

## Installation of the SpeedTouch 330 USB ADSL modem on Apple Mac OSX 10.4 (a.k.a. Tiger)

This document provides step by step instructions for installation and upgrade of the SpeedTouch 330 driver from OSX 10.3 to 10.4. The software package made available to support OSX 10.4 is a driver “upgrade” package, NOT a full driver installation. In order to use this upgrade package it is essential that an earlier version of the driver is installed first. This upgrade package is created only for OSX 10.4: this is not tested and not guaranteed for earlier OSX versions.

The zip-file contains:

- this document: read this before you start
- the upgrader: the software itself
- the uninstaller: this can be used (backwards compatible) also for OSX 10.4

This upgrade thus covers the following scenarios:

1. You are still running OSX 10.3 (or earlier) and have the SpeedTouch 330 installed and working and would like to upgrade to OSX 10.4 but have waited until driver support was available for your ST330 modem.
2. You have a new Mac that came pre-installed with OSX 10.4 (or have formatted and upgraded to OSX 10.4) and you have not attempted to install the ST330 drivers (or have tried and failed and uninstalled again).

**For scenario 1)** all you need to do is download the ST330 10.4 driver upgrade package and run the installation while still running 10.3. You can then upgrade your OS to 10.4 and the ST330 will continue to operate as normal.

**For scenario 2)** you must first run the existing ST330 OSX 10.x driver installation as supplied on the CD provided with the ST330 or available for download from the support section on our speedtouch.com website, see link: <http://www.speedtouch.com/support.htm>

During the installation of the version 3.0.1 driver, you will receive 2 error messages towards the end of the installation. **Ignore** these messages and **do not** plug in your SpeedTouch 330 at this stage – it won't be recognised or operate yet. You will need to reboot following initial driver installation.

Now run the ST330 10.4 driver upgrade package (the same as for scenario 1). You will need to reboot following the driver upgrade. You can plug in your SpeedTouch 330 following reboot and your modem will now function as normal.

Step by step instructions including screen shots are provided below to guide you through scenario 2.

## STEP-BY-STEP INSTALLATION

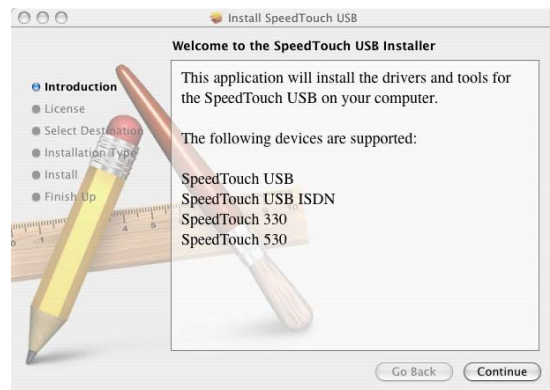
### Install the version 3.0.1 Driver

First run the Standard Mac OSX driver installation package as provided on your SpeedTouch 330 CD provided with your modem. This driver (version 3.0.1) can also be downloaded from <http://www.speedtouch.com/support.htm>

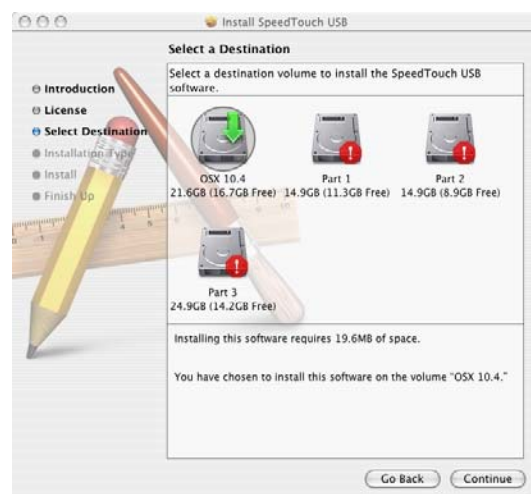
Locate and run the SpeedTouch USB.pkg file.



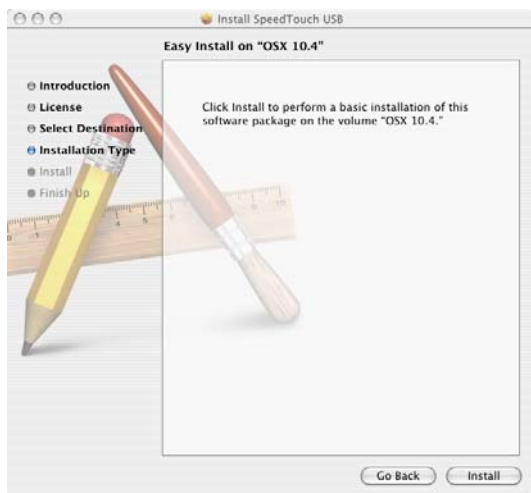
Select **Continue** when prompted.



Read and accept the Software License Agreement by selecting **Continue**.



Select the target drive for the installation and select **Continue**.



Next select Install and enter your Mac OSX Administrator password

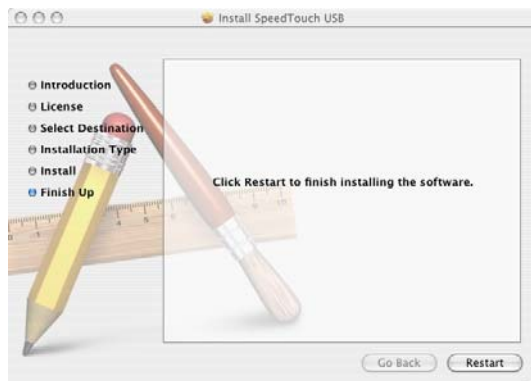


Select **OK**, and **Continue Installation**.

Towards the end of the installation you will see the following error screen. Select **Close** to continue. Another error will also briefly be displayed which again you should ignore.



Finally reboot your Apple Mac.



At the end of the initial installation you will be advised that you can connect your modem after restart. As the SpeedTouch 330 will not operate until the upgrade has been installed (in the next steps) **do not** connect your modem at this stage.

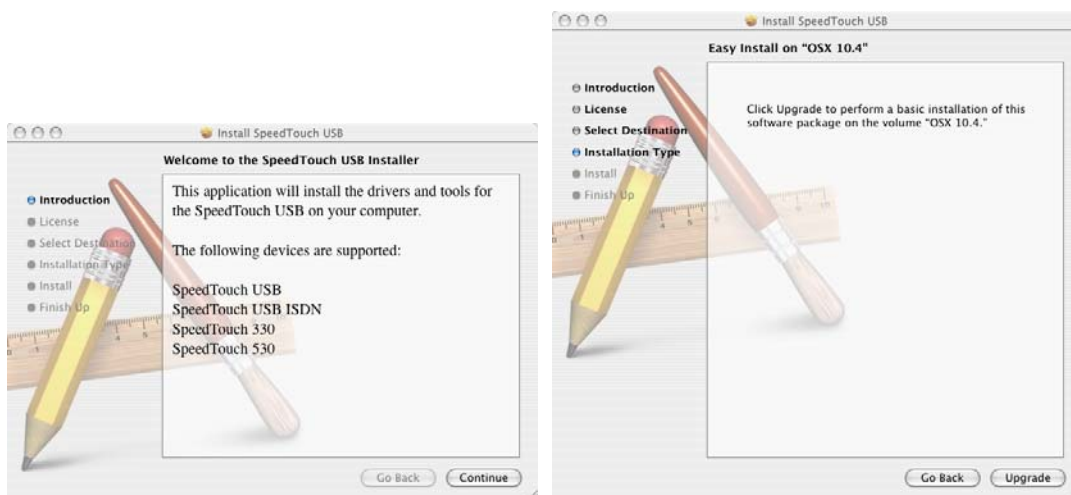


## OSX 10.4 Upgrade Installation

After restart run the SpeedTouch 330 OSX 10.4 SpeedTouchUSB.pkg downloaded from <http://www.speedtouch.com/support.htm> This will proceed very much like the initial installation except the continue button will show that it is an upgrade and you should not see any error messages at the end of installation.



Run the SpeedTouchUSB.pkg file by double clicking its icon.



After Reboot open Finder and navigate to the SpeedTouch USB folder.



Launch the "Diagnostics" application.



This will place a 4 coloured square icon on the dock to show the status of the SpeedTouch 330.



With the modem not plugged in to the computer it will show 3 red squares.



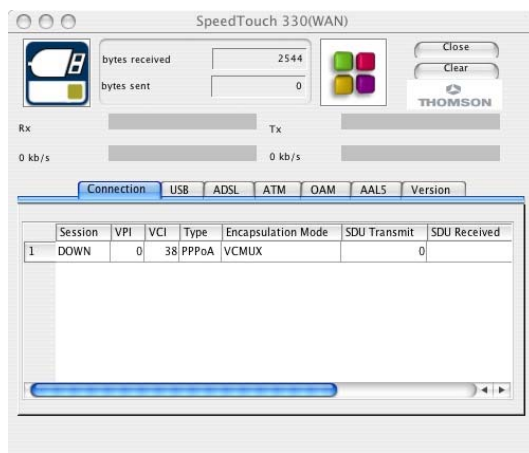
With the modem plugged into the computer but not connected to the DSL line or not synchronised it will show 3 yellow squares.



When the modem is synchronised with the DSL signal it will show 3 green squares.

You might like to use the Mac option “keep on dock” so the icon is always visible.

Double click on the icon to open the diagnostics application. Then click **Open** to expand the display as shown below.



With the first tab **Connection** showing, make sure that the drivers have been installed with the correct DSL parameters to operate in your country at your operator.

These values are available from your operator. If this is correct you can close the diagnostics window.



## Network Configuration

Now you must perform the network configuration as normal.

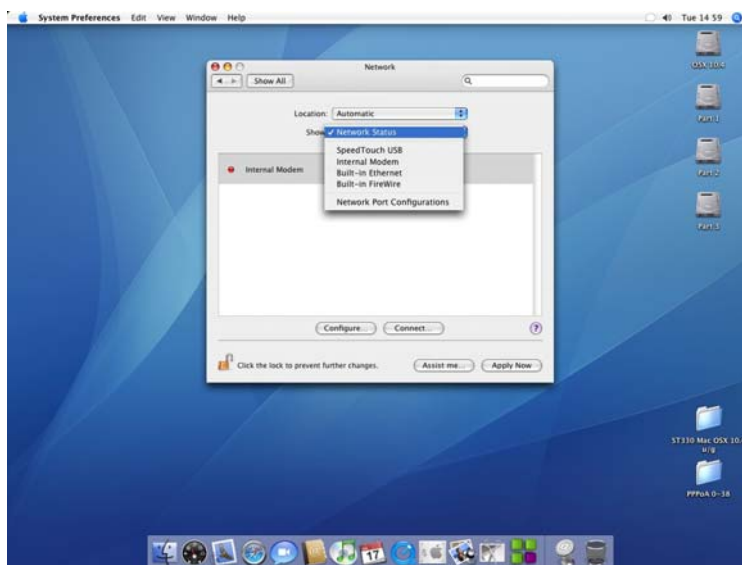
Open System Preferences and click the **Network** icon.

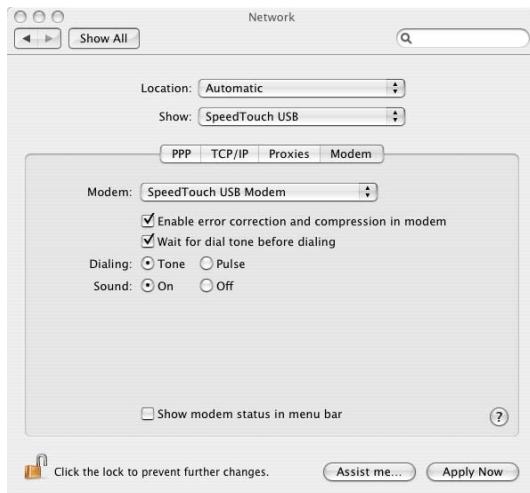


You will see a dialogue box informing you that a “New Port” has been detected. Select **OK**.

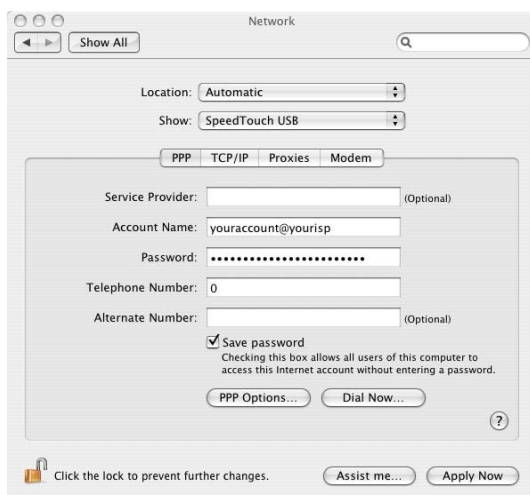


Click the **Show** pull down menu and select SpeedTouch USB from the list.





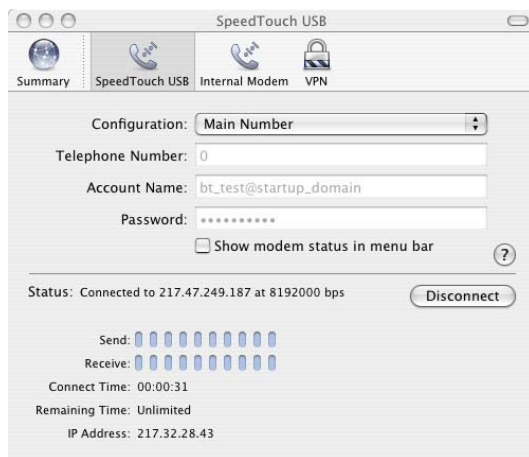
Leave location set to Automatic. Click the right hand **Modem** up/down button and then select **SpeedTouch USB Modem** from the list of modems in the pull down menu.



Next select the **PPP** tab to show the original screen. Enter your ADSL account user name and password and enter “0” in the Telephone Number box.

You can now select “**Dial Now**”.





After a successful connection you should see the status screen change as above.

If the connection is not successful check you have correctly entered your username and password. Use your own ISPs test account details to check the connection. If this test is successful but your account login will not connect, check with your ISP that your account is activated.

Happy Surfing!