

Thomson Speedtouch 330 USB ADSL Modem Driver Installation on Windows Vista



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Revision History

| Release | Author | Date (dd/mm/yyyy) | Notes |
|---------|--------|-------------------|-----------------------|
| V1.0 | SZ | 17/03/2008 | Initial Release Draft |

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Background

The Speedtouch 330 has been available for some time now. The hardware was initially released prior to the availability of Windows Vista and drivers that shipped with these units were for Microsoft Windows XP and earlier operating systems. Users who have upgraded their operating system to Windows Vista or purchased a new Computer or Laptop that ships with Windows Vista will have trouble getting the driver that came with the original Speedtouch 330 installation CD to work. The Speedtouch 330 requires a driver for Windows Vista in order to work correctly under the new Vista operating system.

What is the Speedtouch 330?

The speedtouch 330 is a USB ADSL broadband modem manufactured by [Thomson](#) which uses the [Alcatel](#) chipset. It is primarily given away as part of a broadband contract from many Internet Service Providers within the UK. The chipset it uses is rumoured to be very capable on long exchange lines.

The speedtouch 330 comes in two main case styles although there are several hardware revisions.

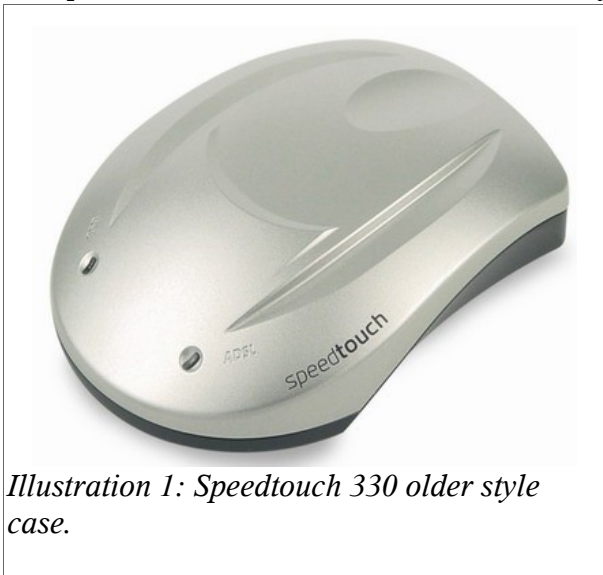


Illustration 1: Speedtouch 330 older style case.



Illustration 2: Newer letterbox friendly case.

The new case style is suspected to have come about in an attempt to make the modem possible to post through a standard letterbox. With the newer style case, the packaging was designed to be sent via standard mail, post through a standard letterbox. This avoided the “we’re sorry you were out when we called...” card being left and having to collect the new modem from the sorting office

when you got home from work which was closed by now.

A typical hardware pack sent out by an internet service provider contained, the speedtouch 330 modem, a microfilter, an RJ11 cable to connect the speedtouch 330 to the microfilter and an installation CD for Windows and welcome information.

Installation on a Windows XP client was pretty straight forward, pop the installation CD into the computer and let it autorun. Most ISP provided a step by step self installation video/slideshow on the driver CD which then installed the driver. Usually Internet Explorer was branded to stop you forgetting who you were paying for your internet access.

What is Windows Vista?

Windows Vista is a new operating system from Microsoft. The operating system allows the users to accomplish their chosen tasks with the help of application software. The new Vista operating system was available through retail channels as of 30th January 2007, although beta and release candidates were available to testers and developers earlier. For a limited time Microsoft and its partners offered upgrade discounts to customers who purchased Windows XP and computers/laptops with Windows XP pre-installed as an option to entice them to Windows Vista.



Illustration 3: Windows Vista operating system retail box.

What is a driver?

A driver is special software which allows operating systems to make use of hardware that is connected to the computer. Unless the driver is supplied as part of the operating system the hardware will not work or function correctly. Essentially a driver informs the operating software how its functionality can be used.



Installation on Windows Vista

The installation process is quite straight forward. If you already have a driver installed then this should be uninstalled through the Programs and Features option in the control panel. Sometimes Windows Vista and XP will try to install a driver it believes will work if you plug in the Speedtouch 330 into the USB port without having the correct driver available.

1. Uninstall and drivers already installed for the speedtouch 330 using the control panel in Vista.
2. Download the latest driver for the speedtouch 330 ensuring that the driver is for Windows Vista. Sometimes this can be the tricky step as if you're not online because your modem doesn't work as you don't have the Vista drivers, how do you download them? In this case you may need to ask a friend to download them for you and copy them to your computer using a removable memory device such as a flash drive.

The drivers can be downloaded from here:

<http://www.thomsontelecompartner.com/dsl-modems-gateways/products/Vista/uk/Vista41C.exe>

3. Do not plug in the Speedtouch 330 ADSL USB modem into your Vista computer or laptop until you have installed the driver.
4. Run the driver installation program which was downloaded from the manufacturers website. Follow the on-screen instructions. The installation program will let you know when its time to plug in the speedtouch 330 usb adsl modem. When you plug in the speedtouch 330, ensure that its correctly connected to the telephone master socket via a microfilter.
5. At the end of the installation you will be asked for your ADSL broadband username and password. This should have been sent to you in a letter or emailed to you when you started your broadband contract with your internet service provider. If you cannot find this or do not know the details then you will need to call your ISP's helpline to ask for them.
6. The installer should have setup the broadband connection so that you are now ready to go online. Launch your favourite web browser and you should be presented with a connect dialog box, click the connect button, wait a few seconds and that should be you online. If there are any problems then you should be presented with an error message informing you of the problem.

Glossary

USB - Universal Serial Bus. Nearly all computers come with one or more of these connectors, desktop computers usually have two at the front and some more at the back while laptops usually have them at the side or the back.

ADSL – Asymmetric Digital Subscriber Line. This is how the broadband is 'delivered' to your home. ADSL broadband services use the same copper cable which runs to your house and shares it with normal voice calls.

Microfilter – This separates the voice and the ADSL broadband signals from the shared copper cable. Each telephone should have a microfilter fitted. Note that this includes alarms and digitalTV equipment which connects to the telephone.



Illustration 4: USB lead being plugged into a USB socket on a laptop.