

## **RESCUE SYSTEM via Ethernet connection**

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## 1 Rescue system

The rescue system allows you to restore the internal software of your Livebox.

**NOTE:** THIS PROCEDURE SHOULD ONLY BE USED AS A LAST RESORT PROCEDURE IF:

- YOUR LIVEBOX IS OUT-OF-ORDER (NO CONNECTION VIA YOUR WIRELESS ADAPTER OR ETHERNET CONNECTION)
- YOU HAVE ALREADY TRIED THE FACTORY SETTINGS PROCEDURE WITHOUT RESULTS

**IMPORTANT:** Before you start you'll need a few things to hand.

- Your Livebox close to your PC
- A pen and paper to record some settings
- The ethernet cable that was provided in your original set-up

**IMPORTANT:** You need to make a temporary change to some settings on your computer this involves your TCP/IP settings. You **MUST** do this before continuing. Instructions for your operating system are below.

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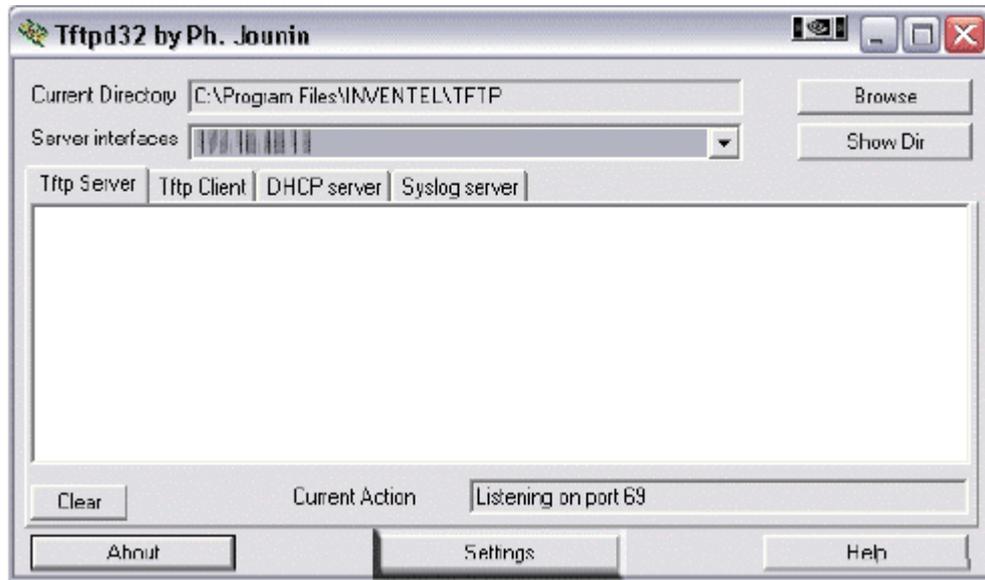
If you are not sure what your Operating System is, please go to **page 8** to identify it.

### 1.2 Launch the Rescue System software

- Insert the Rescue System CD into your CD drive.
- Double click on **'My Computer'**
- Right click the drive labeled (whatever CD is branded)
- Left click on 'open'.
- Double click the file named **'TFPTD32.exe'** \*

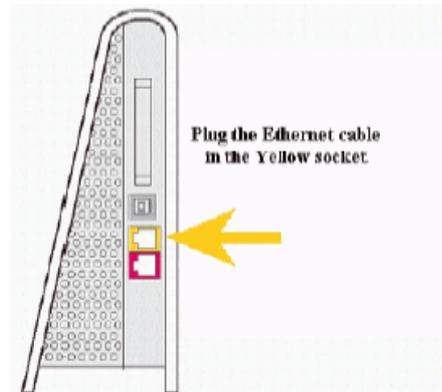
\* Windows XP Service Pack 2 users may experience a warning message from the inbuilt Windows security, to continue you should choose the "Unblock" option.

The following window appears:

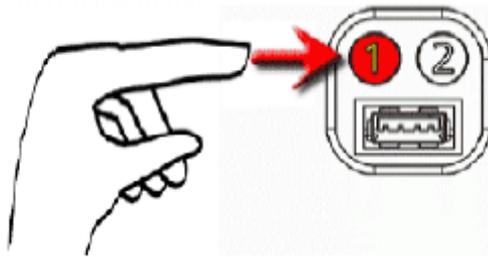


### 1.3 Connect the Livebox to your PC

- Disconnect the Wireless adaptor from the USB port of your PC.
- Disconnect all the cables connected to your Livebox (including the power cable)
- Plug one end of your ethernet cable into the ethernet port on the back of your PC and the other end into the Yellow socket of the Livebox.



#### 1.4 Prepare your Livebox



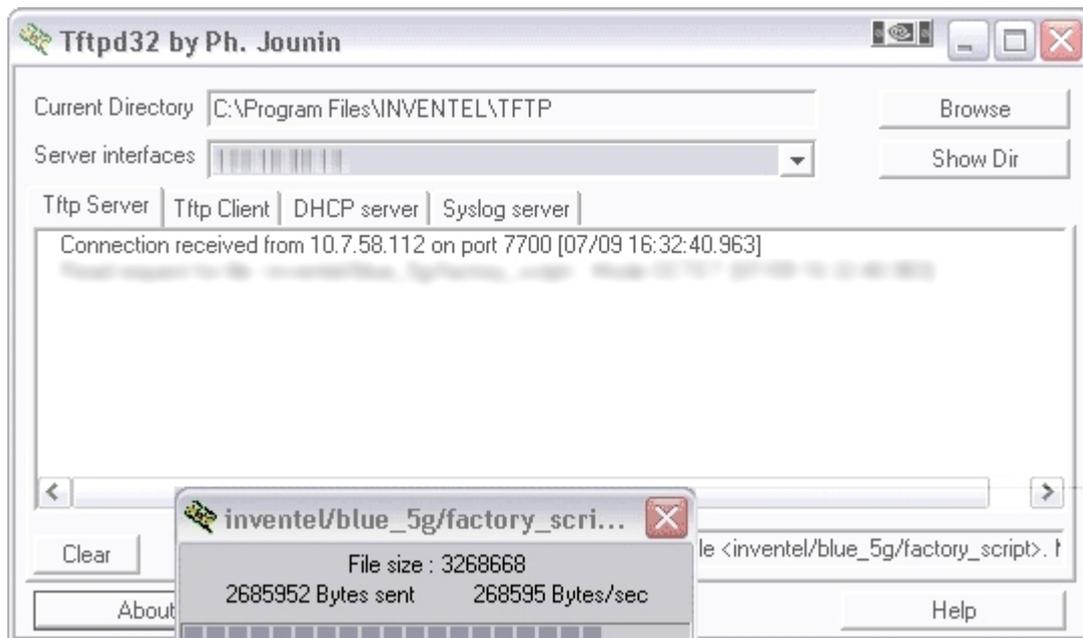
- **Press** and hold the button labelled '1' (at the back of the Livebox)
- **Plug** the power cable back into your Livebox while holding button 1

- Hold the button 1 until the three lights below are ON. This usually takes approx 10 seconds



-You can then release the button.

**The Rescue System then starts to transfer data from the CD in your PC to the Livebox:**



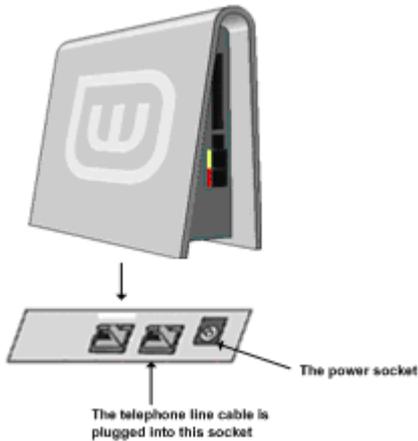
When the transfer is finished, the Livebox will update itself. This can take up to 5 minutes. Once complete, the Livebox will automatically reboot.

**IMPORTANT:** DO NOT UNPLUG YOUR LIVEBOX DURING THE OPERATION

### 1.5 Close the Rescue System

Once the Livebox has rebooted, you've successfully completed the 'rescue':

- Please close the application window (Tftpd32 – this is pictured above).
- Plug in the RJ11 telephone cable to the Livebox and filter plugged into your telephone socket.



### 1.6 Restore your IP configuration

Remember that you have set your ethernet connection with a fixed IP. You need to restore your IP configuration as you wrote it down before the Rescue System procedure. You might need to refer back to the instructions on how to change it so you can navigate back.

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### 1.7 Replace your username and password on the Livebox.

Click on the **Configure Livebox** or **Configure Wanadoo Home** icon, which should be installed on your desktop.



If you haven't got the icon on your desktop, don't worry - you can access the Livebox homepage by typing the link below into your Internet browser address bar:

<http://configuration.ads/>

**Note:** When you wish to use your wireless adaptor with the Livebox again be sure to check your Livebox is in pairing mode (see section 1.4 above).

The wireless adaptor will need to be re-attached to your computer and will need to be in range and 'Paired' with your Livebox to access the configuration pages. Alternatively, you can connect your computer and Livebox using an Ethernet cable.

From the Livebox Homepage, select 'Access to the configuration pages'.



**Homepage of Wanadoo Home**

Wanadoo Home Name : WANADOO-20E1

**ADSL status** Link Down

[Access to the configuration pages \(access to these pages is restricted, you must have the password\).](#)

You will be prompted to enter the Livebox username and password.

The username is: **admin**

The password is: **admin**

In the Broadband Username field, delete ppp\_name and enter your Broadband username e.g. **yourname.wanadoo.co.uk@fs**

Delete the 6 dots from the Password field, and replace it with your Wanadoo password

Remember that your password is case sensitive i.e. 'apple' is not the same as 'Apple' or 'APPLE'.



**Home**  
Security  
Configuration  
System Information

**inventel**  
wireless magic

Homepage

Wanadoo Home Name : WANADOO-20E1

**ADSL status** Link Down

Broadband Username

ADSL password

To confirm the changes, click on **Submit**

You'll need to wait about a minute until ADSL status changes to 'Connected'

**You can now disconnect the ethernet cable.**

## 2 How to identify your Operating System

If you do not know which Operating System is running on your PC, follow the instructions below.

- 1- Click on '**Start**'
- 2- Click on '**Control Panel**'
- 3- Double click on '**System**' \*

\*If you cannot see all of the Control Panel options you will need to "Switch to Classic View" using the link on the left of the Control Panel window.



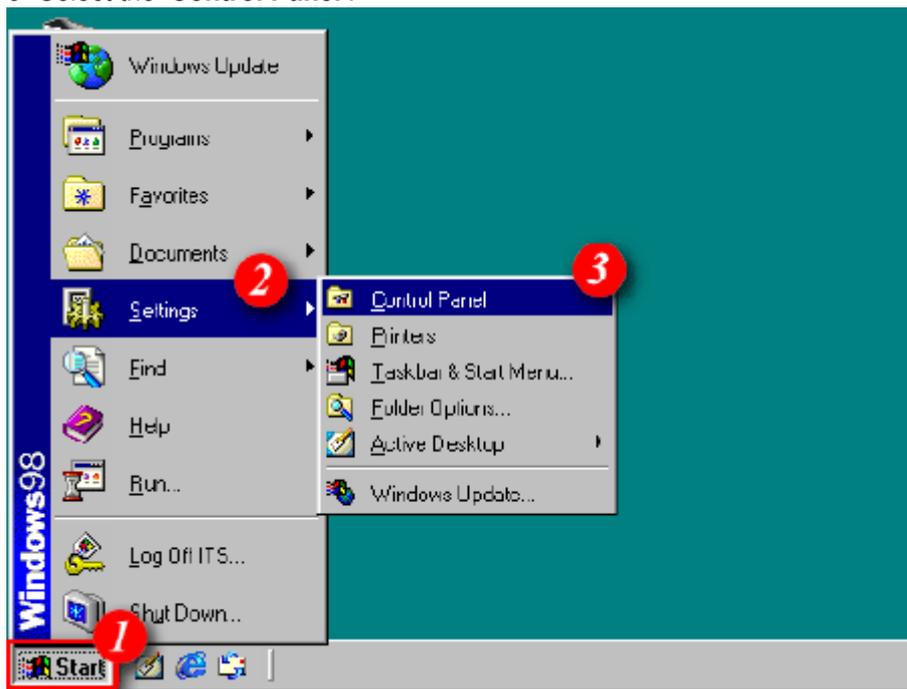
One of the following will be displayed.

- Windows 98SE,
- Windows Millennium,
- Windows 2000, or
- Windows XP

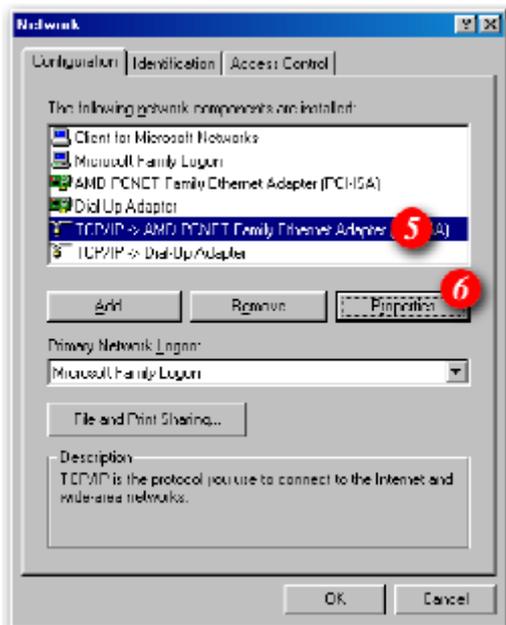
### 3 How to configure an IP address with Windows

#### 3.1 With Windows 98SE and Windows Millennium

- 1- Click the '**Start**' button.
- 2- Select the '**Settings**' menu.
- 3- Select the '**Control Panel**'.



- 4- Double click the '**Network**'. (If the **Network** option is not visible you may need to click the "View All" option to display all Control Panel contents)

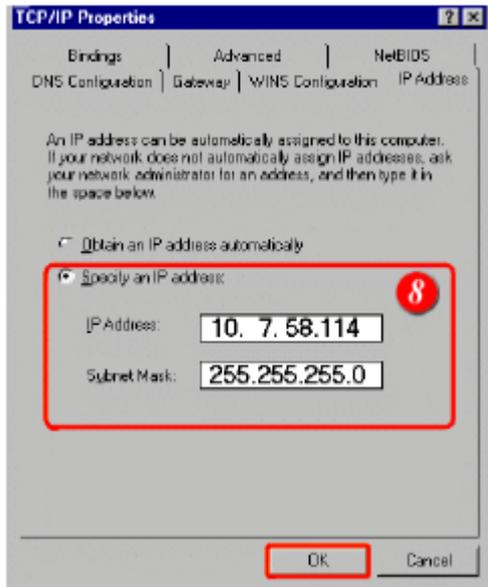


5- Left click on the 'TCP/IP -> ethernet adapter' to highlight it. The exact name shown on your computer will vary depending on what type of network card you have installed.

**IMPORTANT: Do NOT confuse this with the 'TCP/IP -> Dialup Adapter'.**

6- Once the TCP/IP ethernet adapter is highlighted, click 'Properties'

7- Click on the 'IP Address' tab as shown.



**IMPORTANT:** Please write down your current settings below. You will need to restore these settings when the Rescue System procedure is finished.

Obtain an IP address automatically	(tick here if this is selected):	
Specify an IP address	(tick here if this is selected):	
IP Address	(copy here if IP address appears):	. . .
Subnet Mask	(copy here if mask appears):	. . .

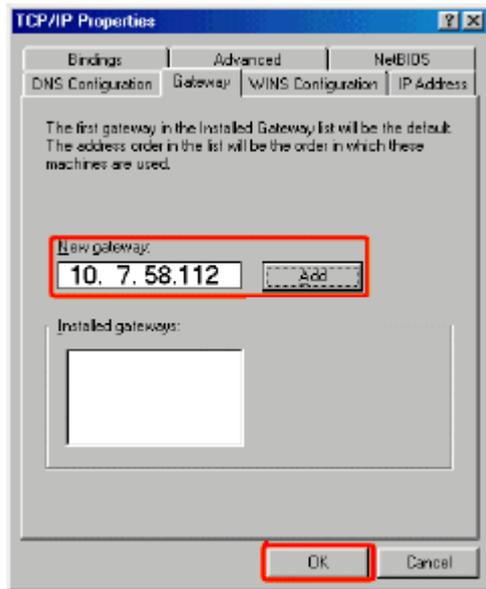
8- Select the option 'Specify an IP address' and enter the following information.

- IP Address: 10. 7. 58.114
- Subnet Mask 255.255.255. 0

9- Click on the '**Gateway**' tab at the top.

10- Enter the following address: 10. 7. 58.112

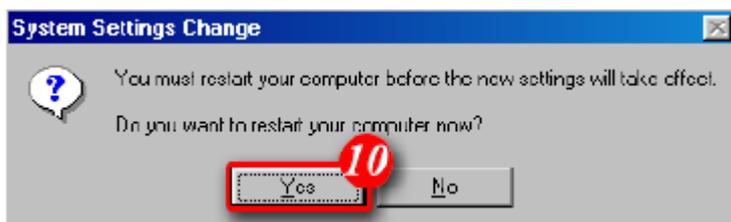
11- Click '**ADD**'



12- Click the 'OK'

13 – Click 'OK' on network settings to continue and apply the new settings

13- Click the 'Yes'



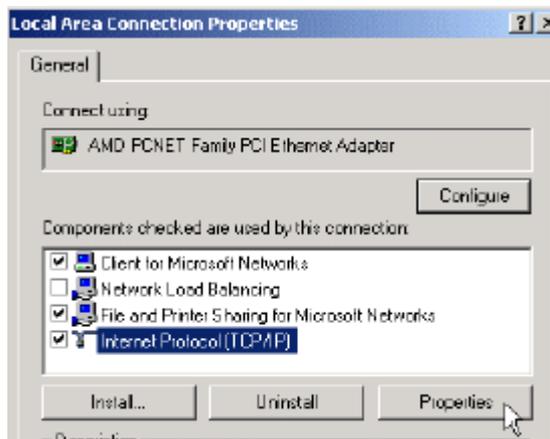
After the re-start, your computer is configured with a fixed IP Address and is ready for the Rescue System.

### 3.2 With Windows 2000

- 1- Click **'Start'**
- 2- Click **'Settings'**
- 3- Click **'Control panel'**
- 4- Double-click **'Network and Dial-up Connections'**
- 5- Right-click **'Local Area Connection'**

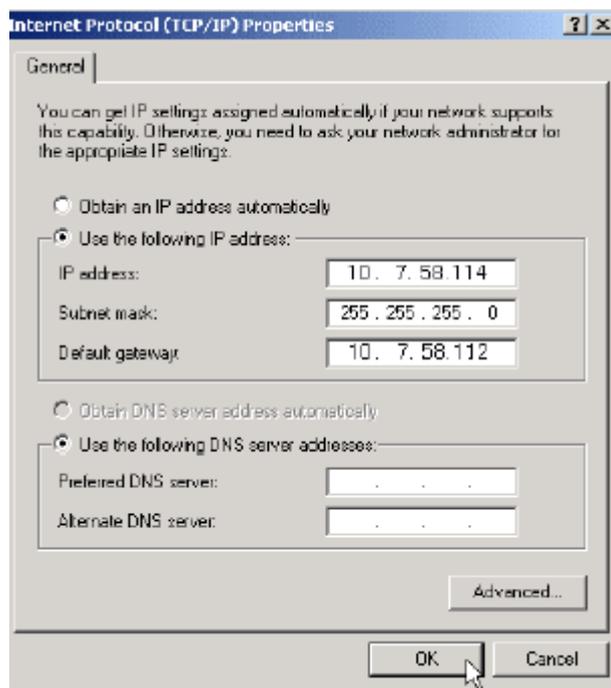


- 6- Click **'Properties'**
- 7- Click **'Internet Protocol (TCP/IP)'**
- 8- Click **'Properties'**



**IMPORTANT:** Please write down your current settings below.. You will need to restore these settings when the Rescue System procedure is finished.

Obtain an IP address automatically	(tick here if this is selected):	
Use the following IP address	(tick here if this is selected):	
IP Address	(copy here if IP address appears):	. . .
Subnet Mask	(copy here if mask appears):	. . .
Default Gateway	(copy here if gateway appears):	. . .



9- Select 'Use the following IP address' and enter the following information.

IP Address: 10.7.58.114

Subnet Mask 255.255.255.0

Default Gateway 10.7.58.112

10- Click OK.

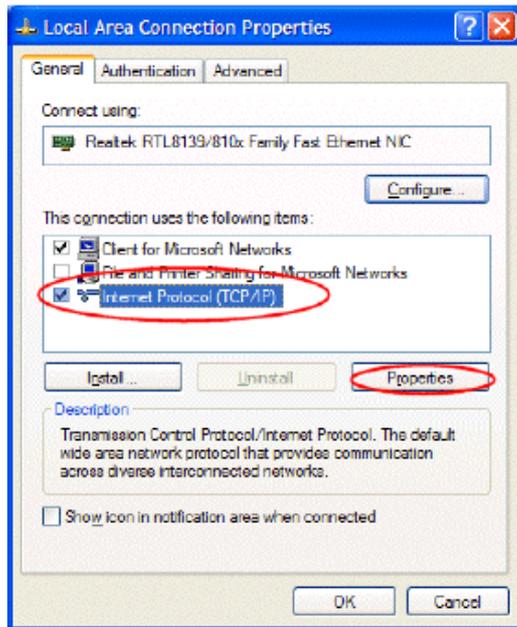
11- Click OK

12 – Please restart your computer

Your computer is now configured with a fixed IP Address and is ready for the Rescue System.

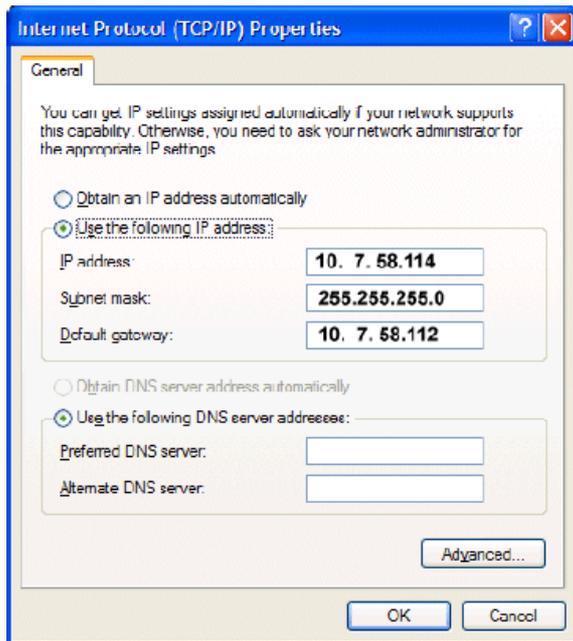
### 3.3 With Windows XP

- 1-Click **'Start'**
- 2- Click **'Control Panel'**
- 3- Click **'Switch to classic view'** (If this option isn't available then don't worry it just means you're already in classic view)
- 4- Double-click on **'Network Connections'**
- 5- Right click on **'Local Area Network connection'** and select **'Properties'** (this is shown below)



- 6- Click **'Internet Protocol (TCP/IP)'** to highlight it

7- Click 'Properties'



**IMPORTANT:** Please write down your current settings below. You will need to restore these settings when the Rescue System procedure is finished.

Obtain an IP address automatically	(tick here if this is selected):	
Use the following IP address	(tick here if this is selected):	
IP Address	(copy here if IP address appears):	. . .
Subnet Mask	(copy here if mask appears):	. . .
Default Gateway	(copy here if gateway appears):	. . .

10- Select 'Use the following IP address' and enter the following information.

IP Address: 10.7.58.114

Subnet Mask 255.255.255.0

Default Gateway 10.7.58.112

11- Click 'OK'

12- Click 'OK'

Your computer is now configured with a fixed IP Address and is ready for Rescue System.