

SpeedTouch™

USB/330

ADSL USB Modem

Installation and User's Guide

300
SERIES



SpeedTouch™

USB/330

Installation and User's Guide

RFC1483 Bridged

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1 SpeedTouch™ Introduction

Welcome to the SpeedTouch™USB and SpeedTouch™330 ADSL USB modems !

With the Award-winning SpeedTouch™ Asymmetric Digital Subscriber Line (ADSL) modem surfing the Internet will become a whole new experience.

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.

Safety instructions

Prior to connecting the SpeedTouch™, read the Safety Instructions.

Trademarks

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.

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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).

SpeedTouch™ documentation and software updates

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>

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

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2.1. First Steps

Delivery check Check your SpeedTouch™ package for the following items:

- The SpeedTouch™USB or SpeedTouch™330
- 2m DSL cable (RJ11/RJ11, RJ14/RJ14)
- The SpeedTouch™ Installation CD-rom.

Damaged or missing items In the event of damaged or missing items, contact your local product dealer for further instructions.

Other materials Your SpeedTouch™ shipping carton may also include release notes, safety and conformity declarations and other materials.

Your SpeedTouch™ 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.

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 Speed-Touch™. In case you are not sure of the type of USB port, see the User's Guide of your PC or USB port hub.

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 OSs (See chapter “4 SpeedTouch™ for Mac OS” on page 19)
 - Mac OS8.6
 - Mac OS9.x.

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:

- <http://www.speedtouch.com>

Procedure

Step	Action
1	Download the newest web upgrade from the Internet to a location on your local PC or computer.
2	Browse to the location where the web upgrade resides.
3	Double-click it.
4	Follow all instructions.

Installation procedure

When performing a web upgrade of the SpeedTouch™ software, the installation process could slightly differ with the initial installation procedure.

3 SpeedTouch™ for Microsoft Windows

Introduction This chapter describes how to install and use the STUSB for Microsoft Windows OSs.

In this chapter

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3.1. Installing the SpeedTouch™

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

- Microsoft Windows**
- One of the following OSs must be readily installed on your PC:
 - Microsoft Windows 98/98SE or Microsoft Windows ME
 - Microsoft Windows 2000 or Microsoft Windows XP
You may need the Windows installation CD-rom during installation.
 - For Windows98/98SE/ME:
 - Pentium processor 166 MHz, or higher (or compatible)
 - 32 Mega Byte (MB) of memory, or more.
 - For Window2000/XP :
 - Pentium II processor, or higher (or compatible)
 - 64 MB of memory, or more.
 - 30 MB of free disk space
 - A Web browser, e.g. Netscape Navigator, Internet Explorer, ... for surfing the Internet.

Bridged PPPoE In case of Bridged PPPoE a PPPoE session client application must be readily installed on your PC. The installation software must be provided by your Service Provider.

- Two installation methods**
- As your STUSB is a true Plug-and-Play device you can use two different installation procedures:
- The SpeedTouch Setup wizard (application) Installation
By inserting the STUSB Installation CD-rom, a wizard automatically guides you through all needed installation steps.
 - The Plug-and-Play Compliant Installation
The installation procedure is initiated by connecting the STUSB to your PC's USB port.

It does not matter which method you use, both are equally valid.

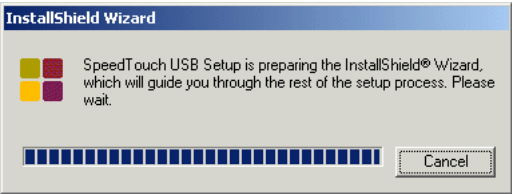
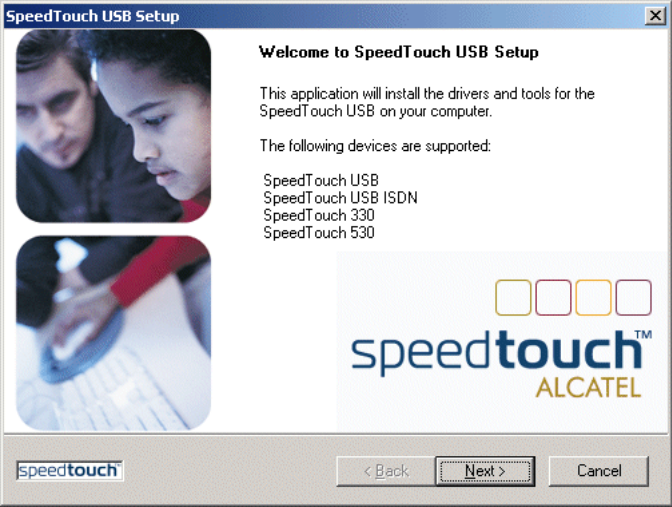
In this section, the SpeedTouch Setup wizard (application) installation is fully described. In case you experience problems with this installation, you can try the Plug-and-Play compliant installation, shortly described at the end of this subsection.

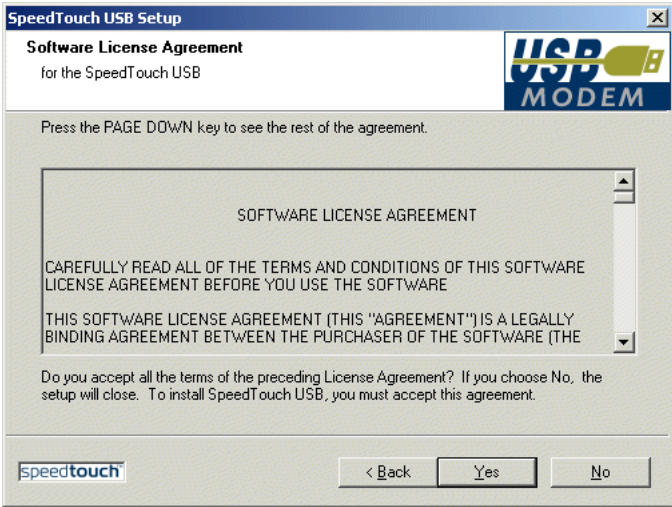
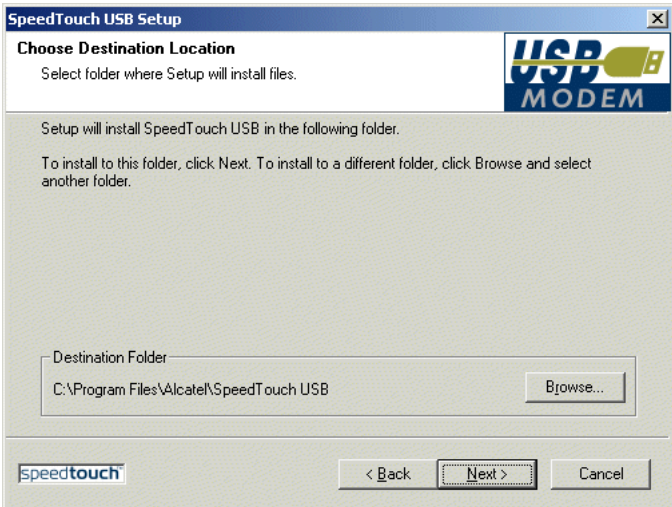
- Windows OS differences**
- The installation procedures might be slightly different depending on the Microsoft Windows OS you are using:
- Some windows will look differently
 - On Windows 98/98SE no 'Digital Signature' window will pop up
 - For Windows 98/98SE, at the end of the installation procedure, you may be asked to enter an area code for Dial-up connections.

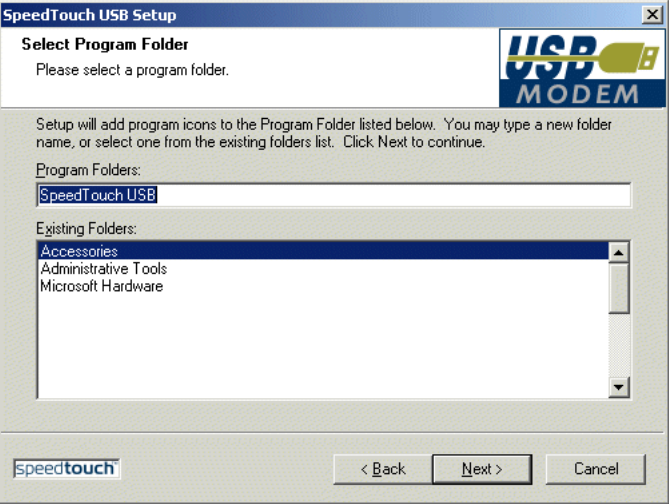
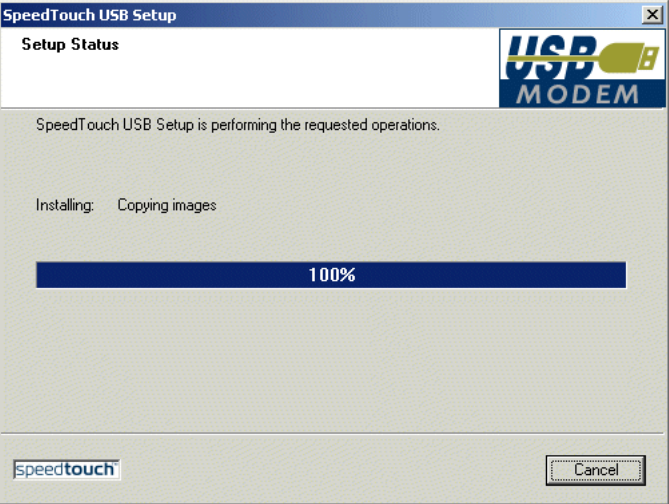
Previous STUSB installations

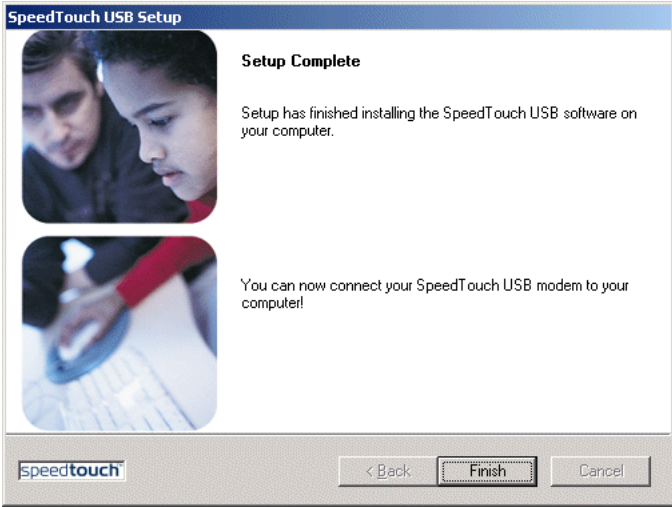
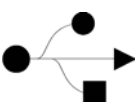
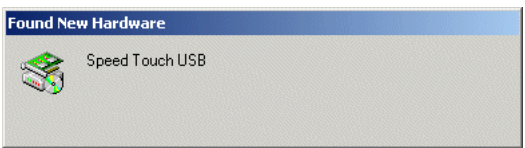
In case the STUSB was already installed on your system, the SpeedTouch Setup wizard (application) allows also an upgrade, removal or repair of the existing STUSB installation.

The SpeedTouch Setup wizard (application) installation

Step	Action
1	<p>Insert the STUSB Installation CD-rom in your PC's CD-rom drive. The SpeedTouch Setup wizard (application) will start automatically.</p> <p>Note: In case the SpeedTouch Setup wizard (application) does not start automatically, open a 'Run' window via Start > Run from the Start menu and enter following path: D:\Setup.exe, where D stands for the drive letter of your CD-rom drive.</p>
2	<p>The STUSB Setup program prepares the SpeedTouch Setup wizard (application):</p> <div></div> <p>As soon as the preparation is finished, the SpeedTouch Setup wizard (application) will start automatically.</p>
3	<p>The 'Welcome to SpeedTouch™ setup' window pops up:</p> <div></div> <p>Click Next to proceed.</p>

Step	Action
4	<p>The 'Software License Agreement for SpeedTouch™' window pops up:</p>  <p>Click Yes to accept the terms of the agreement and to continue the installation.</p>
5	<p>The following window allows you to choose a destination folder for the STUSB driver software:</p>  <p>In most cases the proposed destination is best suited for the STUSB driver software. Click Next to proceed.</p>

Step	Action
6	<p>The 'Select Program Folder' window pops up:</p>  <p>Click Next to proceed.</p>
7	<p>The wizard copies STUSB driver software to your local disk:</p>  <p>Note for Windows ME/2000/XP user only: If a 'Digital Signature' window pops up, click Yes to continue.</p>

Step	Action
8	<p>The 'Setup Complete' window pops up to announce that installation is finished:</p>  <p>Click Finish to close the wizard.</p>
9	<p>Plug the ADSL cable, provided in your package, into the inline receptacle of the STUSB. Plug the other end of the ADSL cable into the wall socket terminating ADSL service.</p> <p>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.</p>
10	<p>Plug the STUSB's USB connector into the PC's USB port.</p> <p>An USB port can be easily located, it is marked with the typical USB symbol:</p> 
11	<p>The 'Windows found New Hardware' wizard will automatically continue with the installation of the STUSB ADSL modem device:</p> 
12	<p>The installation finishes with setting up STUSB's ADSL Wide Area Network (WAN) connectivity.</p> <p>The installation of the STUSB is now finished. The STUSB is now prepared for connecting you to the Internet. (See section “3.2. Using the SpeedTouch™” on page 16).</p>

The Plug-and-Play compliant installation

As an alternative to the SpeedTouch Setup wizard (application) installation you can also install the STUSB using the Plug-and-Play compliant installation.

Step	Action
1	Connect the STUSB to the ADSL wall socket and the PC. Note: ADSL must be available, as well as the appropriate central splitter or distributed filters.
2	Windows will automatically recognize the STUSB. The Windows 'Found new Hardware' wizard pops up. This wizard will guide you through the installation procedure. Follow all the instructions. In most cases you only have to click Next to proceed with the installation procedure.
3	At some point the STUSB Installation CD-Rom will be requested. At this point the SpeedTouch Setup wizard (application) will continue with the installation of the STUSB software and applications.
4	The installation finishes with setting up STUSB's ADSL Wide Area Network (WAN) connectivity. The installation of the STUSB is now finished. The STUSB is now prepared for connecting you to the Internet. (See section “3.2. Using the SpeedTouch™” on page 16).

Installation results




After you have correctly followed the STUSB installation procedures, the following folders and icons are added to your system:

- SpeedTouch USB program folder:
The SpeedTouch USB Diagnostics application is added.
- Desktop SpeedTouch Dial-up icon:
A SpeedTouch Dial-up icon is added to your desktop.
- System tray SpeedTouch status icon:
An STUSB status icon is added to the system tray, allowing instant status information of the STUSB.

3.2. Using the SpeedTouch™

STUSB status icon As soon your STUSB is installed, a STUSB status icon is shown at your desktop's system tray.

STUSB status icon colors The STUSB status icon is colored, depending on the state of the STUSB device. If you position your mouse pointer over the STUSB status icon, a message pops up:

System tray icon	Message	Description
	ADSL Modem Modem not plugged in	The STUSB is not plugged into the PC's USB port. An ADSL connection can not be established.
	ADSL Modem Initializing ADSL line	The STUSB is plugged in, but has not (yet) accomplished synchronization over the ADSL line.
	ADSL Modem. Sent : X bytes Received : Y bytes	The STUSB is connected, and synchronized, and has, up to this moment, sent X bytes, and received Y bytes over the ADSL line.

STUSB Diagnostics The STUSB status icon is also a short-cut to the STUSB Diagnostics application. This application allows you to overview some detailed parameters and settings of your STUSB and the current connection.

Refer to the STUSB Diagnostics Guide for more information. The latest version of the Diagnostics Guide can always be downloaded from the SpeedTouch Support web pages.

3.2.1. Bridging Connections

Connectivity

For Bridging connections no connection procedure is needed. The STUSB 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.

3.2.2. Bridged PPPoE Connections

PPPoE session client

To use your STUSB for Bridged PPPoE, you will need a PPPoE session client application, readily installed on your PC. This application will build connection icons for easy connectivity to your Service Provider.

If your Service Provider requires you to use Bridged PPPoE, it should provide you with the PPPoE session client application.

If they did not do so, contact your Service Provider for more information.

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.

4 SpeedTouch™ for Mac OS

Introduction This chapter describes how to install and use the SpeedTouch™ for Mac OSs.

In this chapter


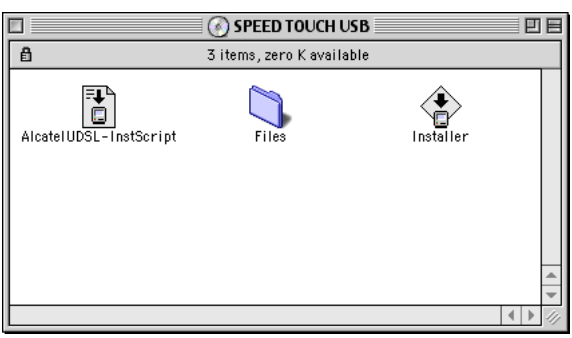

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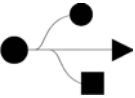
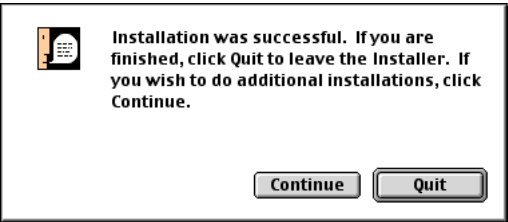
4.1. Installing the SpeedTouch™

Introduction This section will assist you in installing the SpeedTouch™ and preparing your computer for your Internet connectivity.

- Mac OS**
- 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.

SpeedTouch™ installation

Step	Action
1	Insert the SpeedTouch™ Installation CD-rom in your computer's CD-rom drive.
2	<p>On your desktop the CD-rom icon will appear:</p>  <p>Double-click the CD-rom icon to proceed.</p>
3	<p>The CD-rom contents window pops up:</p>  <p>Double-click  to start the SpeedTouch™ installer.</p>

Step	Action
4	<p>A Welcome screen appears that describes the steps in the installation process:</p> <p>Click Install to proceed. During installation a screen shows the installation progress:</p>
5	<p>At the end of the installation procedure, the following screen appears:</p>  <p>Click OK to proceed.</p>
6	<p>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.</p> <p>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.</p>
7	<p>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:</p> 
8	<p>A dialog box appears to announce that the installer has finished installation:</p>  <p>As no further installation is required for the SpeedTouch™, click Quit to leave the installer.</p>

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.

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.

4.2.1. Bridging Connections

Connectivity For Bridging connections no connection procedure is needed. 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.

4.2.2. Bridged PPPoE Connections

PPPoE session client

To use your SpeedTouch™ for Bridged PPPoE, you will need a PPPoE session client application, readily installed on your computer. This application will build connection icons for easy connectivity to your Service Provider.

If your Service Provider requires you to use Bridged PPPoE, it should provide you with the PPPoE session client application.

If they did not do so, contact your Service Provider for more information.

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. 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.

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.

Start-up phases

At startup, the STUSB passes three phases:

Phase	USB LED		ADSL LED		Description
	Color	Timing	Color	Timing	
Attaching and Configuring	Red	Flashing, very short time	Off	—	The STUSB is attached.
	Green	Solid, 2 seconds	Green	Solid, 2 seconds	Ready to continue.
Downloading	Green	Flashing, 1 to 10 seconds	Off	—	Downloading driver software from computer.
		Solid	Amber	Solid	Download successful.
Connecting to ADSL	Green	Solid	Green	Flashing	Pending ADSL line synchronization
				Solid	Ready for connectivity

Failed POST

When a Power on Self Test (POST) failed, both LEDs are solid amber.

Normal operation during a session

In this state the USB LED is assigned to the downstream (R_X) data channel (towards the USB connection).

The ADSL LED is assigned to the upstream (T_X) data channel (towards the ADSL channel).

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

The USB LED flashes red during a session in case of USB bus congestion.

Solution table

Indication and problem	Solution
Speed Touch™ USB does not work: No LEDs light up. There is no power supplying connection.	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.
Speed Touch™ USB installation failed.	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.
USB LED flashes red, or stays solid red.	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.
Both USB LED and ADSL LED are solid amber.	Power On Self Test (POST) failed. Check whether the connections are correctly made.

