

# Wireless Networking Guide



For use with Thomson TG585 router

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## 1. Connecting to a wireless network

You will find a sticker attached to the underside of your router. It will contain the following information:

- ✎ Your SSID: The name of your wireless network associated with your router
- ✎ WEP (hex) / WPA PSK: The password you will need to enter on your PC's wireless client to gain access to this network

You will find more instructions on how to set up a wireless connection in our 'Internet User Guide'.

## 2. Troubleshooting your wireless connection

Wireless networking is a great way of accessing the internet without the headache of running wires around your home or office. However, due to the nature of wireless networking, environmental influences - for example interference from other equipment or thickness of internal walls - we cannot guarantee that wireless will work in every location.

If you are having problems with your wireless connection then try the following:

- ✎ Restart your PC and router
- ✎ Ensure that your router is located off the floor with the aerial in a vertical position
- ✎ Check that there are no metal objects near to the router and the area around the router is clear
- ✎ Move your router to a different location
- ✎ Wireless encryption keys are case sensitive - you must enter the key exactly as shown
- ✎ Try disabling your firewall software and then try to connect. If this works then contact your firewall supplier for more help
- ✎ Remove any old wireless networks. We have included instructions on how to do this for Windows Vista and XP in section **7. Removing wireless networks**
- ✎ Change the network name (SSID) of the router and then try connecting to this newly named network. If you are using a router not supplied by seethelight then refer to the manufacturer's instructions

If none of the above solutions worked, we recommend connecting your PC to the router via a network ethernet cable and check for online solutions, or getting a computer technician to look at the problem.

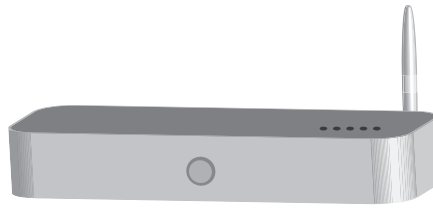
### 3. Wireless signals and avoiding interference

Like radio and television reception, many factors can affect your wireless equipment. If you have a low signal strength, or you keep losing connection, then a look at the following checklist may help you find a solution:

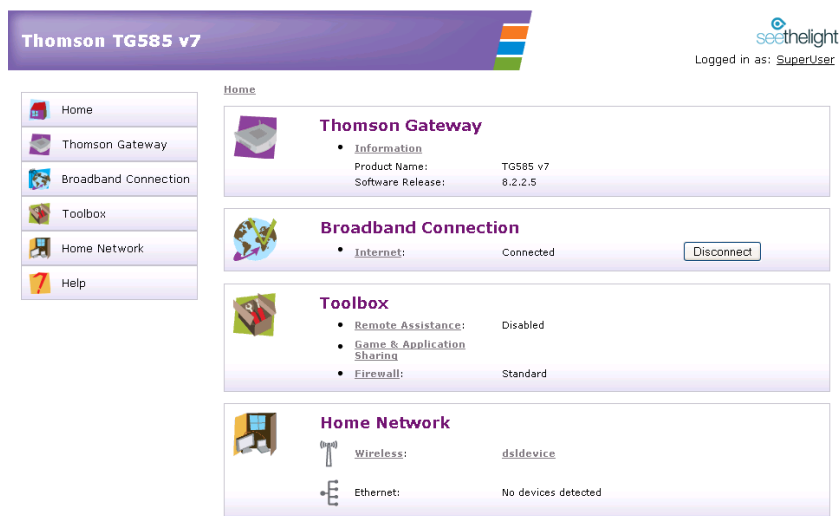
Possible problems	Solution
Are household objects affecting the performance of your wireless network?	Fish tanks, mirrors and filing cabinets can all cause interference. Keep your router away from these objects and make sure they are not placed between the router and the PC.
Is your household environment reducing the range of the wireless signal?	Thick walls will reduce the range of your wireless connection. Modern homes may also use foil covered insulation in the wall cavities. Place the router away from your walls and, if possible, off the floor.
Are there metal items near the router or PC?	Metal items placed close to the router, or between your computer and router, can be particularly problematic. Move them, or the router, away from each other.
Is your PC out of the router's range?	Most wireless routers will provide a range of approximately 100 meters. If you live in a larger property and need greater coverage then you may need to add an additional wireless access point. If you are unsure on how to do this we recommend you contact a local computer technician to assist.
Is there interference from other wireless networks?	Your neighbours' wireless networks may interfere with your router. To minimize interference, try changing the channel your router broadcasts on. You can do this by logging onto the router and changing the wireless channel. We have provided instructions in section <b>4. Changing the wireless channel</b> on how to do this.
Is the signal being affected by other electrical equipment?	Microwaves, baby monitors, cordless telephones and Bluetooth-equipped devices like mobile phones may affect your wireless signal. Try turning off these type of items one at a time to see if it makes a difference.

## 4. Changing the wireless channel

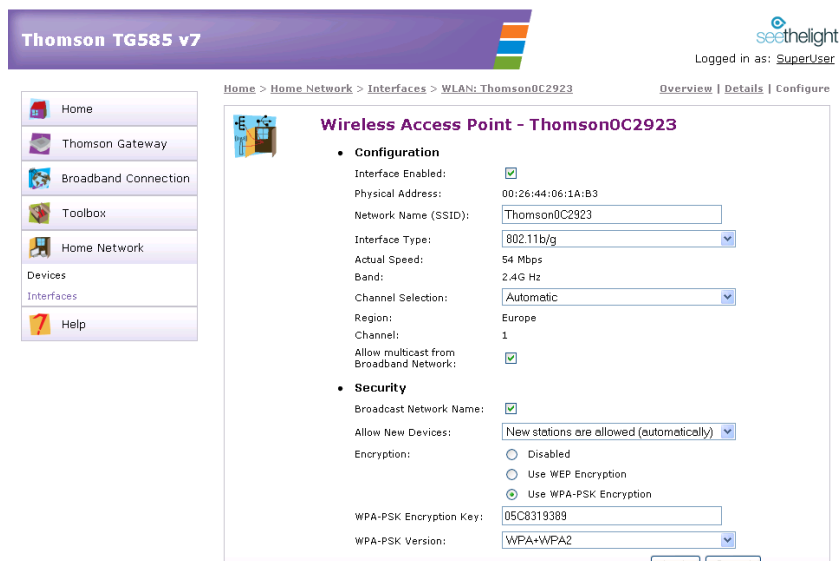
To change the wireless channel on the router you must be connected using an ethernet cable.



- Log-on to your router by typing <http://192.168.1.254> into the address bar of your web browser
- On the router's homepage, click the 'Wireless' link under 'Home Network'



- Set the channel selection to 'Manual' and then pick a new channel from the drop-down box and click 'Apply'



## 5. Changing the network name (SSID)

To change the SSID you must be connected using an ethernet cable.

Log-on to your router by typing <http://192.168.1.254> into the address bar of your web browser.

- On the router's homepage click the 'Wireless' link under the 'Home Network'

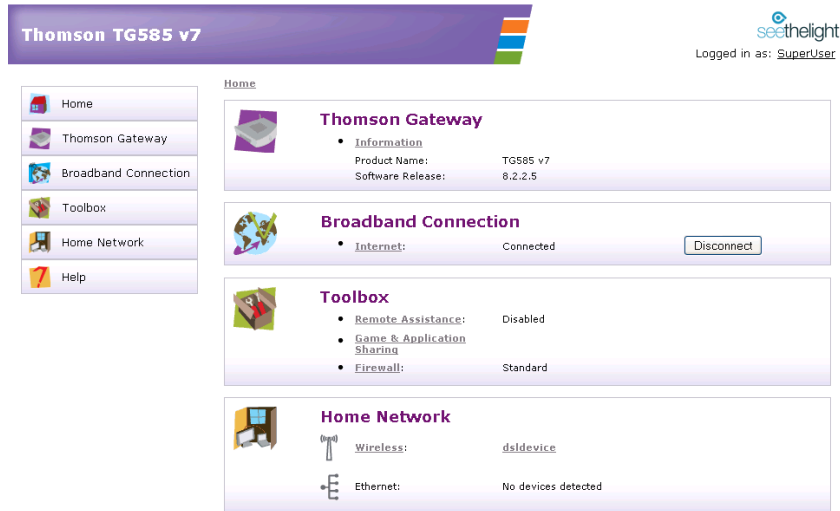
The screenshot displays the Thomson TG585 v7 router's web interface. At the top left, the title 'Thomson TG585 v7' is visible. On the right, the 'seethelight' logo and 'Logged in as: SuperUser' are shown. A left-hand navigation menu includes 'Home', 'Thomson Gateway', 'Broadband Connection', 'Toolbox', 'Home Network', and 'Help'. The main content area, titled 'Home', is divided into three sections: 'Thomson Gateway' (Information: Product Name: TG585 v7, Software Release: 8.2.2.5), 'Broadband Connection' (Internet: Connected, with a Disconnect button), and 'Toolbox' (Remote Assistance: Disabled, Game & Application Sharing, Firewall: Standard). The 'Home Network' section shows 'Wireless: dsldevice' and 'Ethernet: No devices detected'.

- Enter a new network name (SSID) and click 'Apply'
- Now reconnect your computer or wireless device using the new SSID

## 6. Changing the wireless encryption

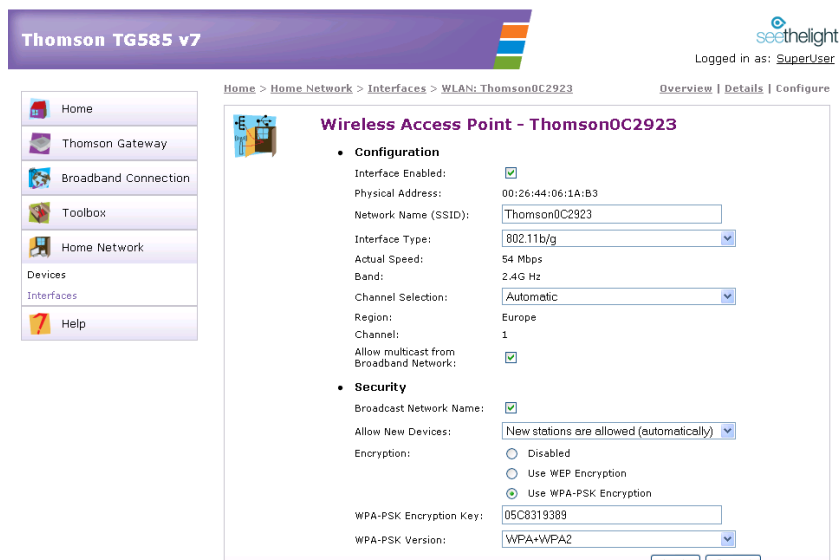
To change the wireless encryption you must be connected using an ethernet cable.

- Log-on to your router by typing <http://192.168.1.254> into the address bar of your web browser
- On the router's homepage click the 'Wireless' link under the 'Home Network'



- Select the encryption type you would like to use that is compatible with your hardware/software. You have three selections:

- Disabled:** The information sent from your router to your PC is sent in clear text and other people are able to use your network connection. This is not recommended, but tends to have few interoperability problems.
- WEP:** This encryption is good for older PCs, but requires you to create your own encryption key. Make sure you write your encryption key down.
- WPA+WPA2:** This encryption is a newer type of encryption and may not work with all computers. If you have problems with this encryption try changing the 'WPA-PSK Version' under the drop-down list. The options here are WPA, WPA2 or WPA+WPA2.



- Now reconnect your computer or wireless device

## 7. Removing wireless networks

### 7.1 Windows XP

1. Open 'Network Connections'
2. Right-click 'Wireless Network Connection' and then click 'Properties'.
3. To remove a wireless network from the list of preferred networks, under preferred networks, click the wireless network that you want to remove, and then click 'Remove'.

### 7.2 Windows Vista

1. To display the 'Manage Wireless Networks' dialogue box, do the following:
2. Click 'Start', right-click 'Network' and then click 'Properties'.
3. Locate the task list for the 'Network and Sharing Centre' dialogue box and click 'Manage Wireless Networks'.
4. Select the old connection you wish to remove from the list and click the 'Remove' button.
5. Confirm your selection by clicking 'Yes' when asked whether you wish to remove the connection.

Further support information for Windows Vista and XP can be found on the Microsoft website at the following link:

<http://www.microsoft.com/>