

  Click on "Browse", choose the configuration file you want to restore on your SpeedTouch and click on "Restore Configuration Now..." to restore the configuration.

  ![Configuration File](image)

Accessing the Backup & Restore page

Proceed as follows:
1. On 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 **Backup 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...**.
4. The SpeedTouch™ loads your configuration and restarts.
5. At the end of the procedure, the SpeedTouch™ returns to the Home page.
4.3.6 Reset to Factory Defaults

**Introduction**

This page allows you to reset the SpeedTouch™ to return to the initial configuration of your SpeedTouch™. All your changes will be deleted.

**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

**Accessing the Reset to Factory Defaults page**

Proceed as follows:

1. On the left menu, click SpeedTouch.
2. In the Pick a task... list, click Return to Factory Default Settings.

**Resetting the SpeedTouch™ to factory defaults**

If you want to reset your SpeedTouch™ to factory defaults, 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 latest events recorded on your SpeedTouch™.

**Event Logging**

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

**Recorded Events**

<table>
<thead>
<tr>
<th>Category</th>
<th>LAN</th>
</tr>
</thead>
</table>

The Recorded Events table gives you an overview of the latest event logs that have been recorded since power on. The first column of the table indicates the importance of the event log.

<table>
<thead>
<tr>
<th>Indicator</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Informational</td>
</tr>
<tr>
<td></td>
<td>Warning</td>
</tr>
<tr>
<td></td>
<td>Error</td>
</tr>
</tbody>
</table>

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.
4.3.8 Update

The Update page allows you to:

- View System Information.
- View information on the current System Firmware.
- Update your SpeedTouch™ from a remote server.
  Use this option if you want to have your SpeedTouch™ check on the internet for new firmware and update if it found one.
- Update from a PC.
  Use this option if you want to install on your SpeedTouch™ that is located on the PC.

**System Update**

This page allows you to update your SpeedTouch with the latest software version available. Choose a way to update your SpeedTouch and follow the instructions.

- **System Information**
  - Product Name: SpeedTouch 985
  - Serial Number: 042207108
  - Boot Loader Version: 1.0.16
  - Product Code: 38729459
  - Board Name: B43TV

- **System Firmware**
  - Current Software Version: 5.3.0.15
  - Current Software Variant: AA
  - Available Software Version: No update available

**Update SpeedTouch from remote server...**

To check if a new software version is available click on 'Check for Updates.'

[Check For Updates]

**Upgrade from PC**

To update your SpeedTouch from your PC, you may follow the three steps described below.

1. Download the latest software to your PC.
   You may update your SpeedTouch by downloading the latest software from the SpeedTouch Support Site to your PC's hard drive.

2. Upload software to your SpeedTouch
   Select the update file you have placed on your PC's hard drive.
   [Browse]

3. Load the new software and restart your SpeedTouch
   Notes: uploading the new software takes several minutes to complete.

[Proceed]
4.4 Broadband Connection

The **Broadband Connection** menu consists of the following menu items:
- DSL Connection
- Internet Services

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 are able to establish/terminate the connection by clicking **Connect/Disconnect**.
4.4.1 Connectivity Check

Introduction

This page enables you to perform a connectivity check on an Internet service of your SpeedTouch™.

Accessing the Connectivity Check page

Proceed as follows:
1. On the left menu, click Broadband Connection.
2. In the Pick a task... list, click Check connectivity to the Internet.

Checking your Internet Connectivity

Proceed as follows:
1. In the Internet Service to Check list, click the Internet service that you want to check.
2. Click Check Connectivity.
3. 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 brief information on your DSL connection.

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

**DSL Connection**

- **Link Information**
  - Uptime: 0 days, 0:43:10
  - Modulation: G.992.1 Annex A
  - Bandwidth (Up/Down) (Kbps/Mbps): 564 / 2.272
  - Data Transferred (Sent/Received) (MB/KB): 0,000 / 6.09
  - Output Power (Up/Down) (dBm): 11.5 / 11.5
  - Line Attenuation (Up/Down) (dB): 2.0 / 0.0
  - SN Margin (Up/Down) (dB): 5.0 / 5.5
  - Vendor ID (Local/Remote): TMYB / 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

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

<table>
<thead>
<tr>
<th>Internet</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Type:</td>
<td>PPPoE</td>
</tr>
<tr>
<td>Uptime:</td>
<td>0 days, 6:21:48</td>
</tr>
<tr>
<td>IP Address:</td>
<td>192.168.101.99</td>
</tr>
<tr>
<td>Data Transferred</td>
<td>3.39 / 202</td>
</tr>
</tbody>
</table>

If you configured a dial-up connection you are able to 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. On 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 are able to establish/terminate the connection by clicking Connect/Disconnect.

Details

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

---

Internet

- **Connection Information**
  - Uptime: 0 days, 0:22:44
  - Data Transferred (Sent/Received) [k/b]: 3.39 / 282

- **Connection Settings**
  - PVC Info (VPI/VCI): 0.36
  - Type: PPP/IR

- **PPP Settings**
  - Username: uisp@rendez
  - Password: ********
  - Connection Mode: Always-On
  - Service Name: -
  - Connect/Reboot Name: 1563412000097466-Redback

- **TCP/IP Settings**
  - IP Address: 101.101.101.98/32
  - Default Gateway: 101.101.101.1
  - Primary DNS: 10.50.2.20
  - Secondary DNS: 10.50.2.21

---

If you configured a dial-up connection you are able to establish/terminate the connection by clicking Connect/Disconnect.
4.5 Toolbox

The Toolbox menu

The Toolbox menu consists of 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.
- **Parental Control:** Allows you to block/allow access to specific web sites.
- **Firewall:** Allows you to configure the security level of the SpeedTouch™ firewall.
- **Intrusion Detection:** Allows you to view the intrusions you are protected against.
- **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

This page allows you to make your SpeedTouch™ accessible for remote support.

Remote Assistance

Remote assistance is currently disabled.

By clicking on the 'Enable Remote Assistance' button your SpeedTouch will be accessible from your broadband connection. After 20 minutes of inactivity, or as a reboot, remote assistance will be automatically disabled.

Provide the following parameters to your ISP:

- **URL**: https://10.1.101.99:51903
- **Username**: tech
- **Password**: [Redacted]

![Enable Remote Assistance](button)

You must be connected to the Internet to be able to enable remote assistance.

To use remote assistance:

1. If needed, 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™.

![Information](info)

Once the technical support is connected, no other connections are possible.

4. The remote assistance session ends:
   - If the technical support disables remote assistance.
   - After 20 minutes of inactivity, or after a reboot, remote management.
4.5.2 Game & Application Sharing

**Overview**
The Overview page summarizes the games and applications on a particular host on your network, for which the SpeedTouch™ accepts connections coming from the Internet.

**Configure**
The Configuration page allows you to:
- Select **Use UPnP** to enable UPnP on the SpeedTouch™.
  Universal Plug and Play is an architecture for transparent peer-to-peer connectivity of PCs, intelligent appliances, and (wireless) devices. It enables seamless operation of a wide range of games and messaging applications.
- Select **Use Extended Security** to only allow the creation of port maps.
- Assign a game or application to a specific network device.

---

**Game & Application Sharing**

This page summarizes the games and applications defined on your SpeedTouch. Each game or application can be assigned to a device on your local network.

- **Universal Plug and Play**

  Universal Plug and Play (UPnP) is a technology that enables seamless operation of a wide range of games and messaging applications.

  - Use UPnP:
  - Use Extended Security:

  ![Apply | Cancel]

- **Assigned Games & Applications**

  Click on 'Unassign' to disable a game or a application or use the last row in the table to assign a game or application to a local network device.

  If the game or the application you are looking for does not exist, click here to create it (you will be asked for game or application details).

  Choose 'User-defined' in the device list and enter its IP address if the device you are looking for does not appear in the device list.

<table>
<thead>
<tr>
<th>Game or Application</th>
<th>Device</th>
<th>Log</th>
</tr>
</thead>
<tbody>
<tr>
<td>FTP Server</td>
<td>YourPC</td>
<td>Off</td>
</tr>
<tr>
<td>HTTP Server (World Wide Web)</td>
<td>YourPC</td>
<td>Off</td>
</tr>
<tr>
<td>Telnet</td>
<td>YourPC</td>
<td>Off</td>
</tr>
<tr>
<td>Assigned (Another BitTorrent Client)</td>
<td>YourPC</td>
<td>Off</td>
</tr>
</tbody>
</table>

---
4.5.3 Defined Games & Applications

Accessing the Defined Games & Applications page

Proceed as follows:
1. In the Toolbox menu, click Game & Application Sharing.
2. In the Pick a task... list, click Modify a game or application.

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.

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.
4.5.4 Game or Application Definition

Accessing the Game or Application Definition page

Proceed as follows:
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 is made 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.

Lotus Notes

- **Game or Application Name**
  - Name: Lotus Notes
    - Apply
    - Cancel

- **Game or Application Definition**
  A game or application is made 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.

Adding a Port Translation rule

Proceed as follows:
1. In the Protocol list, click the protocol the game or application uses.
2. In the Port Range box, type the port range the game or application uses.
3. In the Translate To... box, type the port range to which the SpeedTouch™ has to translate the ports specified under Port Range.
4. 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.
5. Click Apply.
4.5.5 New Game or Application

Accessing the Game or Application Definition

Proceed as follows:
1. On the Applications page, click Game & Application Sharing.
2. In the Pick a task... list, click Create a new game or application.

Creating a new game or application

Proceed as follows:
1. Type the name of the game or application in the Name box.
2. 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.
3. 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.
4. Enter the necessary port mappings and click Add.
4.5.6 Parental Control

The SpeedTouch™ allows you to block/allow particular web sites:

- Based on the web site’s URL.
  
  As within a web site lots of references can be made to other URLs, it is recommended to use this feature in combination with content based filtering.

- Based on the web site’s content.

- Redirect a web site to another web site.

  If your administrator account is configured as default user, make sure to configure a password for this account or change the default user. Otherwise users on your local network can surf to your SpeedTouch™ to disable your filtering rules.

  For more information, see “4.5.13 User Management” on page 69 and “4.5.15 Change Default User” on page 71.

Overview

The Overview page displays:

- The current Address Based Filtering rules.

- The current Content Based Filtering configuration.

  To view which content types are blocked/allowed, click Details. For more information, see “4.5.8 Content Level” on page 63.

  Address based filtering rules have priority over content based filtering rules.

Configure

The Configure page allows you to:

- Deny access to a specific web site.

- Allow access to a specific web site.

- Redirect a web site.

- Configure content based filtering settings.

Content levels

Following content levels are available:

- **All:**
  Allow all categorized web sites.

- **Legal:**
  Allow all except illegal, extreme, spam and spyware web sites.

- **Teenagers:**
  Block illegal, adult, extreme, online ordering/gambling, spam and spyware web sites.

- **Children:**
  Only allow children-save web sites.

- **BlockAll:**
  Block all categorized web sites.
Chapter 4
SpeedTouch™ Web Interface

Deny access to a specific web site

Use this feature if:

- Allow is selected under Action for Unknown Sites.
- Block is selected under Action for Unknown Sites and you want to make an exception on an allow rule. For example: you are allowing “provider.com” but you want to deny access to “mail.provider.com”.
- A content category/group is allowed by Content Based Filtering and you want to make an exception. For example: you are allowing Web Mail content but you want to deny access to “mail.provider.com”.

Proceed as follows:

1. Type the URL of the web site you want to block (for example “mail.provider.com”) in the Web Site box.
2. In the Action list, click:
   - Block if you want to block this web site.
   - Redirect if you want to redirect to another page. Type the address of the redirect page in the Redirect box.
3. Click Add.

Allow access to a specific web site

Use this feature if:

- Block is selected under Action for Unknown Sites
- Allow is selected under Action for Unknown Sites and you want to make an exception on a block/redirect rule. For example: you are blocking “bank.com” but you want to allow access to “netbanking.bank.com”.
- A content category/group is blocked by Content Based Filtering and you want to make an exception. For example: you are blocking Finance / Investment content but you want to allow access to “netbanking.bank.com”.

Proceed as follows:

1. Type the URL of the web site you want to allow (for example “netbanking.bank.com”) in the Web Site box.
2. Click Allow in the Action list.
3. Click Add.

Redirect a web site

Proceed as follows:

1. Type the URL of the web site you want to redirect (for example “cracks.am”) in the Web Site box.
2. Click Redirect in the Action list.
3. Type the URL of the web site you want to redirect to (for example “mycompany.com/internetpolicy.htm”) in the Redirect box.
4. Click Add.
Redirecting all web sites

Proceed as follows:
1. Type "*" in the Web Site box.
2. Click Redirect in the Action list.
3. Type the URL of the web site you want to redirect to (for example "mycompany.com/internetpolicy.htm") in the Redirect box.
4. Click Add.
5. Type the URL of the web site you want to redirect to (for example "mycompany.com/internetpolicy.htm") in the Web Site box.
6. Click Allow in the Action list.
7. Click Add.

Configure content based filtering settings

Under Content Based Filtering you are able to:
- Enable/disable content based filtering.
- Allow/block uncategorized web sites.
- Select a content level in the Content Level list.

To change a content level definition, click the Edit link of the content level you want to change. For more information, see “4.5.8 Content Level” on page 63.
4.5.7 Web Filtering Activation

**Accessing this page**
Proceed as follows:

1. On the Toolbox menu, click Web Site Filtering.
2. In the Pick a task... list, click Activate Web filtering License.

**Web Filtering Activation page**
This page allows you to:

- Activate a Web Filtering evaluation license.
- Activate a free 30-days Web Filtering evaluation license.

**Standard license activation**
Proceed as follows:

1. Click Standard.
2. In the License Key box, type the license key provided by your ISP.
3. Click Apply.
4.5.8 Content Level

Accessing this page

Proceed as follows:
1. On the Toolbox menu, click Web Site Filtering.
2. Click Configure.
3. Click the Edit link of the content level you want to edit.

Overview

This page gives you an overview of the different categories and their rules. Following icons indicate whether the content type is allowed or not:

<table>
<thead>
<tr>
<th>Icon</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>✔</td>
<td>The category/group is allowed</td>
</tr>
<tr>
<td>✗</td>
<td>The category/group is not allowed.</td>
</tr>
<tr>
<td>✗</td>
<td>The group is partly allowed.</td>
</tr>
</tbody>
</table>

Configure

This page allows you to change:
- The content level name.
- The content level description.
- The content level configuration.
4.5.9 New Content Level

Introduction
This page allows you to create a new content level. To access this page:

1. On the Toolbox menu, click Web Site Filtering.
2. In the upper right corner, click Configure.
3. Under Pick a task..., click Create a new content level.

Procedure
To apply a new content level following actions must be performed:

1. Content level creation
2. Content level configuration
3. Content level definition
4. Content level activation

⚠️ You can create up to 16 content levels.

Content level creation
Proceed as follows:

1. In the Name box, type a name for the new content level.
2. In the Description box, type a short text to describe what this security level will do.
3. Click Next.

Content level configuration
Proceed as follows:

1. The Configuration section becomes available.
2. Click:
   - Clone Existing Level to start from a previously created content level.
     - If no levels have been defined before, this option will not be shown.
   - Black List to allow all web sites by default.
   - White List to block all web sites by default.
3. Click Next.

Content level definition
Only web sites that match the selected content level will be allowed. Proceed as follows:

1. If you want to:
   - Allow a category: Select the check box next to the category name.
   - Allow an entire group: Select the check box next to the group name.
   - Block a category: Clear the check box next to the category name.
   - Block an entire group: Clear the check box next to the group name.
2. Click Apply.
Content level activation

To activate your new content level:

1. On the Toolbox menu, click Web Site Filtering.
2. In the upper right corner, click Configure.
3. In the Content Level list, select your new content level.
4. The new content level is now active.
4.5.10 Firewall

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

Configure
The Configure page allows you to select the security level of the SpeedTouch™.

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

- Security Settings

  - Security Level:
    - Block All: to protect your network from all attempts of incoming (from untrusted site) connection requests and to perform checks on outgoing (from trusted site) connections. This level is meant to prevent incoming malicious traffic.
    - Standard: to protect your network from all incoming (from untrusted site) connection requests while permitting safe outgoing connections. This is the default.
    - Disabled: to allow all incoming and outgoing traffic. This does not mean the complete SpeedTouch™ firewall is disabled. It means all traffic coming in on one interface and going out on another is allowed, but access to the embedded services of the SpeedTouch™ (as telnet, web interface, ...) is only allowed for clients residing on the LAN side, so the SpeedTouch™ itself stays protected.
    - High: Use this Security Level to block all outgoing connections except well known applications (DNS, HTTP, HTTPS, FTP, TELNET, IMAP, POP) and block all incoming connections. Game & Application sharing is not allowed by the firewall.

Select one of following security levels:

- **Block All**: to protect your network from all attempts of incoming (from untrusted site) connection requests and to perform checks on outgoing (from trusted site) connections. This level is meant to prevent incoming malicious traffic.
- **Standard**: to protect your network from all incoming (from untrusted site) connection requests while permitting safe outgoing connections. This is the default.
- **Disabled**: to allow all incoming and outgoing traffic. This does not mean the complete SpeedTouch™ firewall is disabled. It means all traffic coming in on one interface and going out on another is allowed, but access to the embedded services of the SpeedTouch™ (as telnet, web interface, ...) is only allowed for clients residing on the LAN side, so the SpeedTouch™ itself stays protected.
- **High**: Use this Security Level to block all outgoing connections except well known applications (DNS, HTTP, HTTPS, FTP, TELNET, IMAP, POP) and block all incoming connections. Game & Application sharing is not allowed by the firewall.
4.5.11 Intrusion Detection

Your SpeedTouch™ is protecting your network against malicious intrusions. This page shows you the intrusions you are protected against.

The **Protected Intrusions** table shows the number of times the SpeedTouch™ actively protected your network against each intrusion since last statistics reset.

<table>
<thead>
<tr>
<th>Intrusion Name</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>fragment_size</td>
<td>0</td>
</tr>
<tr>
<td>zero-length_fragment_slb</td>
<td>0</td>
</tr>
<tr>
<td>small_fragment_size</td>
<td>0</td>
</tr>
<tr>
<td>fragment_size_overrun</td>
<td>0</td>
</tr>
<tr>
<td>fragment_oversized</td>
<td>0</td>
</tr>
<tr>
<td>fragment_oversized</td>
<td>0</td>
</tr>
<tr>
<td>ip_protocol_scan</td>
<td>0</td>
</tr>
<tr>
<td>tcp_port_scan</td>
<td>0</td>
</tr>
<tr>
<td>tcp_syn_scan</td>
<td>0</td>
</tr>
<tr>
<td>stealth_tcp_null_scan</td>
<td>0</td>
</tr>
<tr>
<td>stealth_tcp_syn_scan</td>
<td>0</td>
</tr>
<tr>
<td>stealth_tcp_syn_scan</td>
<td>0</td>
</tr>
<tr>
<td>stealth_tcp_synfin_scan</td>
<td>0</td>
</tr>
<tr>
<td>udp_port_scan</td>
<td>0</td>
</tr>
<tr>
<td>ping_sweep_scan</td>
<td>0</td>
</tr>
<tr>
<td>tcp_syn_flood</td>
<td>0</td>
</tr>
<tr>
<td>udp_null</td>
<td>0</td>
</tr>
<tr>
<td>icmp_unreachable_pong</td>
<td>0</td>
</tr>
<tr>
<td>icmp_unreachable_pong</td>
<td>0</td>
</tr>
<tr>
<td>smurf_broadcast_attack</td>
<td>0</td>
</tr>
<tr>
<td>smurf_broadcast_attack</td>
<td>0</td>
</tr>
<tr>
<td>fraggle_broadcast_attack</td>
<td>0</td>
</tr>
<tr>
<td>fraggle_attack</td>
<td>0</td>
</tr>
<tr>
<td>land_attack</td>
<td>0</td>
</tr>
<tr>
<td>spoofed_packet</td>
<td>0</td>
</tr>
<tr>
<td>tcp_null_port</td>
<td>0</td>
</tr>
<tr>
<td>tcp_data_on_syn_segment</td>
<td>0</td>
</tr>
<tr>
<td>tcp_invalid_urgent_segment</td>
<td>0</td>
</tr>
<tr>
<td>udp_null_port</td>
<td>0</td>
</tr>
<tr>
<td>icmp_type_unknown</td>
<td>0</td>
</tr>
<tr>
<td>icmp_code_unknown</td>
<td>0</td>
</tr>
<tr>
<td>ip_zero_payload</td>
<td>0</td>
</tr>
<tr>
<td>low_rate_jump</td>
<td>0</td>
</tr>
</tbody>
</table>
4.5.12 Dynamic DNS

What is Dynamic DNS
The Dynamic DNS service allows you to assign a dynamic DNS host name (e.g. 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, hostnames, interface and IP address.

Configure
The Configure page allows you to assign a Dynamic DNS host name to a broadband connection:

1. Create an account at the Dynamic DNS service of your choice, for example:
   - www.dyndns.org
   - www.no-ip.com
   - www.dtdns.com
   - GnuDIP for Linux
2. On the Dynamic DNS page, click Configure.
3. Select Enabled.
4. If needed, 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.
4.5.13 User Management

Overview
The Overview page gives you an overview of the currently configured users and their privileges.
Clicking the name of a user allows you to edit his user account.

Configure
The Configure page allows you to:
- Click Add to create a new user account.
- Click Delete to remove a user.
- Click Edit to change a user account.

User Management
This page provides you with information regarding the users configured on your SpeedTouch.

- Local User Data
The table below shows the configured users who are able to access your SpeedTouch. You need to configure user privileges if you want to differentiate between people using your SpeedTouch. The current privileges of the user are mentioned in the privileges column.

<table>
<thead>
<tr>
<th>Username</th>
<th>Privileges</th>
<th>Default User</th>
</tr>
</thead>
<tbody>
<tr>
<td>Admin</td>
<td>Administrator</td>
<td>Edit</td>
</tr>
<tr>
<td>User</td>
<td>User</td>
<td>Edit</td>
</tr>
<tr>
<td>Manager</td>
<td>User</td>
<td>Edit</td>
</tr>
</tbody>
</table>

Add
4.5.14 Edit User

Accessing the User Edit page

Proceed as follows:

2. Under Local User Data, click on 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: [Input field]
  - Administration Privileges: [Dropdown list: User]

  ![User Interface]

  Reset Password  Apply  Cancel

Editing a user account

The Edit User page allows you to:

- 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 privileges of the selected user.

⚠️ You can not change the administration privileges of the account you are logged on to.
4.5.15 Change Default User

This page allows you to change the default user. If users browse to the SpeedTouch™ web pages, they will be automatically logged in under this account.

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

Adding users

This page allows you to add a new user.

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: [Input field for name]
  - Administration Privileges: [Dropdown for privilege selection]

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 privileges of the new user
  - You can only add users with less than or equal administration privileges as yourself.
4.6 Home Network

**Home Network Menu**

This menu consists of following items:

- **Devices**
  Allows you to 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 gives you an overview of your SpeedTouch™ network.

**Viewing client information**

If you click a on client you will be able to:

- 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.

<table>
<thead>
<tr>
<th>Name</th>
<th>IP Address</th>
<th>Interface</th>
</tr>
</thead>
<tbody>
<tr>
<td>dddevice</td>
<td>10.0.0.138</td>
<td></td>
</tr>
<tr>
<td>YourPC</td>
<td>192.168.1.10</td>
<td>eth0</td>
</tr>
<tr>
<td>Yourlaptop</td>
<td>10.168.1.64</td>
<td>wlan</td>
</tr>
</tbody>
</table>

Configure

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

To:

- Get more information on a specific device, click on the name of the device. See “4.6.2 Device Settings” on page 75 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:
2. In the Detected Device(s), click the name of the device you want to view.

Overview

The Overview page displays following information:

- **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.

- **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 “4.5.4 Game or Application Definition” on page 57.

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.

### John

- **Information**
  - New Name: John
  - Status: Active
  - Type: Desktop Computer
  - Connected To: ethports (Ethernet)

- **Addressing**
  - Physical Address: 00:10:42:98:1 ef:df
  - IP Address Assignment: Static
  - IP Address: 192.168.1.10

- **Connection Sharing**
  - Game or Service
    - ABC (Another BitTorrent Client)

  ![Button] Apply  [Cancel]
4.6.3 Assign Public IP

Introduction
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 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 55.]
- This device has to be considered as the unique access point to your local network (DMZ).

![It is not recommended to use this feature as this device will lose all security offered by the SpeedTouch™.]

Accessing the Assign Public IP page
Proceed as follows:
2. In the Pick a task... list, click Assign the public IP address of a connection to a device.

Assigning the public IP address to a device
Proceed as follows:
1. Click the Edit link of your Internet connection.
2. In the Device list, select the device you want to assign the public address to.
3. Click Apply.
4. The SpeedTouch™ prompts you that you will have to make some adjustments as a result of the new configuration, click OK.
5. Release and renew the IP address of the device.
6. For more information, see your operating system’s user guide or help.
7. If needed, reassign server applications to this device.
4.6.4 Interfaces

This page gives you an overview of the interfaces used on your SpeedTouch™. If you want to know more on the network settings of a specific interface, click the name of the interface you want to view.
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/Netmask | Type
    - 10.0.6.198/24 | 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™

1. Type the IP address of your choice (for example 192.168.1.1) in the left text box.
2. Type subnet mask in the right text box (for example 255.255.255.0).
3. Click Add.
4. Network devices using the same subnet mask can now access the SpeedTouch™ using this IP address.
4.6.6 DHCP Pool

This page allows you to create/change a DHCP pool.

Proceed as follows:

1. On the Home Network menu, click Interfaces.
2. Click on the name of the interface of which you want to change the DHCP pool settings.
3. Click Configure.

Under DHCP Pools click:

- **Add** if you want to add a new DHCP pool.
- **Edit** if you want to edit an existing DHCP pool.
- **Delete** if you want to delete an existing DHCP pool.

This link will only be shown if there are more than one DHCP pools.
The DHCP Pool page

Following settings are available for configuration:

- **Interface:**
  The SpeedTouch™ interface for 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 **Always give same address to DHCP clients** is selected, 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 Software Upgrade

### Introduction
This chapter describes how to upgrade the SpeedTouch™ system software or firmware.

### System software upgrades availability
For the availability of new system software version packages you can:
- Click the **SpeedTouch Maintenance** link, available on the Setup CD menu.

### System software packages and security
All system software packages for the SpeedTouch™ are digitally signed and encrypted. Packages that may have become corrupted, or been altered in any way, will not be accepted by the SpeedTouch™.
This way the SpeedTouch™ or its service can never be corrupted or lost.

### System software upgrades
Depending on the Operating System your computer is running, you can upgrade your SpeedTouch™ via:
- The SpeedTouch™ Upgrade Wizard (Microsoft Windows or Mac OS X); see “5.1 Upgrade Wizard on Setup CD” on page 82 for more information.

### Preliminary steps
Before you start with upgrading the SpeedTouch™, always make sure:
- To inform all people relying on the SpeedTouch™ services, that service may be down for some short period.
- The new system software file is stored on your local disk or another storage device.
5.1 Upgrade Wizard on Setup CD

Introduction

The procedures described in this section are valid only in case:

- You run an MS Windows Operating System or Mac OS X.
- Your SpeedTouch™ and computer are properly connected through Ethernet.

During the upgrade procedure in most cases configuration settings are backed up by the wizard and restored after uploading the system software.

Starting the Upgrade Wizard

To launch the SpeedTouch™ Upgrade Wizard:

1. Insert the Setup CD in your computer’s CD-ROM or DVD-ROM drive. The SpeedTouch™ CD menu will pop up automatically.
   - If not:
     - In MS Windows:
       - Click Run on the Start menu and enter the following path: 
         D:\Setup.exe where D stands for the drive letter of your CD-ROM or DVD-ROM drive.
     - On Mac OS X
       - Double-click the CD icon and then double-click Menu.

2. Optionally, in the Choose Language window, select the language of your choice and click OK.

3. The SpeedTouch™ safety instructions will be displayed in your default web browser. Close the window.

4. Select I have read and I fully understand the Safety Instructions and Regularity Information and click Continue.

5. In the SpeedTouch™ CD Menu, click SpeedTouch Maintenance.

6. Click Upgrade My SpeedTouch, to start the SpeedTouch™ Upgrade Wizard.

7. See “Upgrade procedure” on page 83 to continue.
Upgrade procedure

1. In the **Welcome to the SpeedTouch Upgrade Wizard** window, click **Next**.

   ![Welcome to the SpeedTouch Upgrade Wizard](image)

2. The **SpeedTouch™ Software License Agreement** window appears. You must accept before continuing. Click **Yes** to accept.

   ![SpeedTouch™ Software License Agreement](image)

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

3. The **SpeedTouch™ Upgrade Wizard** will search for the SpeedTouch™ on the network. A progress bar is displayed.

4. The **SpeedTouch™ Upgrade Wizard** should find your SpeedTouch™ device on the local network. This is indicated by the following window:

   ![SpeedTouch™ Upgrade Wizard](image)

   If more than one device is found, a list of available devices will be provided. If this is the case, select your SpeedTouch™ device and click **Next**.

   - If the wizard does not find any SpeedTouch™ on the network an error window appears, refer to “6.1.2 Upgrade Troubleshooting” on page 88.

5. Enter your SpeedTouch™ security **User name** and **Password**.
Chapter 5
Software Upgrade

6 The following window shows the system software version currently active on the SpeedTouch™ as well as one or more system software versions available on the CD:

For more information on a found software version, click **Firmware Details**. Select the appropriate system software version and click **Next**.

7 The following window will allow you to overview your selection. Click **Next** to continue.

8 A progress bar will be displayed.

9 Finally, click **Finish** to close the wizard.

System software downgrade

Via the identical procedure it is also possible - although not recommended - to downgrade the SpeedTouch™ by uploading an older system software than the current running version.

However, be aware that functionality added by previous upgrades may be lost, that system password settings may be lost as well as end-to-end connectivity and other configuration settings.

In case of a system software downgrade, in step 6, you must specifically acknowledge your decision before being able to proceed.
6 Troubleshooting

Introduction

This chapter suggest solutions for problems you may encounter while installing or configuring your 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.
6.1 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, that is 15V AC.
- The power on the SpeedTouch™ is turned on via the push button on the back panel.

**SpeedTouch™ unreachable**

In case your SpeedTouch™ is unreachable due to misconfiguration, you might consider a hardware reset to factory defaults as described in “6.3 Reset to Factory Defaults” on page 91.

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.
6.1.1 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.
6.1.2 Upgrade Troubleshooting

Introduction

While upgrading your SpeedTouch™ via the Upgrade Wizard on the Setup CD, you might encounter one of following problems.

Upgrade via Setup CD

If the Upgrade Wizard in step 4, as described in "Upgrade procedure" on page 83, does not find any SpeedTouch™ on the network, an error window will appear, stating your SpeedTouch™ has not been found.

In this case check that:

- The SpeedTouch™ is turned on and fully initialised.
- Your PC is correctly connected to the SpeedTouch™.
- Your PC has a valid IP address. To check this in MS Windows:
  1. In the Windows task bar, click Start.
  2. Select Run...
  3. Type cmd in the Open field.
  4. Click OK. A black window will appear with a flashing cursor.
  5. Type ipconfig and then press Enter.
  6. Verify that your computer has a valid IP address, that is any address but 0.0.0.0.
- No dedicated firewall device or router is placed between your PC and the SpeedTouch™.
- No personal firewall software is running on your PC.

To repeat the search for your SpeedTouch™, click Back or restart the wizard. As soon as the wizard finds your SpeedTouch™, you can continue with the Upgrade Wizard.
6.2 UPnP™ on Windows XP Systems

Check on following:

- Make sure the UPnP™ and Internet Gateway Device Control Client Networking components are added to your MS Windows XP system.
- Your computer doesn’t support UPnP™ if you run an operating system other than MS Windows XP and MS Windows Millennium.
- Make sure that UPnP™ is not disabled in the SpeedTouch™ web page; see “4.5.2 Game & Application Sharing” on page 55.

Adding UPnP™

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

Proceed as follows:

1. On the Start menu, click (Settings >) Control Panel.
2. The Control Panel window appears. Click Add or Remove Programs.
3. In the Add or Remove Programs window appears, 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 prompts you that the installation was successful. Click Finish to quit.
Adding IGD Discovery and Control

Your MS 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 task bar, click Start.
2. Select (Settings >) Control Panel > Add or Remove Programs.
3. In the Add or Remove Programs window, click Add/Remove Windows Components.
4. The Windows Components Wizard appears:

   ![Windows Components Wizard](image)

   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.

   ![Networking Services window](image)

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 prompts you that the installation was successful. Click Finish to quit.
6.3 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:

- Hardware reset
- Software reset

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

Hardware reset

Proceed as follows:

1. Make sure the SpeedTouch™ is powered 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. Keep it pushed until the power LED lights red - this will take about 7 seconds.
3. Release the reset button.
4. The SpeedTouch™ restarts.

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.
4. The SpeedTouch™ restarts.
5. 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).

Be aware that a reset to factory defaults will revoke all configurational changes you made to the SpeedTouch™.
Need more help?
Additional help is available online at www.speedtouch.com