

SETUP AND USER GUIDE

Technicolor TG122n

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About this Setup and User Guide

Used Symbols



The **note** symbol indicates that the text provides additional information about a topic.



The **caution** symbol indicates that there may be a possibility of service interruption.

Terminology

Generally, the Wireless Configuration Utility will be referred to as Technicolor TG122n in this Setup and User Guide.

Typographical Conventions

Following typographical convention is used throughout this manual:

- **Sample text** indicates a hyperlink to a Web site.

Example: For more information, visit us at www.technicolor.com.

- This sample text indicates a link to the description of this item.

Example: The connections settings should be provided by your ISP.

- This sample text indicates an internal link.

Example: If you want to know more about guide, see *"About this Setup and User Guide" on page 1*.

- **Sample text** indicates an important content-related word.

Example: To enter the network, you **must** authenticate yourself.

- **Sample text** indicates a GUI element (commands on menus and buttons, dialog box elements, file names, paths and folders).

Example: On the **File** menu, click **Open** to open a file.

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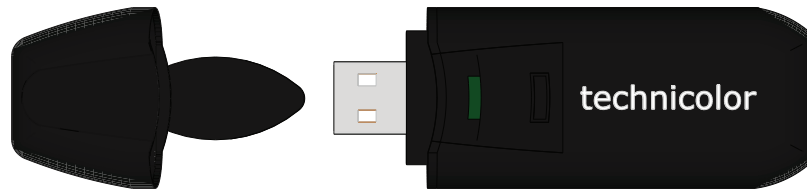
1 About your Wireless USB Adaptor

Introduction

The Technicolor TG122n is a wireless network adapter that seamlessly integrates with existing Ethernet networks to support applications such as mobile users or temporary conferences. Just install enough wireless access points to cover your network area, plug wireless adaptors into your computers, and start networking.

Using this USB adapter in conjunction with a wireless access point, you can create an instant network that integrates with existing Ethernet LANs. Moreover, moving or expanding your network is as easy as moving or installing additional access points – no wires!

The Technicolor TG122n



LED indicators

Indicator		Description
Colour	State	
Green	Flashing	Wireless USB Adaptor enabled, and scanning for available networks and/or transmitting or receiving data
	Solid	Wireless USB Adaptor enabled.
Off		Wireless USB Adaptor disabled

System Requirements

To install the Wireless USB Adaptor, your computer must:

- Have a USB port.



To obtain maximum wireless networking speed, a USB 2.0 compatible port is needed.

- Run one of the following operating systems:
 - ▶ Microsoft Windows 7
 - ▶ Microsoft Windows Vista
 - ▶ Microsoft Windows XP SP1 or higher

What do I need to do to before I can use my Wireless USB Adaptor?

To connect your Wireless USB Adaptor to your wireless network you have to:

- 1 *Install the Drivers.*
- 2 *Associate your Wireless USB Adaptor to your Access Point.*

The following chapters will describe how to do this.

2 Install the Drivers

Introduction

Before your computer can recognize and use the Wireless USB Adaptor you first need to install the necessary drivers.



Do not connect your wireless device to your computer until you are instructed to do so.

Procedure

Proceed as follows:

- 1 Insert the Setup CD in your computer's CD-ROM or DVD-ROM drive.

Result: The CD should autostart. If not, 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.

- 2 Carefully follow all the instructions.



If your security software prompts you that changes have been made to your system, allow these changes.

- 3 Continue with “3 Associate your Wireless USB Adaptor to your Access Point” on page 7.

3 Associate your Wireless USB Adaptor to your Access Point

Methods

There are two ways to associate your Wireless USB Adaptor to your access point:

- *Automatic Association via WPS*
- *Manual Association*

3.1 Automatic Association via WPS

WPS

Wi-Fi Protected Setup (WPS) allows you to add new wireless clients to your network in a swift and easy way, without the need to enter all of your wireless settings (SSID, encryption,...).

Association methods

Following registration methods are supported by your Wireless USB Adaptor:

- **Push Button Configuration (PBC):**
You have to put both your Wireless USB Adaptor and access point in registration mode.
- **PIN code entry:**
You have to enter a PIN code on the Wireless Configuration Utility.

Check the documentation of your access point to find out which of these methods are supported/recommended by your access point. Technicolor Gateways support both Push Button Configuration and PIN code entry.


Requirements

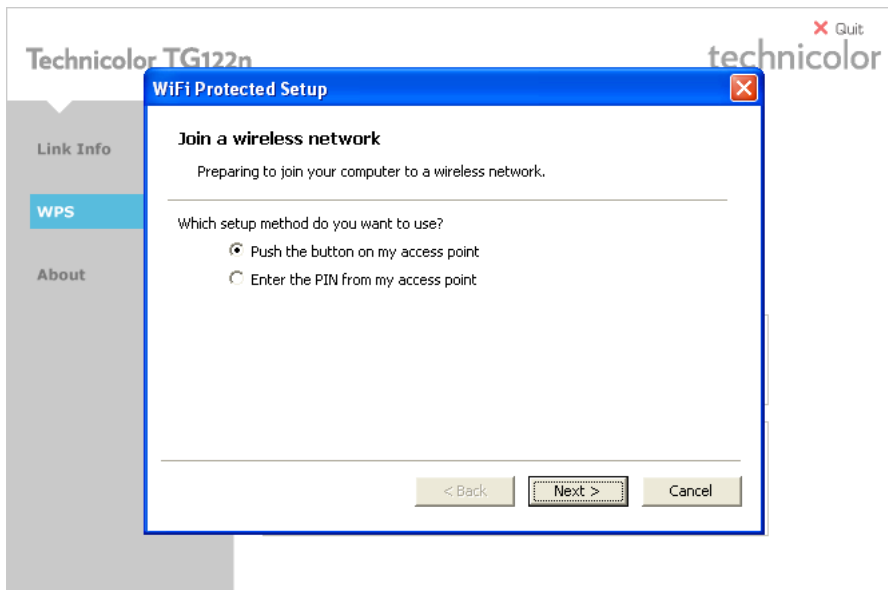
Your access point must support WPS.


3.1.1 Procedure for Technicolor Gateways

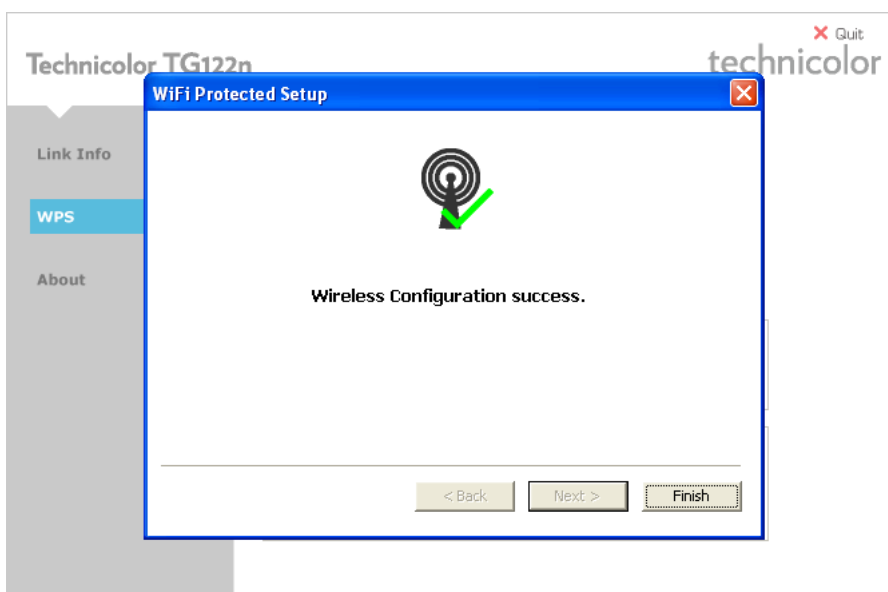
Procedure

Proceed as follows:

- 1 Double-click the Wireless Configuration Utility icon () in the notification area.
- 2 The Wireless Configuration Utility appears.
- 3 Click **WPS**.
- 4 The **WiFi Protected Setup** wizard appears:




- 5 Select **Push the button on my access point** and click **Next**.
- 6 Shortly press the association button () on the Technicolor Gateway.
- 7 The Wireless Configuration Utility prompts you that the wireless configuration was successful.

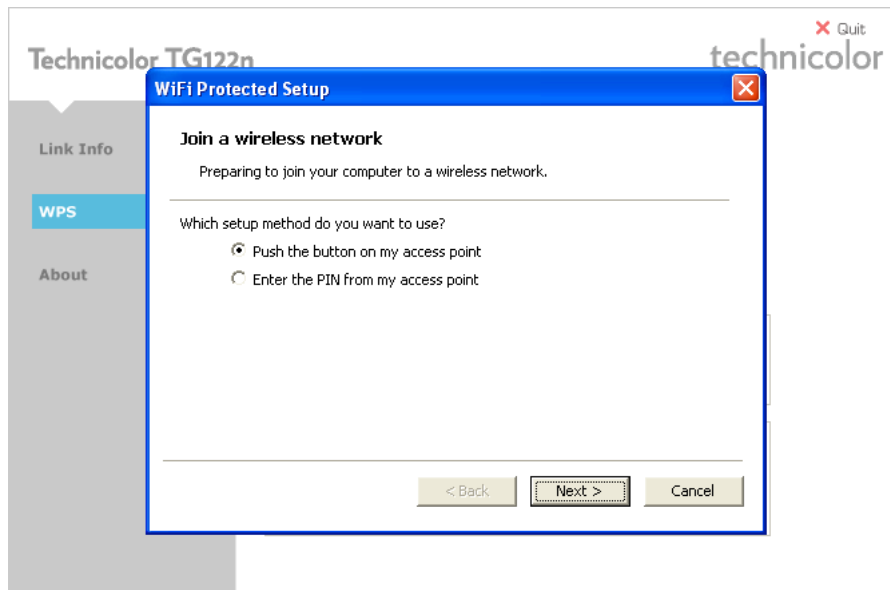


3.1.2 Procedure for All Access Points

Procedure

Proceed as follows:

- 1 Double-click the Wireless Configuration Utility icon () in the notification area.
- 2 The Wireless Configuration Utility appears.
- 3 Click **WPS**.
- 4 The **WiFi Protected Setup** wizard appears:



Following options are available:

- ▶ **Push the button on my access point.**
If you select this option, you will have to push a button on your access point to start the WPS registration.
 - ▶ **Enter the PIN from my access point.**
If you select this option, you will have to enter a PIN code provided by your access point. If you are using a Technicolor access point, you can find this PIN code on a label on your Technicolor access point.
- 5 Select the option of your choice and click **Next**.
 - 6 Follow the instructions.

3.2 Manual Association

What operating system are you using?

If your computer runs:

- Windows 7, proceed with *“3.2.1 Association on Windows 7” on page 12.*
- Windows Vista, proceed with *“3.2.2 Association on Windows Vista” on page 13.*
- Windows XP, proceed with *“3.2.3 Association on Windows XP” on page 14.*

If you are using the Access Control List (ACL)

Some access points enable you to allow/deny wireless clients to access your network based on their MAC address. If you configured this feature on your access point, you must add the MAC address of the Wireless USB Adaptor to the ACL.

You can find this MAC address on the back of your Wireless USB Adaptor.


In case of problems

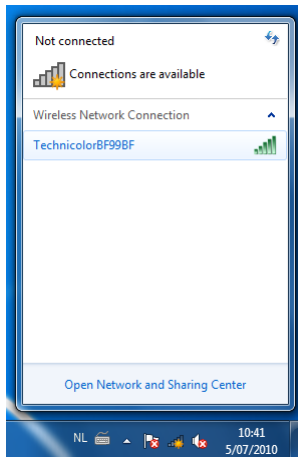
If you encounter problems during the installation, consult *“5 Troubleshooting” on page 23.*

3.2.1 Association on Windows 7

Procedure

Proceed as follows:

- 1 On the notification area, click .
- 2 A list of the available wireless networks appears.



Double-click your wireless access point.



If your wireless access point does not broadcast its network name (SSID), it will not be displayed in this list. Click **Open Network and Sharing Center > Set up a new connection or network** and configure your wireless client manually. For more information, consult the Windows help.

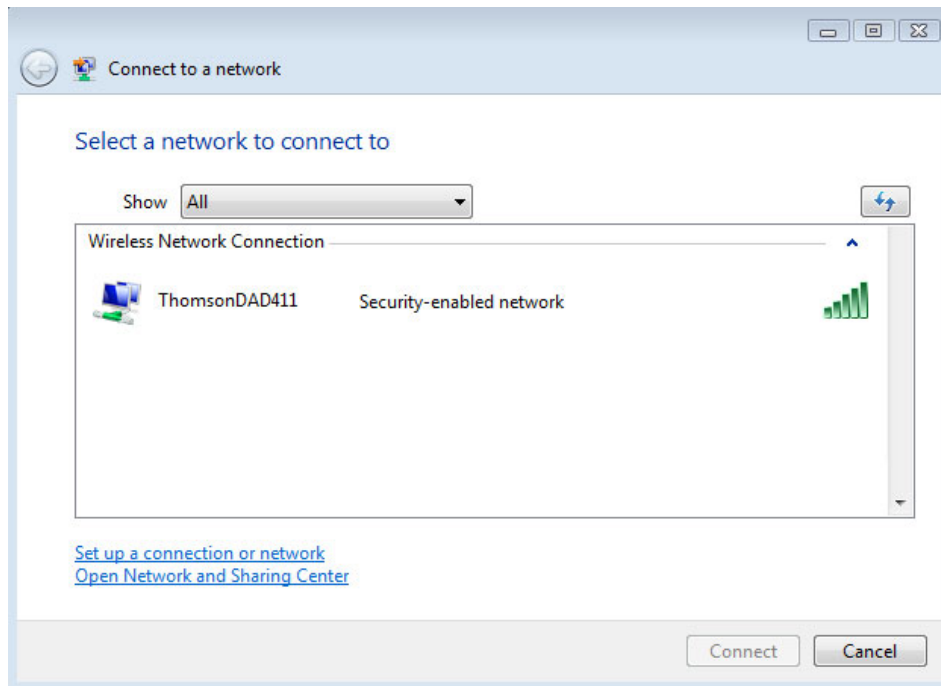
- 3 Follows the instructions.

3.2.2 Association on Windows Vista

Procedure

Proceed as follows:

- 1 On the taskbar, click the **Start** button, and then click **Connect to**.
- 2 A list of the available wireless networks appears.



Double-click your wireless access point.




If your wireless access point does not broadcast its network name (SSID), it will not be displayed in this list. Click **Set up a connection or network** and configure your wireless client manually. For more information, consult the Windows help.

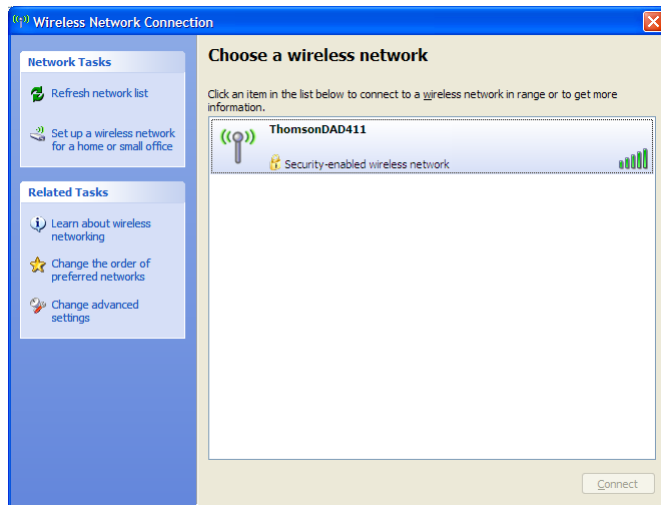
- 3 Follow the instructions.

3.2.3 Association on Windows XP


Procedure

Proceed as follows:

- 1 On the taskbar, click the **Start** button
- 2 Point **Connect To** and click **Wireless Network Connection**.
 -  If you have more than one wireless client, this text will be followed by a number (for example, Wireless Network 2). Choose the one with the highest number.
- 3 A list of the available wireless networks appears.



Double-click your wireless access point.

-  If your wireless access point does not broadcast its network name (SSID), it will not be displayed in this list. Under **Related Tasks**, click **Change advanced settings** and configure your wireless client manually. For more information, consult the Windows help.
- 4 If your wireless network is:
 - ▶ Secured, you will be prompted to enter your network key. Enter your network key and click **Connect**.
 - ▶ Not secured, you will get a warning that you are trying to connect to an unsecured network. Click **Connect Anyway**.
 - 5 You are now connected to your wireless network.

4 Wireless Configuration Utility

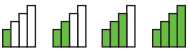


Introduction

The Wireless Configuration Utility allows you to configure your Wireless USB Adaptor.

Wireless Configuration Utility icon

You can find the Wireless Configuration Utility icon in the notification area.

In case the icon is:

Icon	Description
	You are successfully connected to a wireless network.
	You are not connected to a wireless network.
	Your Wireless USB Adaptor is disabled or unplugged.

Opening the Wireless Configuration Utility

To open the Wireless Configuration Utility, double-click:

- The **Wireless Configuration Utility** shortcut on the desktop.
- The *Wireless Configuration Utility icon* in the navigation area.

Windows XP

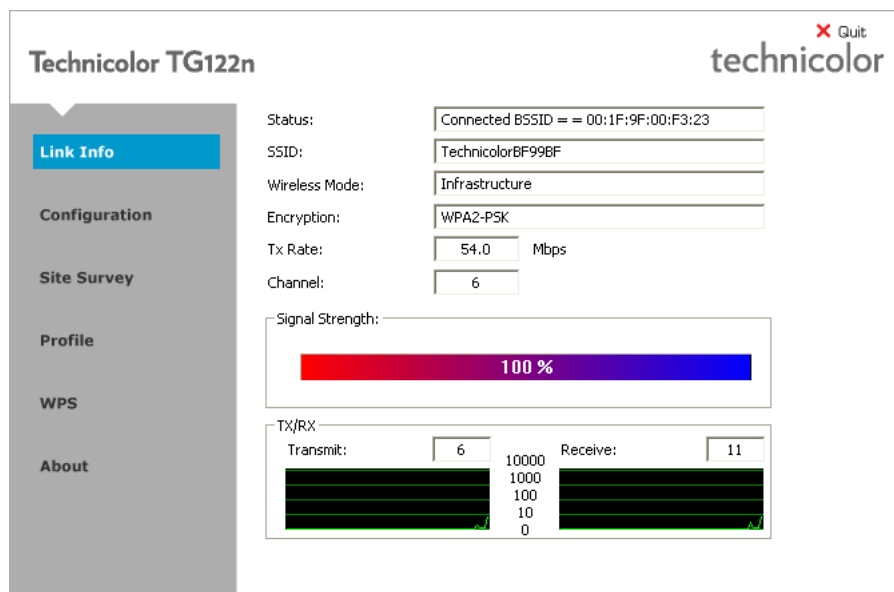
If your computer runs **Windows XP**, you have two options to configure your Wireless Configuration Utility:

- The Technicolor TG122n Wireless Configuration Utility
- Windows' built-in wireless configuration utility

To switch to one of these utilities:

- 1 Right-click the *Wireless Configuration Utility icon*.
- 2 Depending on the utility that is currently enabled, you can click:
 - ▶ Set **Wireless Zero Configuration Enabled** to use Windows' built-in utility.
 - ▶ Set **Wireless Zero Configuration Disabled** to use the Technicolor TG122n Wireless Configuration Utility.

Wireless Configuration Utility window



Navigation menu

Following menu items are available:

Click...	To...
<i>Link Info</i>	View information on your wireless connection.
<i>Configuration</i>	View/change the configuration of your Wireless USB Adaptor.
<i>Site Survey</i>	Scans all the wireless devices in range.
<i>Profile</i>	Manage your wireless profiles.
<i>WPS</i>	Connect your computer to a WPS-enabled access point.
<i>About</i>	Show version information for the driver and utility.



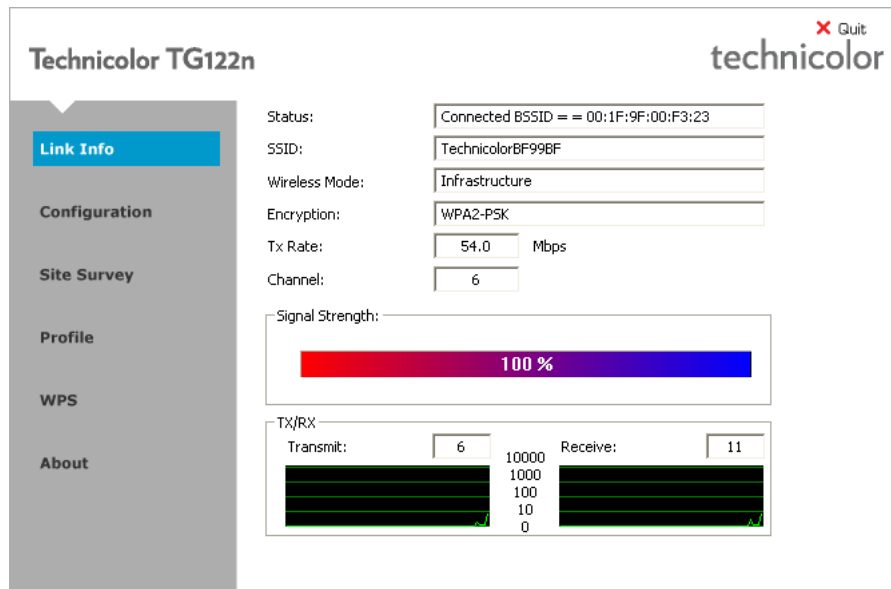
If you are not using the Technicolor TG122n Wireless Configuration Utility to configure your Wireless USB Adaptor, only following items will be displayed:

- *Link Info*
- *WPS*
- *About*

For more information, see “*Windows XP*” on page 15.

4.1 Link Info

The Link Info page



This section allows you to view the current configuration of your wireless connection.

Properties

Following properties are displayed:

- **Status:**
The status of the wireless connection.
- **SSID:**
The network name of the wireless network.
- **Wireless Mode** can have following values:
 - ▶ **Infrastructure:** all traffic passes through an access point.
 - ▶ **Ad-hoc:** traffic is sent from one computer to another.
- **Encryption:**
The encryption type used to transfer data.
- **Tx Rate:**
The maximum speed at which you can send data using this wireless connection.
- **Channel:**
The channel currently used by the Access Point.
- **Signal Strength**
- **Data Rate**

4.2 Configuration

The Configuration page

The configuration tab allows you to view/change the configuration of your Wireless USB Adaptor. Your Wireless USB Adaptor must use the same settings in order to connect to your network.

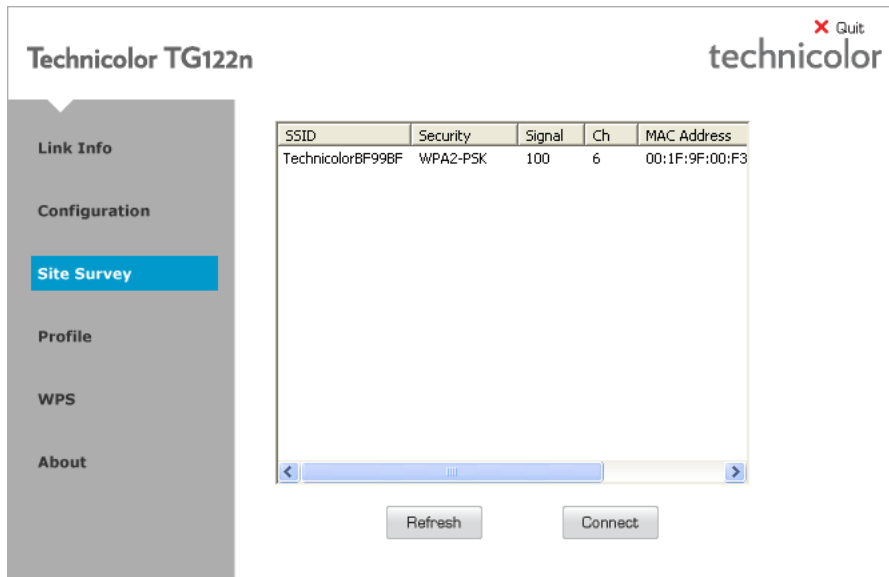
Properties

Following properties are available for configuration:

- **Profile Name:**
You can save the current settings to a profile. This allows you to easily switch between configurations. For example, you can use one profile to connect to your home network and second one to connect to your office network.
- **SSID:**
The network name of the wireless network.
- **Wireless Mode** can have following values:
 - ▶ **Infrastructure:** all traffic passes through an access point.
 - ▶ **Ad-hoc:** traffic is sent from one computer to another.
- **Authentication:**
Allows you to select the authentication method used by your access point.
- **Encryption:**
Allows you to select the encryption used by your access point. The content of this list may depends on the authentication that you selected in the **Authentication** list. As soon as you select an encryption type, the Wireless Configuration Utility will display a new section where you can enter a passphrase or select a certificate.

4.3 Site Survey

The Site Survey page



This section lists all available wireless access points and allows you to connect your computer to one of them.

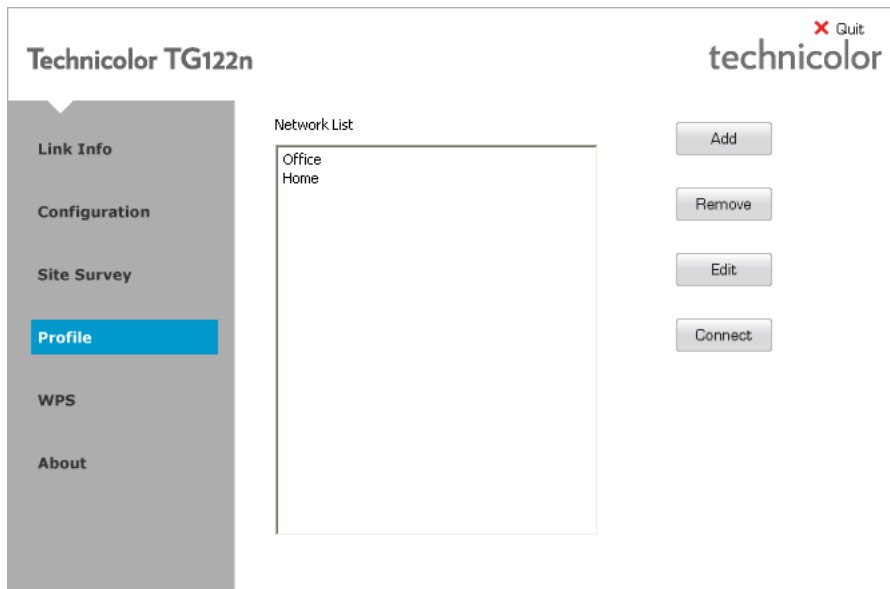
Available Network list

Following properties are shown, for each Access Point in the **Available Network** list:

- **SSID:**
The network name of the wireless network.
- **MAC (BSSID):**
The MAC address of the access point.
- **Signal:**
The signal strength from your wireless adaptor to the listed access point.
- **Security:**
Indicates whether the wireless network is secured or not. If so, the encryption type is shown.
- **Channel:**
The channel currently used by the Access Point.

4.4 Profile

The Profile page



This tab allows you to manage your wireless profiles.

Use of Profiles

If you regularly need to switch between wireless networks (for example if you use your laptop at the office as well as at home), it might be useful to save these settings to a profile. This way you can easily switch between these settings in a few clicks.

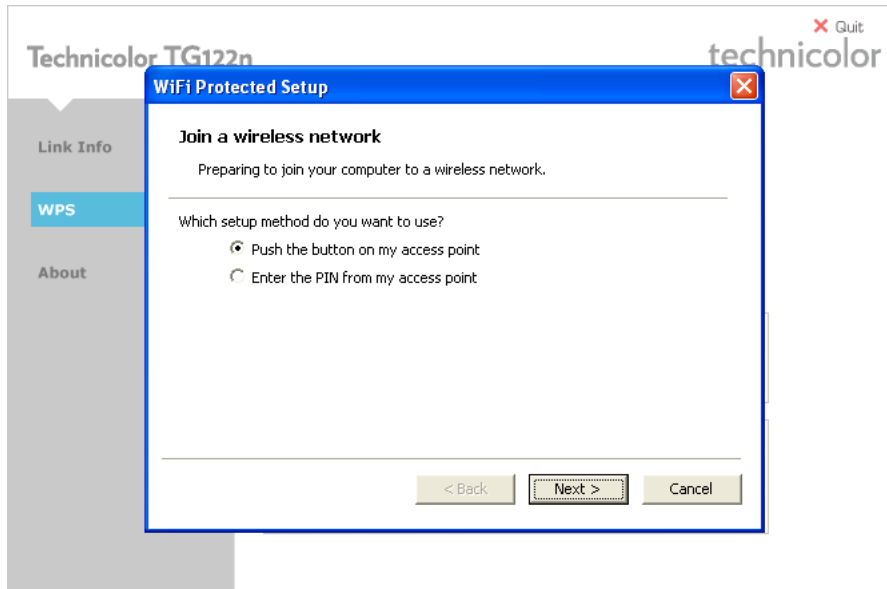
Working with Profiles

Click:

- **Add** to add a new profile.
- **Remove** to delete an selected profile.
- **Edit** to change the settings of an existing profile.
- **Connect** to activate the selected profile.

4.5 WPS

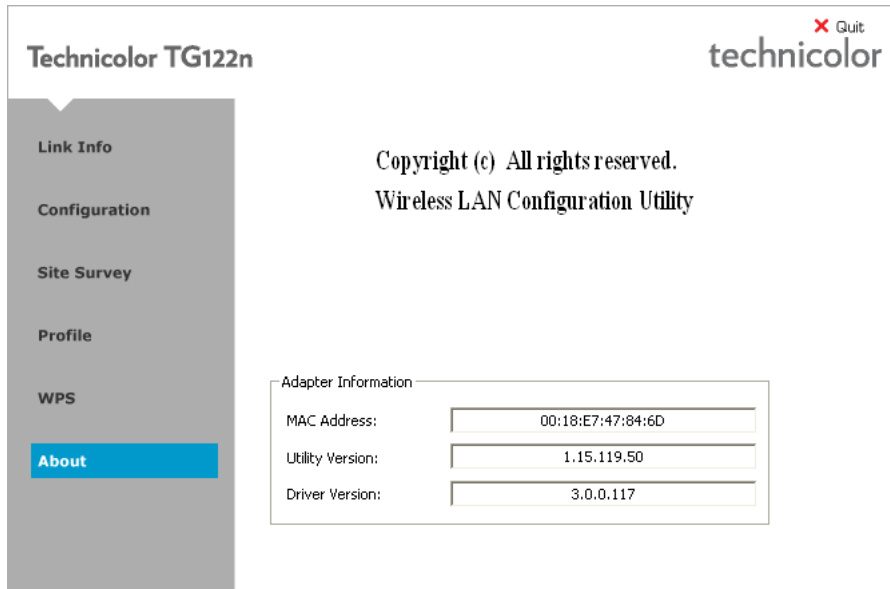
The WiFi Protected Setup wizard



If you click the **WPS** button, the **WiFi Protected Setup** wizard appears. For more information about the **WiFi Protected Setup** wizard, see “3.1 Automatic Association via WPS” on page 8.

4.6 About

The About page



This tab shows:

- Version information of the drivers and wireless utility.
- Network information of your wireless client.

5 Troubleshooting

In this chapter

This chapter covers following problems:

Topic	Page
<i>Problems Encountered When Installing the Drivers</i>	24
<i>Problems Encountered When Connecting To Your Wireless Network</i>	25

5.1 Problems Encountered When Installing the Drivers

Errors while installing the drivers

If your computer cannot find the Technicolor TG122n or the driver software does not install correctly, check the following:

- Make sure the Technicolor TG122n is securely connected with the USB port. Check for any hardware problems, such as physical damage to the card's connector.
- Try the Technicolor TG122n in another USB port. If this also fails, test your computer with another wireless USB adapter that is known to operate correctly.
- Make sure your computer is using the latest BIOS, check the manual of your computer for details.
- If there are other network adapters in the computer, they may be in conflict. Remove the other network adapters from the computer and test the wireless adapter separately.
- Check for a defective computer or USB connection by trying the adapter in another computer that is known to operate correctly.

5.2 Problems Encountered When Connecting To Your Wireless Network

The Link LED does not light

If the Link LED on the Technicolor TG122n does not light, or if you cannot access any network resources from the computer, check the following:

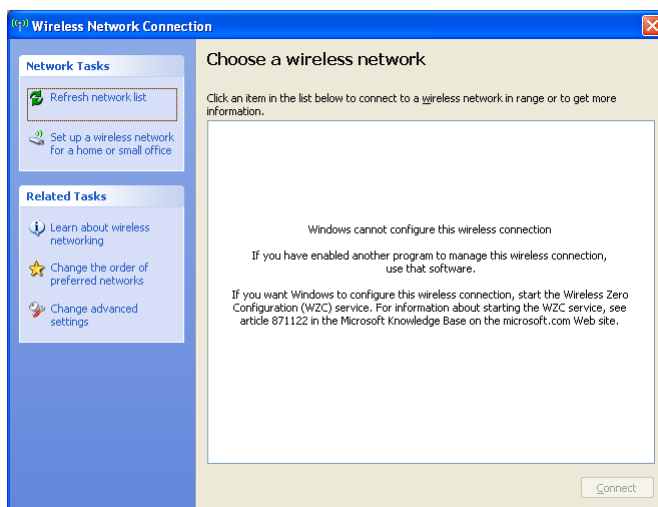
- Make sure the driver and utility software is installed correctly. If necessary, try uninstalling and then reinstalling the software.
- Make sure the computer and other network devices are powered on.
- The access point that you are connecting to might be defective. Try connecting to another access point.
- If you cannot access a Windows or NetWare service on the network, check that you have enabled and configured the service correctly. If you cannot connect to a particular server, be sure that you have access rights and a valid ID and password.
- If you cannot access the Internet, be sure you have configured your system for TCP/IP.

The Technicolor TG122n does not connect to my wireless access point

If your Technicolor TG122n cannot communicate with a device in the Ethernet LAN when configured for Infrastructure mode, check the following:

- Make sure the access point that the Technicolor TG122n is associated with is powered on.
- Check the SSID of the access point that you are connecting to, and make sure you set the Technicolor TG122n to the same SSID.
- If there is still no connection, change the radio channel of the access point and all the clients associated to this access point.
- Check if the WEP or WPA settings have been enabled in the access point to which you are connecting to. Make sure that the encryption, default key and passphrase settings of the adapter are set to the same as the access point. Contact your network administrator for more information.

Windows XP cannot configure the wireless connection



Browse to <http://support.microsoft.com/kb/871122> and follow the instructions.

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