speedtouch™

SpeedTouch™330

ADSL USB Modem

Installation and Setup Guide

Release R4.0

Designed for
Microsoft®
Windows®XP
Windows®2000

Designed for
Microsoft®
Windows®XP
x64 Edition

A **THOMSON** BRAND

SpeedTouch™330

Installation and Setup Guide

R4.0

speed**touch**™

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Document Information

Status: v1.0 (November 2005)
Reference: E-DOC-CTC-20050705-0001
Short Title: Installation and Setup Guide ST330 R4.0 (en)

Contents

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About this Installation and Setup Guide

Used symbols

The following symbols are used in this Installation and Setup Guide:

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™330 will be referred to as SpeedTouch™ in this Installation and Setup Guide.

Documentation and software updates

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

For suggestions regarding this document, please contact documentation.speedtouch@thomson.net.

For more information on THOMSON's latest technological innovations, documents and software releases, visit us at: www.speedtouch.com.

1 Getting to know your SpeedTouch™

Where's the power supply?

Your SpeedTouch™ does not have a separate power supply, simply because it does not need one. Your SpeedTouch™ is powered through the USB port of your computer.

Indicator light(s)

Your SpeedTouch™ can be equipped with one or two indicator lights. They reflect the status of the SpeedTouch™ and may be labelled USB and/or ADSL.

At startup, your SpeedTouch™ will go through several phases, also indicated by the light(s). If your SpeedTouch™ is correctly connected and installed, the light(s) will turn solid green after startup. This may take up to 12 seconds.

Connection diagram: typical configuration

The illustration below shows where your SpeedTouch™ fits in in a typical configuration.

> ⛔ Do not connect the cables of your SpeedTouch™ yet. You will be prompted to do so when you install the SpeedTouch™ software. See "2 Installing your SpeedTouch™" on page 5.

1 You plug the ADSL splitter into your telephone socket.

2 You plug one end of the DSL cable into the ADSL splitter and the other end into your SpeedTouch™.

3 You plug the USB cable of your SpeedTouch™ into a free USB port of your computer.

Splitter

Telephone Socket

ADSL Line

❶

❷

Ethernet Socket

❸

USB Socket on PC
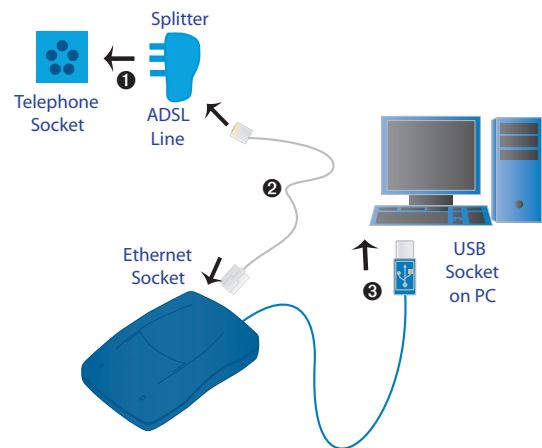
2 Installing your SpeedTouch™

Installing your SpeedTouch™ and connecting to the Internet is child's play, provided that you have all the required equipment and information ready at hand. Basically, the procedure goes as follows:

1 Check whether you have everything you need.
See "2.1 Pre-installation Checklist" on page 6.

2 Install the SpeedTouch™ software on your computer and connect your SpeedTouch™.
See "2.2 Installing and Connecting your SpeedTouch™" on page 8.

3 Connect to the Internet.
See "3 Connecting to and Disconnecting from the Internet" on page 15.

speed**touch**™

2.1 Pre-installation Checklist

What do you need?

Of course, you want to unpack and install your SpeedTouch™ and connect to the Internet right away. Before you do this, however, make sure that you have the following ready at hand:

▸ A telephone line and an ADSL subscription

▸ An ADSL splitter

▸ A computer which meets the hardware and system requirements

▸ Connection details from your Internet Service Provider (ISP)

▸ Your SpeedTouch™ and the Setup CD

ADSL subscription

You must have an ADSL subscription on your telephone line. If you take an ADSL subscription, your Internet Service Provider (ISP) will add the ADSL service to your telephone line, meaning that your telephone will be made "Internet-ready".

ADSL splitter

As soon as your telephone line has been made "Internet-ready" by your ISP, it will be able to transmit both telephone (voice) and ADSL (data) signals. To separate these signals when they arrive at your home, i.e. voice signals to the telephone and data signals to your computer, you will need an ADSL splitter with a microfilter (sometimes called "ADSL filter" for short).

You can buy an ADSL splitter from your Internet Service Provider (ISP) or at your local hardware store. Obviously, you do not need an ADSL splitter if your telephone line is only connected to your computer (and not to a telephone).

Computer: hardware requirements

Your computer must have at least:

▸ a CD-ROM drive

▸ a free USB port capable of powering attached USB devices, because your SpeedTouch™ does not have a separate power supply.
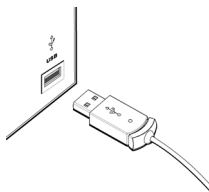
USB port

You can also use a USB hub to connect the SpeedTouch™.

When in doubt about the type of USB ports on your computer, see the User Guide of your computer or USB hub.

Computer: system requirements

Your computer must meet the following minimum requirements:

Platform	Operating System	Requirements
Microsoft	Windows 98/98SE/ME	▶ 166-MHz Pentium (or compatible) processor ▶ 32 MB of memory
	Windows 2000/XP Windows XP Professional x64	▶ Pentium II processor (or compatible) ▶ 64 MB of memory
Macintosh	Mac OS X v10.1 (Puma)	121 MB of free disk space (during installation process)
	Mac OS X v10.2 (Jaguar), v10.3 (Panther) and v10.4 (Tiger)	22 MB of free disk space (during installation process)
	Mac OS X v10.0 users must download the free update to Mac OS X v10.1 to be able to install and use the SpeedTouch™ device.	

Some operating systems require you to have administrative privileges to install software on your computer. The way in which you can verify and change the privileges of users depends on the platform and operating system of your computer. Refer to the documentation or online help of your operating system for more information.

> The SpeedTouch™ also supports Linux platforms. Refer to the SpeedTouch™ Support pages for more information: www.speedtouch.com > Support.

Connection details from your Internet Service Provider (ISP)

You need the following connection details from your Internet Service Provider (ISP):

▶ Your ISP's method for connecting to the Internet (e.g. PPPoE or PPPoA)

▶ The VPI/VCI (for example 8/35)

▶ Your user name and password to connect to the Internet

You must have received this information when you took out an ADSL subscription with your Internet Service Provider (ISP). You will be prompted for this information at a given step in the installation procedure.

See also " Connection methods" on page 15.

2.2 Installing and Connecting your SpeedTouch™

**Setup CD and
install wizards**

To install your SpeedTouch™ and connect to the Internet, you will use the Setup CD which is included in your ADSL package. The Setup CD contains two "install wizards", small software programs which will help you to install and set up your SpeedTouch™.

**Connecting the cables:
wait!**

During the installation procedure, you will obviously have to connect two cables: the DSL cable to your telephone outlet or ADSL splitter and the USB cable to your computer. It is important, however, that you *do not connect* these cables *until you are prompted to do so* at the corresponding step in the installation procedure.

Operating system

The installation procedure depends on the operating system you are using:

▶ Microsoft Windows, see "2.3 Installing your SpeedTouch™ in Microsoft Windows" on page 9.

▶ Mac OS X, see "2.4 Installing your SpeedTouch™ in Mac OS X" on page 10.

E-DOC-CTC-20050705-0001 v1.0

2.3 Installing your SpeedTouch™ in Microsoft Windows

To install and connect your SpeedTouch™

Proceed as follows:

1 Make sure you have all the required equipment and information ready at hand. See *"2.1 Pre-installation Checklist" on page 6*.

2 Insert the Setup CD into your computer's CD-ROM or DVD-ROM drive.

3 If the installation program does not start automatically, double-click the file `setup.exe` on the Setup CD.

4 Select the language in which you wish to see the installation instructions.

5 Follow the installation instructions on your screen.

> If you inserted the Setup CD into your computer during previous sessions without installing the SpeedTouch™, the SpeedTouch™ CD Menu window apprears diectly. In that case, you must click (**Re-)install my SpeedTouch 330** in the SpeedTouch™ CD Menu to start the installation.

2.4 Installing your SpeedTouch™ in Mac OS X

The SpeedTouch™
installation

The SpeedTouch™ installation consists of two major parts:

▶ " To install the SpeedTouch™ software"

▶ " To install the SpeedTouch™ hardware"

If you want to connect to the Internet via a PPP (PPPoA or PPPoE) connection, some additional configuration is required.

Mac OS X differences

Depending on the Mac OS X version on your computer, some windows may differ from the windows shown in the installation procedures. When you're in doubt about your Mac OS X version, click the Apple ( ) menu and choose About This Mac.

To install the
SpeedTouch™ software

Proceed as follows:

1 Make sure you are not using any other applications.

2 Make sure you have the connection details from your Internet Service Provider (ISP) at hand.

3 Insert the SpeedTouch™ Setup CD into your computer's CD-ROM drive.

4 Double-click the file **Menu** on the Setup CD.

5 Select the language in which you wish to see the installation instructions.

6 Follow the installation instructions on your screen.

> If you inserted the Setup CD into your computer during previous sessions without installing the SpeedTouch™, the SpeedTouch™ CD Menu window apprears diectly. In that case, you must click **SpeedTouch Maintenance** in the SpeedTouch™ CD Menu and click **(Re-)install my SpeedTouch** to start the installation.

7 Observe the following tips:

▶ If your computer runs Mac OS X v10.1 or v10.2, the installation wizard may prompt you for authentication. If this is the case, click to enter your credentials.

▶ If your computer runs Mac OS X v10.3 or v10.4, your computer will prompt you to run a program to determine if the installer package can be installed. Click **Continue**.

To install the SpeedTouch™ hardware

Proceed as follows:

1 Make sure you have installed the SpeedTouch™ software and restarted your computer.

2 Use the ADSL cable provided to connect the SpeedTouch™ ADSL port to your telephone wall outlet or distributed filter.

3 Plug the SpeedTouch™'s USB connector into the computer's USB port.

You can easily recognize a USB port by its typical USB symbol: ●⟨⟩►.

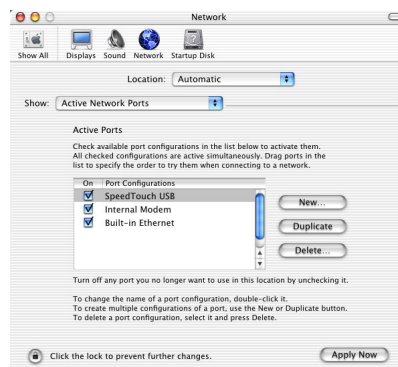> You can also connect your SpeedTouch™ to the computer via a USB hub.

4 Click **System Preferences** on the Apple ( ) menu.

5 Click the **Network** icon in the **System Preferences** window.

The following window informs you that a new port has been detected:

6 Click **OK**.

The **Network** window appears:

7 In the **Show** list, click **Active Network Ports** (or **Network Port Configuration(s)**), and, if necessary, drag:

▸ SpeedTouch™ **USB** to the top of the list if you have a PPP connection.

▸ **Ethernet Adaptor (enx)** to the top of the list if you have an RFC1483 connection.

If you do not intend to use the other interfaces, clear the corresponding check boxes.

8 Click **Apply Now** to confirm the modifications to the network settings.

If you want to connect to the Internet via:

▸ A PPP connection, some additional configuration is required (see " PPP configuration").

▸ An RFC1483 connection, your connection is installed and ready for use. The SpeedTouch™ is now prepared for connecting you to the Internet.

PPP configuration

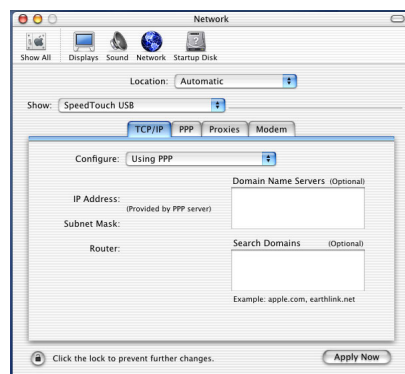If you are installing a PPP connection, some additional configuration is required. Proceed as follows:

1 On the Apple (🍎)menu, click **System Preferences**.

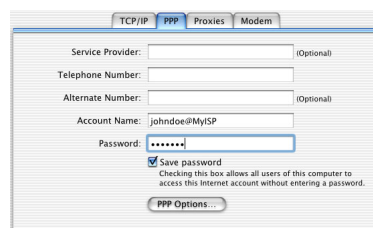The **System Preferences** window appears.

2 Click the **Network** icon.

The **Network** window appears:

3 Make sure SpeedTouch™ **USB** is selected in the **Show** list and click the TCP/IP tab to view the TCP/IP settings for the SpeedTouch™ network connection.

4 Make sure **Using PPP** is selected in the **Configure** list.

5 Click the **PPP** tab to view the PPP configuration:

6 Enter your **Account Name** and **Password** in the corresponding boxes.

Select **Save password** if 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** box. You can leave all other boxes empty.

7 If your computer runs:
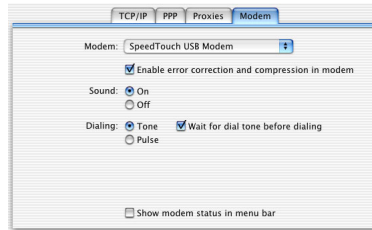
▸ Mac OS X v10.1 or v10.2:
You must enter a digit, e.g. 0, into the **Telephone Number** box.

▸ Mac OS X v10.3 or v10.4:
You must leave the **Telephone Number** box empty.

8 Click the **Proxies** tab to view the proxy settings.

By default all boxes are empty, meaning that no proxies are used. As this suits the required SpeedTouch™ configuration, no changes are needed in this tab.

9 Click the **Modem** tab.

10 Select SpeedTouch™ **USB Modem** in the Modem list and leave the other modem settings unchanged.

11 Run through all tabs again to check whether all configurations are correctly done as described above and click **Apply Now** to apply the settings.

> To prevent further changes you can click the lock icon to secure your settings. From then on, changes are only possible after providing the Administrator password.

Your SpeedTouch™ connection is installed and ready for use. The SpeedTouch™ is now prepared for connecting you to the Internet (See "3 Connecting to and Disconnecting from the Internet" on page 15).

2.5 The SpeedTouch™ Setup CD

The SpeedTouch™ Setup CD

If you insert the Setup CD into a Microsoft Windows PC or Mac OS X computer, an intuitive CD Menu guides you through the features and contents of the Setup CD and allows you to easily browse for user documentation, SpeedTouch™ system software, service templates, SNMP MIBs, etc.

SpeedTouch™ CD Menu

The way in which you open the SpeedTouch™ CD Menu depends on the operating system you are using:

▶ Microsoft Windows: the SpeedTouch™ CD Menu appears automatically each time you insert the Setup CD after initial installation.

▶ Mac OS x: double-click the file **Menu** on the Setup CD to open the SpeedTouch™ CD Menu.

Documentation and Help

You can click **Documentation and Help** in the SpeedTouch™ CD Menu to:

▶ View documentation on the SpeedTouch™ 330.

▶ Visit the SpeedTouch DSL Site.

Check for Software Updates

You can click **Check for Software Updates** in the SpeedTouch™ CD Menu to go to Thomson's SpeedTouch Web site, where you will see a list of available software updates for your SpeedTouch™.

(Re-)install my SpeedTouch 330

If necessary, click **(Re-)install my SpeedTouch** in the SpeedTouch™ CD Menu to reinstall your SpeedTouch 330.

The SpeedTouch Quick Install Wizard opens. For more information, see also " Setup CD and install wizards" on page 8.

View CD Contents

You can click **View CD Contents** in the SpeedTouch™ CD Menu to view all files and folders of the SpeedTouch™ Setup CD.

Remove my SpeedTouch 330 (Mac OS X only)

You can click **Remove my SpeedTouch** in the SpeedTouch™ CD Menu to remove the SpeedTouch™ software from your Mac OS X computer. See also "6 Removing the SpeedTouch™" on page 33.

3 Connecting to and Disconnecting from the Internet

Connection methods

After installing your SpeedTouch™, you are able to connect to the Internet. How to connect to the Internet depends on your connection method.

The SpeedTouch™ supports two connection methods:

▸ Point-to-Point Protocol or PPP:

PPP is a kind of Internet connection that allows a computer to become a part of the Internet using a standard telephone line. This method is the most common. When using it, you need to connect to the Internet each time you want to go online.

▸ An RFC1483 Bridged connection:

This is a lesser used method to connect a computer to the Internet. When using this method, your computer is permanently connected to the internet.

The connection method depends on your Internet Service Provider (ISP).

Operating system

The way in which you connect to or disconnect from the Internet depends on your operating system:

▸ Microsoft Windows, see .

▸ Mac OS X, see .

3.1 Connecting to and Disconnecting from the Internet in Microsoft Windows

**To connect to and disconnect from the Internet in Microsoft Windows**

Proceed as follows:

1 Double-click the SpeedTouch™ **Dial-up** icon on your desktop:

The SpeedTouch™ **Dial-up** window appears.

2 Do one of the following:

‣ Click **Disconnect** to end your Internet session.

‣ Click **Connect** (or **Dial**), and then open your Web browser and surf the Internet.

As soon as the connection is established, a message appears in the status area of the Windows taskbar:
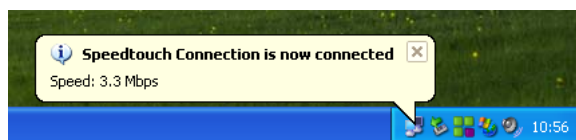
To check your connection status
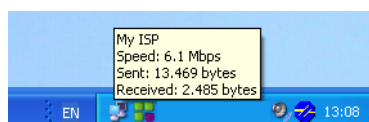
You can check whether you are connected to the Internet or not by looking at the network connection icon in the status area of the Windows taskbar:
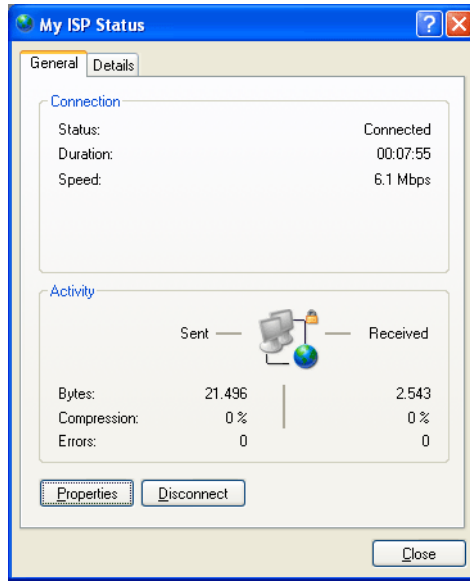

You can do one of the following:

‣ Move the mouse pointer over the network connection icon to see the status of your connection:

▸ Click the network connection icon to open a window showing a more detailed status of your connection:

3.2 Connecting to and Disconnecting from the Internet in Mac OS X

To connect to and disconnect from the Internet in Mac OS X

Proceed as follows:

1 Do one of the following:

‣ Click the **Internet Connect** icon in the Dock.

‣ In the **Finder**, choose **Go** > **Applications**. Double-click **Internet Connect**.

2 Select the appropriate **Configuration**:

‣ **SpeedTouch USB** if you have a PPP connection

or

‣ **Ethernet Adaptor (enx)** if you have a broadband (PPPoE) connection

3 If necessary, fill in the user name (or account name) and password you received from your Internet Service Provider (ISP).

4 Do one of the following:

‣ Click **Connect**, open your Web browser and surf the Internet.

‣ Click **Disconnect** to end your Internet session.

4 Troubleshooting and Software Updates

About this chapter

This chapter provides information on how to identify and correct some common problems you may encounter when using the SpeedTouch™.

If the following troubleshooting tips do not help to resolve the problem, contact the company from which you purchased the SpeedTouch™ for assistance.

Furthermore, this chapter provides you with all the information you need to update the system software.

Topics

In this chapter:

4.1 Checking the Status of your SpeedTouch™

Check the indicator lights

The first thing to do when you experience a problem with your SpeedTouch™ is to check its status by looking at its indicator light(s). These can have a different appearance (blinking or solid on) or colour, depending on whether:

▸ " Your SpeedTouch™ has one indicator light"

or

▸ " Your SpeedTouch™ has two indicator lights"

Your SpeedTouch™ has one indicator light

The status of your SpeedTouch™ is indicated as follows:

Appearance of the indicator light	Meaning
Solid on	Your SpeedTouch™ is working properly.
Blinking slowly	Problem. For details about the problem, check SpeedTouch™ Diagnostics. See "5 SpeedTouch™ Diagnostics" on page 25.

Your SpeedTouch™ has two indicator lights

The status of your SpeedTouch™ is indicated as follows:

Appearance of the indicator light		Meaning
USB	ADSL	
Red	Off	Your SpeedTouch™ is attached to your computer but no software has been detected.
Amber	Off	Your SpeedTouch™ is attached to your computer but does not have sufficient power.
Green	Green and blinking	Your SpeedTouch™ is attached to your computer but the ADSL line may be down or disconnected. Check SpeedTouch™ Diagnostics. See "5 SpeedTouch™ Diagnostics" on page 25.
Red	Green	Temporary congestion. Wait until the congestion is over.
Solid on	Solid on	Your SpeedTouch™ is working properly.

4.2 Miscellaneous Troubleshooting Issues

Speed Touch™ USB driver installation failed

If the driver installation failed, then:

▸ Check whether your computer is running one of the supported operating systems and that it meets the according minimum system requirements. See "2.1 Pre-installation Checklist" on page 6.

▸ Check whether the SpeedTouch™ is connected to a powered USB hub or port. If necessary, use a separate power supply for your hub. Refer to the User Guide of your USB hub for more information.

▸ If necessary, reinstall your SpeedTouch™. See " (Re-)install my SpeedTouch 330" on page 14.

I cannot connect to the Internet

If you cannot connect to the Internet, then:

▸ Make sure that the Speed Touch is properly connected. Refer to " Connection diagram: typical configuration" on page 3.

▸ Use the **Connect** button in your dial-up application to reinitiate the ADSL connection. See "3 Connecting to and Disconnecting from the Internet" on page 15.

▸ Make sure you have correctly configured your computer and that, during the installation, you have entered the correct user name and password which you received from your Internet Service Provider (ISP). When in doubt, try to connect to the Internet and fill in your user name and password again. See also "3 Connecting to and Disconnecting from the Internet" on page 15.

▸ Restart your computer.

Persistent problems

If a problem persists, you can try to:

▸ Disconnect and reconnect your SpeedTouch™.

▸ Reinstall your SpeedTouch™.
See " (Re-)install my SpeedTouch 330" on page 14.

If reinstalling or reconnecting your SpeedTouch™ does not resolve the problem, contact the company from which you purchased the SpeedTouch™ for assistance.

4.3 USB Troubleshooting

Isochronous vs. bulk mode

Whether your SpeedTouch™ will use isochronous or bulk transfer mode depends the type of USB interface (USB bandwith), on the ADSL line rate (ADSL bandwith), and on your provider's configuration file.

The factory defaults are:

▸ If the port on your computer is a USB 2.0 high-speed interface, then the SpeedTouch™ shall use high-speed bulk mode.

▸ If the port on your computer is a USB 1.1 full-speed interface, and if

  ▸ The line rate is under 7,2 Mbps, then the SpeedTouch™ shall use full-speed bulk mode.

  ▸ The line rate is above 7,2 Mbps, then the SpeedTouch™ shall use full-speed isochronous mode.

> Fore more information on isochronous mode and bulk mode, see " Isochronous vs. bulk mode" on page 22.

Warnings in Diagnostics tool

On the USB tab in the Diagnostics tool, a yellow warning symbol will notify you on a non-optimal configuration. Following messages are possible.

Warning	Explanation	Solution
Your SpeedTouch™ can perform faster if you connect it to a high-speed USB 2.0 port.	The Diagnostics tool detected that you are using a USB 1.1 interface port on your computer.	To get the speeds you pay for, upgrade your computer port to USB 2.0.
Your SpeedTouch™ is not able to use isochronous mode. Try to remove other USB devices.	The Diagnostics tool detected that you are using a USB 1.1 interface port on your computer and that several devices are attached to this interface. The competition for bandwith will result in lower performance.	Disconnect the other devices or put the other devices in bulk mode if possible. The best course of action is to upgrade your computer port to USB 2.0.
Your SpeedTouch™ is using USB bulk data transfer. Your data performance might be low or erratic.	The Diagnostics tool detected that you are using a USB 1.1 interface port on your computer and your line rate is over 12 Mbps (ADSL bandwith > maximum full-speed USB 1.1 bandwith).	Try to make sure to use only one device, being the SpeedTouch™. The best course of action is to upgrade your computer port to USB 2.0.

4.4 SpeedTouch™ Setup CD Troubleshooting

I cannot view the SpeedTouch™ documentation on the CD

The SpeedTouch™ documentation on your Setup CD is available in two formats:

Format	To view this documentation, you need
PDF	Adobe Acrobat Professional 4.0 (or later) or Adobe Reader.
WebHelp (HTML)	A Web browser in which JavaScript has been enabled. For more information, refer to the Help of your browser.

I get a warning about active content in Internet Explorer

When you open the WebHelp from the Setup CD, you may get a warning about active content. This may happen, for example, if you open the documentation in Internet Explorer and you are using Microsoft Windows XP with Service Pack 2:

To help protect your security, Internet Explorer has restricted this file from showing active content that could access your computer. Click here for options...

This warning appears in the information bar, located just below the toolbar or address bar of your browser.

To be able to view the documentation, proceed as follows:

1 Click the information bar (with the warning).

2 Select **Allow Blocked Content**.

A security warning will be displayed.
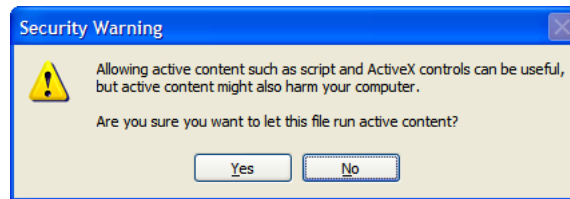
3 Click **Yes**.

You can now view or print the SpeedTouch™ documentation pages.

> This warning will be displayed every time you consult the documentation. If you do not want this message to be shown in the future, you must allow CDs to run active content on your computer. For more information, refer to the Help of your browser.

4.5 Updating the SpeedTouch™ Software

Update availability

You can look for software updates via the support pages at the SpeedTouch™ Web site: www.speedtouch.com > Support.

Alternatively, you can insert the Setup CD in the CD-ROM drive and:

▸ In Microsoft Windows: click **Check for Software Updates** in the SpeedTouch™ CD Menu.

▸ In Mac OS X: double-click Menu, and in the SpeedTouch™ CD Menu choose **SpeedTouch 330 Maintenance** > **Check for Software Updates**.

Software updates may also be available from your Internet Service Provider (ISP). Please contact your ISP for more information.

To update the software via the Web (all operating systems)

Proceed as follows to install an update:

1 Download the latest Web update from the Internet.
2 Browse to the location where the update file resides.
3 Double-click the update file.
4 Follow the instructions on your screen.

5 SpeedTouch™ Diagnostics

Topics   In this chapter:

▸   "5.1 Checking the Status of your SpeedTouch™"

▸   "5.2 Using SpeedTouch™ Diagnostics"

5.1 Checking the Status of your SpeedTouch™
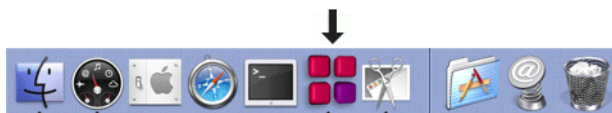
Diagnostics icon

As soon as your SpeedTouch™ is installed, you can check its status by looking at the SpeedTouch™ Diagnostics icon:

▸ In Microsoft Windows: in the status area of your Windows taskbar.

▸ In Mac OS X: in the Dock.

You can click this icon to see the SpeedTouch™ Diagnostics window, which will give you more detailed information about the connection status of your SpeedTouch™. See also "5.2 Using SpeedTouch™ Diagnostics" on page 27.

The SpeedTouch™ Diagnostics icon is coloured, depending on the status of the SpeedTouch™.

Diagnostics icon	Status in Diagnostics window	Meaning and/or solution
	Device not detected	The SpeedTouch™ is not plugged into the computer's USB port. Plug it in to restore the connection.
		The SpeedTouch™ is not functioning. Refer to "4 Troubleshooting and Software Updates" on page 19.
		The SpeedTouch™ is not installed correctly. Reinstall you SpeedTouch™.
	Device Connected DSL synchronization pending	The SpeedTouch™ is plugged in, but is not (yet) ready. Wait until your SpeedTouch™ is connected and you see the status icon below.
		The SpeedTouch™ is plugged in, but the DSL cable is unplugged. Plug in the DSL cable.
	Device Connected DSL line synchronized	The SpeedTouch™ is connected, and ready.

5.2 Using SpeedTouch™ Diagnostics

**Checking your
connection status**

SpeedTouch™ Diagnostics is a small software program which you can use to check
the status of your Internet connection. The way in which you use SpeedTouch™
Diagnostics depends on your operating system:

▶   "5.2.1 Using SpeedTouch™ Diagnostics in Microsoft Windows"
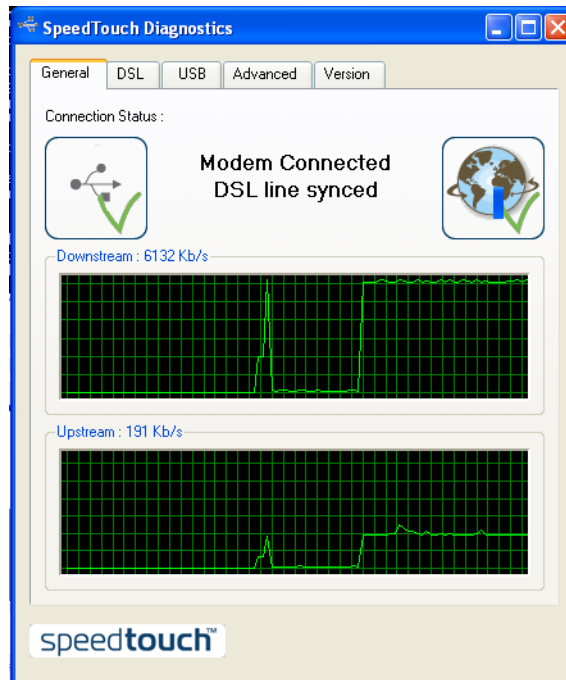
▶   "5.2.2 Using SpeedTouch™ Diagnostics in Mac OS X"

5.2.1 Using SpeedTouch™ Diagnostics in Microsoft Windows

Do one of the following:

▸ Click the SpeedTouch™ Diagnostics icon in the status area.

▸ Choose **Start** > **(All) Programs** > **Thomson SpeedTouch** > **SpeedTouch 330 diagnostics**.

The SpeedTouch™ Diagnostics window appears, as shown in the example below.

speedtouch™

Information in the Diagnostics window

The SpeedTouch™ Diagnostics window has the following tabs:

Tab	Meaning
General	" Connection status" and " Throughput".
DSL	ADSL connection details, e.g. the " Line rate" and " Session traffic counters".
USB	USB connection, e.g. the *USB mode*.
Advanced	Technical details of your SpeedTouch™, presented in a tree.
Version	Version of Diagnostics application, service application and drivers.

> A yellow warning symbol on top of the USB tab warns you about a sub-optimal connection. Refer to "4 Troubleshooting and Software Updates" on page 19 for more information.

Connection status

One of the following icons can be displayed in the General tab:

Icon	Description
	Your SpeedTouch™ is connected to your computer.
	Your SpeedTouch™ is not (properly) connected to your computer, or malfunctioning. To solve the problem, (re)connect your SpeedTouch™ to the computer. Refer to " Connection diagram: typical configuration" on page 3.
	Your SpeedTouch™ is connected, functioning and ready.
	Your ADSL link is connected and functioning, but not (yet) ready.

Throughput

The throughput curves on the **General** tab allow an instant overview of the current performance of the connection.

Throughput	Description
Downstream	Visualizes the current rate of received Kbps.
Upstream	Visualizes the current rate of transmitted Kbps.

All throughput indicators are measured relatively to the actual available bandwidth.

Line rate

The line rate (or the sync rate) on the **DSL** tab is the available ADSL bandwidth as negotiated by your SpeedTouch™ and your provider. This represents the theoretical maximum speed of the connection before any networking protocol overhead is taken into account.

Session traffic counters

In case the SpeedTouch™ has established ADSL line synchronization (i.e. it is ready to send or receive data on the line), the following data are displayed on the DSL tab sheet:

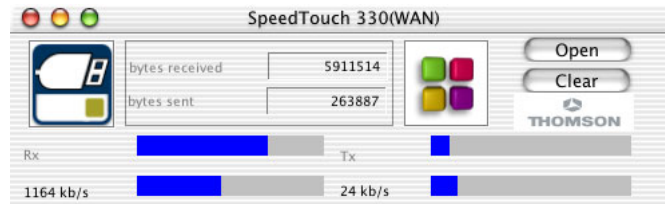| Data	Description
Sent	Shows the total number of sent bytes since ADSL link synchronization.
Received	Shows the total number of received bytes since ADSL link synchronization.

5.2.2 Using SpeedTouch™ Diagnostics in Mac OS X

Opening the Diagnostics window

Do one of the following:

▸ Click the SpeedTouch™ Diagnostics icon in the Dock.

▸ In the **Finder**, choose **Go** > **Applications** > **SpeedTouch** > **USB** and double-click Diagnostics.

The SpeedTouch™ Diagnostics window appears, as shown in the example below.

> 📝 In the example above, the Diagnostics window applies to a PPP (PPPoA or PPPoE) installation. For an RFC1483 installation, the title bar will mention LAN.

Information in the Diagnostics window

If the SpeedTouch™ has established ADSL line synchronization, the following data are displayed:

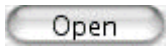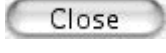| Data	Description
Bytes received	Shows the total number of received bytes since ADSL link synchronization.
Bytes sent	Shows the total number of sent bytes since ADSL link synchronization.

Throughput

The throughput bars allow an instant overview of the current and average performance of the connection.

Throughput	Description
Downstream (Rx)	Actual Receive rate: Visualizes the current rate of received Kbps. Average Receive rate: Visualizes and indicates the average rate of received Kbps.
Upstream (Tx)	Actual Transmit rate: Visualizes the current rate of transmitted Kbps. Average Receive rate: Visualizes and indicates the average rate of transmitted Kbps.

All throughput indicators are measured relatively to the actual available bandwidth.

Diagnostics buttons

The following buttons are available:

Button	Functionality
Clear	To reset all diagnostic data. This is used to start a new reading of data.
Open	Show detailed diagnostics.
Close	Close detailed diagnostics.

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6 Removing the SpeedTouch™

**Disconnect the SpeedTouch™, remove the software**

To remove the SpeedTouch™, you do not just disconnect it, you also need to remove the software from your computer. Depending on your operating system, you will perform one of the following procedures:

▸ "To remove the SpeedTouch™ from Microsoft Windows" on page 33.

▸ "To remove the SpeedTouch™ from Mac OS X" on page 34.

To remove the SpeedTouch™ from Microsoft Windows

Proceed as follows:

1 Choose **Start** > **Settings** > **Control Panel** > **Add or Remove Programs**.

The **Add or Remove Programs** window appears.

2 Scroll through the list of **currently installed programs** until you see the name of your SpeedTouch™, and then select it.
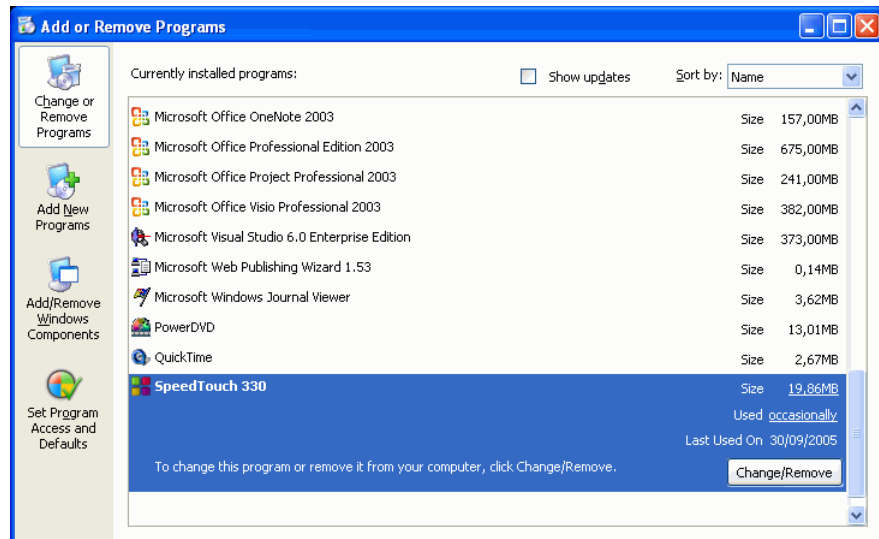
3 Click **Change/Remove**.

The **SpeedTouch Home Install Wizard** removes the necessary files from your computer.

4 Follow the instructions on your screen.

5 Delete remaining SpeedTouch™ shortcuts, if any, from your desktop or Quick Launch bar, e.g. the **Connect to My ISP** icon:
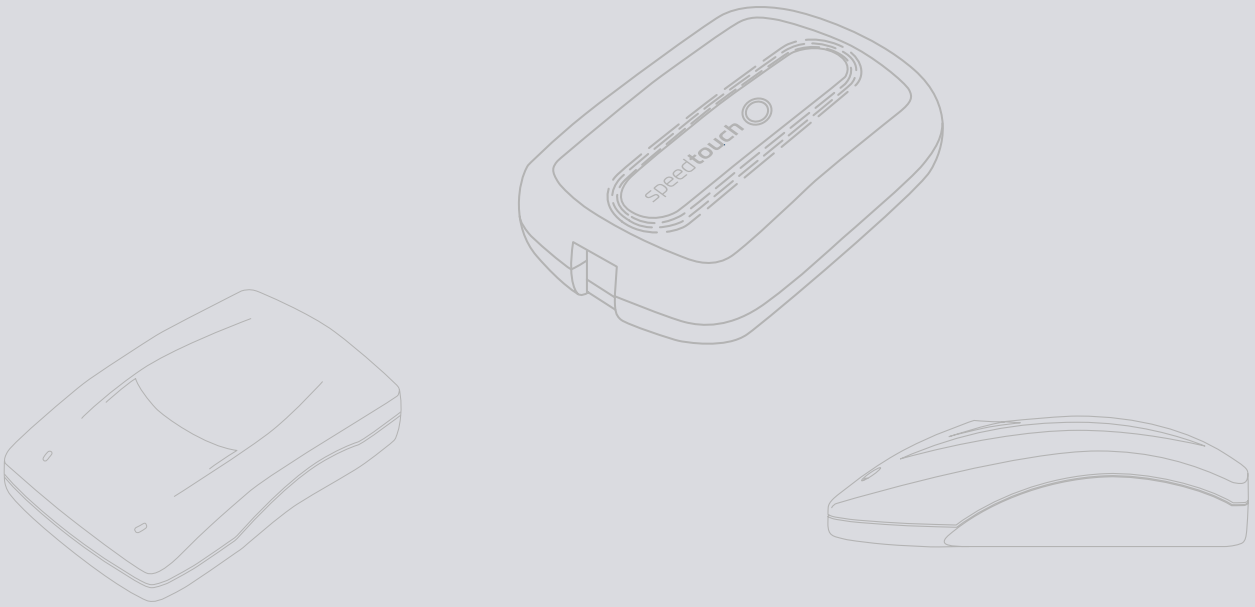
To remove the
SpeedTouch™ from
Mac OS X

Proceed as follows:

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

2 Double-click the file **Menu** on the Setup CD.

3 Choose your language.

4 In the SpeedTouch™ CD Menu choose **SpeedTouch 330 Maintenance** > **Remove my SpeedTouch 330.**

5 Follow the instructions on your screen.

Need more help?

Additional help is available online at www.speedtouch.com

A ⬨ **THOMSON** BRAND