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You can read the recommendations in the user guide, the technical guide or the installation guide for THOMSON SPEEDTOUCH 330. You'll find the answers to all your questions on the THOMSON SPEEDTOUCH 330 in the user manual (information, specifications, safety advice, size, accessories, etc.). Detailed instructions for use are in the User's Guide.

User manual THOMSON SPEEDTOUCH 330
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SpeedTouch™

USB/330

ADSL USB Modem

Installation and User's Guide



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Manual abstract:

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With download speeds up to 8 Megabits per second (Mbps), your SpeedTouch™ is the ideal solution for exploring the Internet, high-speed interactive gaming and enjoying online audio and video streaming. With the included installation CD-rom the installation of the SpeedTouch™ is really straightforward : surfing the Internet is only a few clicks away. Terminology For readability, both the SpeedTouch™USB and SpeedTouch™330 will be referred to as SpeedTouch™ further in this User's Guide. Prior to connecting the SpeedTouch™, read the Safety Instructions. The following trademarks are used in this document: SpeedTouch™ is a trademark of THOMSON multimedia. Windows™ and Internet Explorer™ are trademarks of Microsoft Corporation.

Apple® and Mac® OS are registered trademarks of Apple Computer Inc. Netscape® and Netscape Navigator® are registered trademarks of Netscape Communications Corporation. Safety instructions Trademarks Other products may be trademarks or registered trademarks of their respective manufacturers. 3EC 36716 BAAA TCZZA Ed.

01 3 1 SpeedTouch™ Introduction Service Provider For readability, the term Service Provider (SP) will be used to designate all organizations which provide either DSL connectivity, Internet access or Corporate access, for example an Internet Service Provider (ISP). Due to the continuous evolution of ADSL technology, existing products are regularly upgraded. For more information on the newest technological breakdowns, software upgrades, and documents, please consult: · <http://www.speedtouch.com> SpeedTouch™ documentation and software updates 4 3EC 36716 BAAA TCZZA Ed. 01 2 Get Acquainted to the SpeedTouch™ 2 Get Acquainted to the SpeedTouch™ Introduction This chapter will assist you in getting acquainted with the SpeedTouch™ and will guide you through the first steps in preparing the SpeedTouch™ for Internet connectivity. In this chapter Topic 2.1. First Steps 2.2.

What You Need 2.3. SpeedTouch™ Support Page 6 7 8 3EC 36716 BAAA TCZZA Ed. 01 5 2 Get Acquainted to the SpeedTouch™ 2.1.

First Steps Delivery check Check your SpeedTouch™ package for the following items: Damaged or missing items Other materials The SpeedTouch™USB or SpeedTouch™330 2m DSL cable (RJ11/RJ11, RJ14/RJ14) The SpeedTouch™ Installation CD-rom. In the event of damaged or missing items, contact your local product dealer for further instructions. Your SpeedTouch™ shipping carton may also include release notes, safety and conformity declarations and other materials. Unlike most traditional modems, the electronic circuitry of the SpeedTouch™ has been shaped into a stylish body. The input/output wiring is moulded in an ergonomically designed pigtail.

On the rear end of the pigtail you find the USB connector. That's the interface which connects the SpeedTouch™ to your Personal Computer (PC). The ADSL Line port is situated in the inline receptacle. This port connects the SpeedTouch™ to the ADSL highway. Note: As you notice, there is no separate mains plug, cord, or power adapter. This is because the SpeedTouch™ is powered via the USB connection. Your SpeedTouch™ 6 3EC 36716 BAAA TCZZA Ed. 01 2 Get Acquainted to the SpeedTouch™ 2.2. What You Need ADSL and telephone service ADSL service must be enabled on your telephone line.

As both telephone and ADSL service are simultaneously available from the same copper pair, you need a central splitter or distributed filters for decoupling ADSL and telephone signals. Contact your Service Provider for more information. WARNING In all cases contact your ADSL Service Provider about splitter/filter installation ! Public telephone lines carry voltages that can cause electric shock. Only install splitter/filters yourself if these are qualified for that purpose. Other splitter/filters may only be installed by qualified service personnel. Service Provider The SpeedTouch™ supports two connection services: RFC1483 Bridging and RFC2516 Bridged PPPoE. Depending on the preferences of your Service Provider, the connection service suitable for your connectivity to the Service Provider and hence the Internet will be installed by the Installation CD-Rom delivered with your SpeedTouch™. In case of RFC2516 Bridged PPPoE a PPPoE client application must be installed on your PC or computer. The PPPoE client software must be provided by your Service Provider. Note: Although not required for making a physical connection to your Service Provider, it may still ask for your credentials (user name and password) for accessing his resources and the Internet.

PC or computer Your PC or computer must be equipped with an USB port capable of powering attached USB devices. You may also use an USB hub to connect the SpeedTouch™. Note: Make sure you are not using low-powered USB ports to connect the SpeedTouch™. In case you are not sure of the type of USB port, see the User's Guide of your PC or USB port hub. 3EC 36716 BAAA TCZZA Ed.

01 7 2 Get Acquainted to the SpeedTouch™ 2.3. SpeedTouch™ Support Supported Operating Systems This User's Guide describes the installation and use of the SpeedTouch™ under following Operating Systems (OSs): · Microsoft OSs (See chapter "3 SpeedTouch™ for Microsoft Windows" on page 9) Microsoft Windows 98, 98SE and higher Microsoft Windows Millennium Microsoft Windows 2000/XP. Mac OS8.6 Mac OS9.

x. Mac OSs (See chapter "4 SpeedTouch™ for Mac OS" on page 19) Note: The SpeedTouch™ also supports Linux platforms. Refer to the SpeedTouch Support web pages for more information. SpeedTouch™ driver software on the Internet The SpeedTouch Support web pages on the Internet provide SpeedTouch™ software upgrades for download. These upgrades are regularly updated and can be found at: · Procedure Step 1 2 3 4 Action Download the newest web upgrade from the Internet to a location on your local PC or computer.



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Browse to the location where the web upgrade resides. Double-click it. Follow all instructions. <http://www.speedtouch.com>

com Installation procedure When performing a web upgrade of the SpeedTouch™ software, the installation process could slightly differ with the initial installation procedure. 8 3EC 36716 BAAA TCZZA Ed. 01 3 SpeedTouch™ for Microsoft Windows 3 SpeedTouch™ for Microsoft Windows Introduction In this chapter Topic 3.1. Installing the SpeedTouch™ 3.2. Using the SpeedTouch™ 3.2.1. Bridging Connections 3.

2.2. Bridged PPPoE Connections Page 10 16 17 18 This chapter describes how to install and use the STUSB for Microsoft Windows OSs. 3EC 36716 BAAA TCZZA Ed. 01 9 3 SpeedTouch™ for Microsoft Windows 3.

1. Installing the SpeedTouch™ Introduction This section will assist you in installing the STUSB and preparing your PC for your Internet connectivity.

@@@Netscape Navigator, Internet Explorer, ...

@@The installation software must be provided by your Service Provider. @@@@The SpeedTouch Setup wizard (application) will start automatically. @@The STUSB Setup program prepares the SpeedTouch Setup wizard (application): 2 As soon as the preparation is finished, the SpeedTouch Setup wizard (application) will start automatically. B status icon is colored, depending on the state of the STUSB device. @@An ADSL connection can not be established. @@@@Refer to the STUSB Diagnostics Guide for more information. @@01 3 SpeedTouch™ for Microsoft Windows 3.2.1.

@@@@01 17 3 SpeedTouch™ for Microsoft Windows 3.

2.2. @@@@Creating and using a PPPoE session instance Using the PPPoE session client application, you will be able to build PPPoE session icons, representing all the connection parameters, just like creating Dial-Up icons with Microsoft's Dial-Up Networking application. All you need is your user name and password for your account; although sometimes also a service name is required. Check with your Service Provider which service name to choose, if any. For further details on how to fill in these parameters, and use additional functionality, consult the manual of your PPPoE session client application, or follow the instructions of your Service Provider. 18 3EC 36716 BAAA TCZZA Ed. 01 4 SpeedTouch™ for Mac OS 4 SpeedTouch™ for Mac OS

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2. Using the SpeedTouch™ 4.2.1. Bridging Connections 4.

2.2. Bridged PPPoE Connections Page 20 23 24 25 This chapter describes how to install and use the SpeedTouch™ for Mac OSs. 3EC 36716 BAAA TCZZA Ed. 01 19 4 SpeedTouch™ for Mac OS 4.

1. Installing the SpeedTouch™ Introduction This section will assist you in installing the SpeedTouch™ and preparing your computer for your Internet connectivity. ··· One of the following OSs must be readily installed on your computer: · Mac OS8.6 or Mac OS9.x 640 Kilo Byte (KB) of free disk space A Web browser, e.g. Netscape Navigator, Internet Explorer, ... for surfing the Internet.

Mac OS SpeedTouch™ installation Step 1 2 Action Insert the SpeedTouch™ Installation CD-ROM in your computer's CD-ROM drive. On your desktop the CD-ROM icon will appear: Double-click the CD-ROM icon to proceed. 3 The CD-ROM contents window pops up: Double-click to start the SpeedTouch™ installer. 20 3EC 36716 BAAA TCZZA Ed. 01 4 SpeedTouch™ for Mac OS Step 4 Action A Welcome screen appears that describes the steps in the installation process: Click Install to proceed. During installation a screen shows the installation progress: 5 At the end of the installation procedure, the following screen appears: Click OK to proceed. 6 Plug the ADSL cable, provided in your package, into the inline receptacle of the SpeedTouch™. Plug the other end of the ADSL cable into the wall socket terminating ADSL service. Note: Depending onto which pins of the wall socket the ADSL signals are assigned, it might be necessary to plug in an RJ11 interchanger into the wall socket prior to connect the ADSL cable. Plug the SpeedTouch™'s USB connector into the computer's USB port.

An USB port can be easily located, it is marked with the typical USB symbol: 7 8 A dialog box appears to announce that the installer has finished installation: As no further installation is required for the SpeedTouch™, click Quit to leave the installer. 3EC 36716 BAAA TCZZA Ed. 01 21 4 SpeedTouch™ for Mac OS Installation results After you have correctly followed the SpeedTouch™ installation procedure, the following applications and icons are added to your system: · Control strip SpeedTouch USB status icon: An SpeedTouch™ status icon is added to the control strip, allowing instant status information of the SpeedTouch™. SpeedTouch USB Diagnostics application: A SpeedTouch™ Diagnostics icon is added to the applications folder. · 22 3EC 36716 BAAA TCZZA Ed.

01 4 SpeedTouch™ for Mac OS 4.2. Using the SpeedTouch™ SpeedTouch™ status icon As soon your SpeedTouch™ is installed, an SpeedTouch™ status icon is shown at your desktop's control strip: Note: In case the control strip is not visible, you must activate it via the Apple menu > Control Panels > Control Strip. In case the SpeedTouch™ status icon is not visible, you can drag the control strip to enlarge it. SpeedTouch™ status icon colors The SpeedTouch™ status icon is colored, depending the state of the SpeedTouch™ device: SpeedTouch™ status icon color Description The SpeedTouch™ is not plugged into the computer's USB port.

An ADSL connection can not be established. The SpeedTouch™ is plugged in, but has not (yet) accomplished synchronization over the ADSL line. The SpeedTouch™ is connected, and synchronized. SpeedTouch™ Diagnostics The SpeedTouch™ driver software features a Diagnostics application. This application allows you to overview some detailed parameters and settings of your SpeedTouch™ and the current connection. a short-cut to the application can be found in the 'Application' folder on your system startup disk. Refer to the SpeedTouch™ Diagnostics Guide for more information. The latest version of the Diagnostics Guide can always be downloaded from the SpeedTouch Support web pages. 3EC 36716 BAAA TCZZA Ed. 01 23 4 SpeedTouch™ for Mac OS 4.

2.1. @@The SpeedTouch™ functions as a network adapter providing instant and continuous connectivity to the Internet. Although not required for making a physical connection to your Service Provider, it may still ask for your credentials (user name and password) for accessing his resources and the Internet. 24 3EC 36716 BAAA TCZZA Ed. 01 4 SpeedTouch™ for Mac OS 4.2.2. @@@@Creating and using a PPPoE session instance Using the PPPoE session client application, you will be able to build PPPoE session icons, representing all the connection parameters. All you need is your user name and password for your account; although sometimes also a service name is required.



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Check with your Service Provider which service name to choose, if any. For further details on how to fill in these parameters, and use additional functionality, consult the manual of your PPPoE session client application, or follow the instructions of your Service Provider. 3EC 36716 BAAA TCZZA Ed. 01 25 4 SpeedTouchTM for Mac OS 26 3EC 36716 BAAA TCZZA Ed. 01 5 Troubleshooting 5 Troubleshooting Solving problems This appendix provides information on how to identify and correct some common problems you may encounter when using the STUSB.

In most cases the described solutions will solve the problem. However, if the problem keeps persistent, reinstallation of your STUSB might solve the problem. If reinstallation has not resolved the problem, contact the company from which you purchased the STUSB for assistance. STUSB LEDs Your STUSB is equipped with two Bi-colored LEDs . These indicators indicate the status of the STUSB.

Checking the STUSB status may be a first step in isolating the problem. At startup, the STUSB passes three phases: Phase USB LED Color Attaching and Configuring Red Timing Flashing, very short time Solid, 2 seconds Flashing, 1 to 10 seconds Solid Connecting to ADSL Green Solid ADSL LED Color Off Timing -- The STUSB is attached. Ready to continue. Downloading driver software from computer. Download successful. Pending ADSL line synchronization Ready for connectivity Description Start-up phases Green Downloading Green Green Off Solid, 2 seconds -- Amber Green Solid Flashing Solid Failed POST Normal operation during a session When a Power on Self Test (POST) failed, both LEDs are solid amber. In this state the USB LED is assigned to the downstream (RX) data channel (towards the USB connection). The ADSL LED is assigned to the upstream (TX) data channel (towards the ADSL channel). 3EC 36716 BAAA TCZZA Ed. 01 27 5 Troubleshooting Both LEDs stay green.

When an ATM cell is processed in a channel, the associated LED will go off for a short time. USB bus congestion Solution table Indication and problem Speed TouchTMUSB does not work: No LEDs light up. There is no power supplying connection. Solution Verify the STUSB connections. Check if the STUSB's cord is damaged in any way. When using a portable computer in battery mode, it is possible that its USB port is not powered. Refer to the portable's User's Guide for more information. Check if the STUSB is not connected to a low-powered USB hub port. Refer to the USB hub's User' Guide for more information.

Verify your computer is running one of the supported OSs and that it meets the according minimum requirements.

Check whether the STUSB is not connected to a low-powered USB hub port. Refer to the USB hub User's Guide for more information. Your USB port congests, meaning that too much traffic is passing through the port. Avoid using multiple high speed USB devices, e.g. scanners, speaker, etc. during heavy duty, e.g. a data download. Power On Self Test (POST) failed.

Check whether the connections are correctly made. The USB LED flashes red during a session in case of USB bus congestion. Speed TouchTMUSB installation failed. USB LED flashes red, or stays solid red. Both USB LED and ADSL LED are solid amber. 28 3EC 36716 BAAA TCZZA Ed. 01 .



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