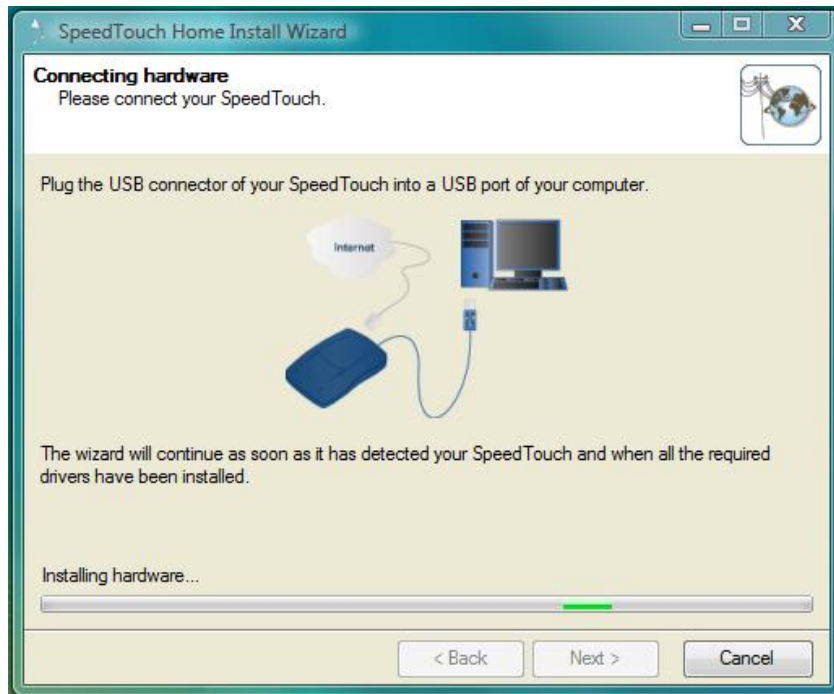
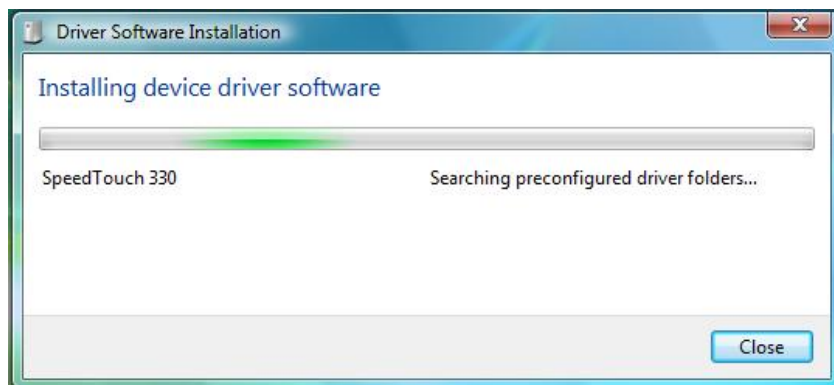


## Troubleshooting - Vista Driver Fail Walkthrough

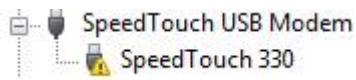
If the Vista driver fails to install correctly and the install process hangs at the point shown below, with a constant **red light** on the modem, then you will need to follow these steps to complete the installation.



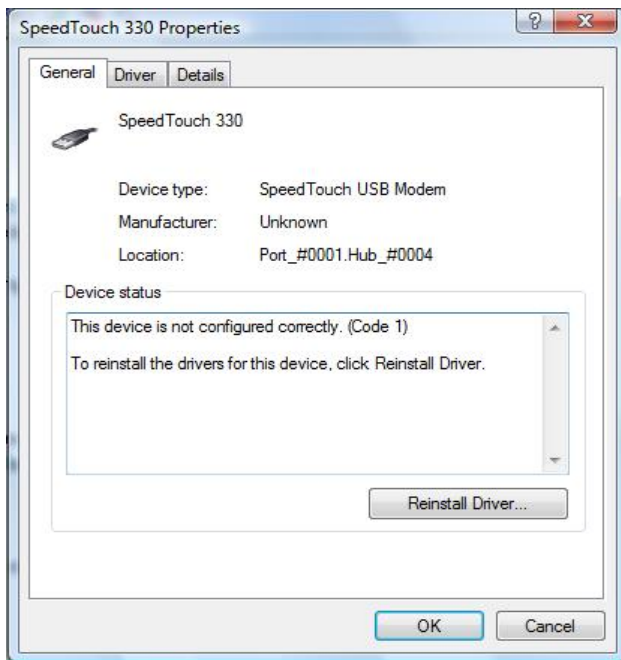
1. Click **Cancel** to exit the screen above.



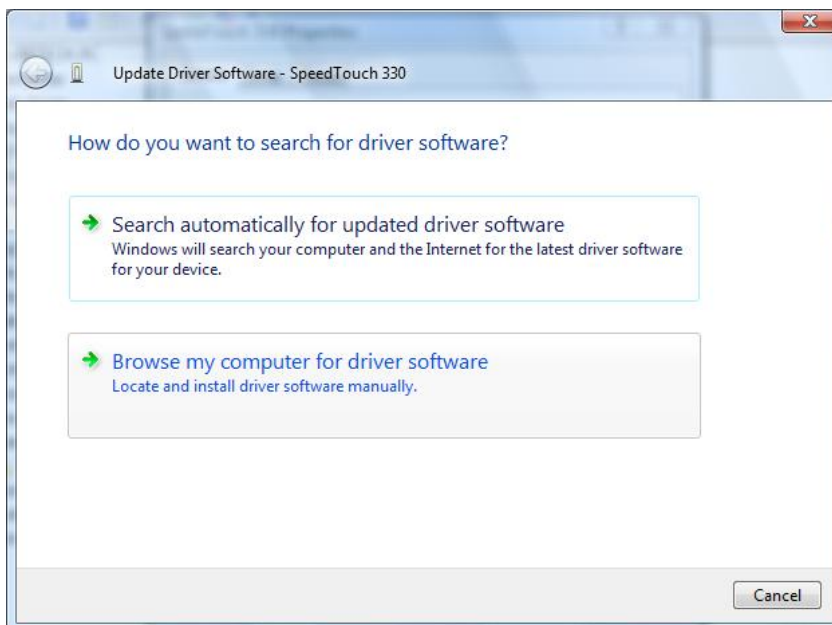
2. If you see the screen above, then click **Close** also. Your PC should now have no programs running at all. If any are still open, close them now.
3. You now need to open **Device Manager (Start > Control Panel > System > Device Manager)**
4. You should see **SpeedTouch 330** displayed with a yellow warning icon, as below. If you can't see it then click on the squared box next to **SpeedTouch USB Modem** to expand the list.



Double click on **SpeedTouch 330**. You should then see the box below.

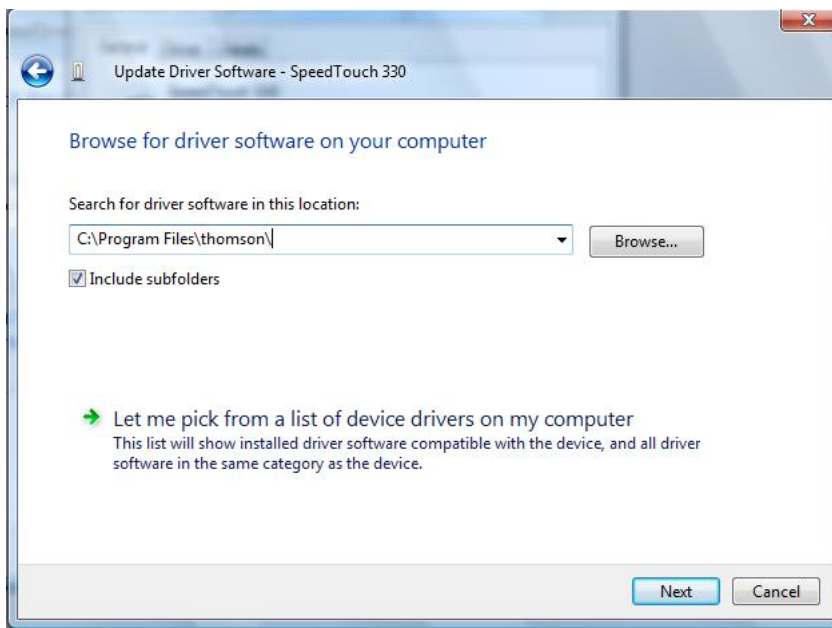


5. Select **Reinstall Driver**
6. Select **Browse my computer for driver software**

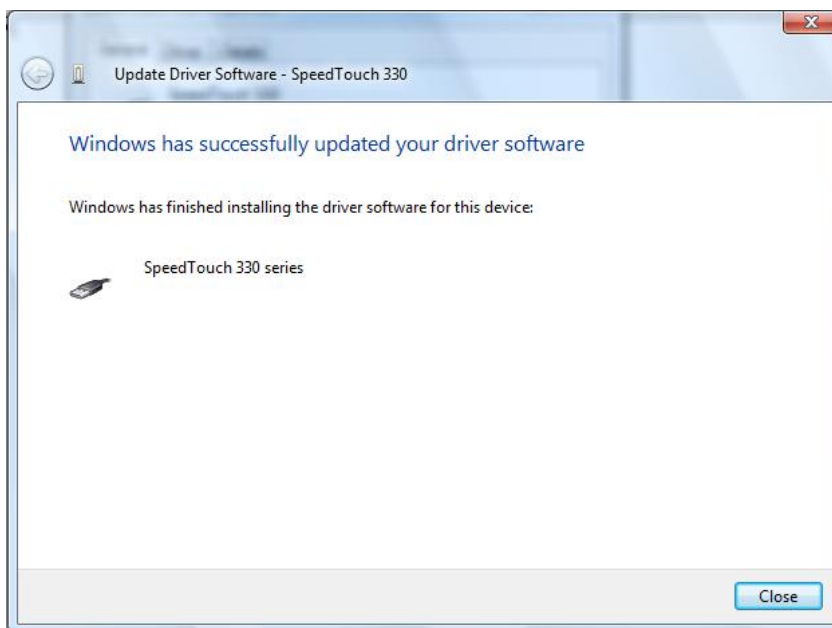


7. In the location to search Click **Browse** and enter **C:\Program Files\Thomson**. Make sure that there is a tick in **Include subfolders**.

Click **Next**



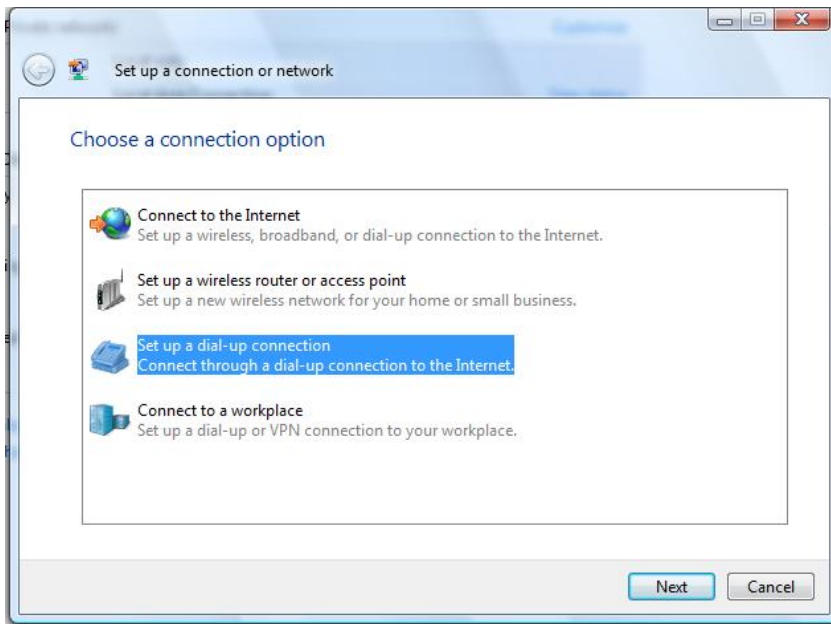
8. Your PC will then install the drivers. This may take up to 10 minutes, depending on the speed of your PC. Once it is completed, you will see this screen by way of confirmation.



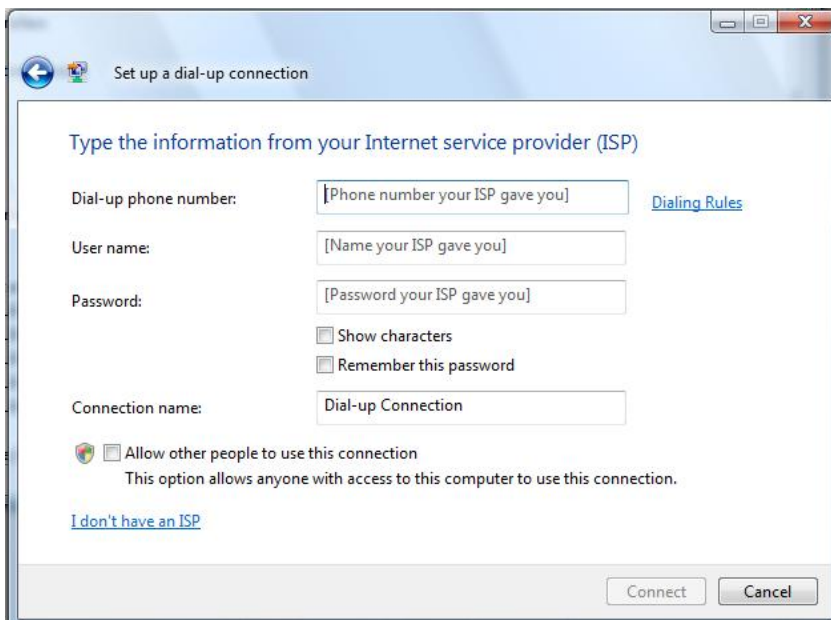
Once this is complete you can now click **Close** and return to your desktop.

Although your SpeedTouch 330 is now ready to use, you still need to configure it with your broadband username and password. To do this, follow these steps;

1. Click on **Start > Network > Network and Sharing Centre > Set Up A Connection Or Network**
2. Select **Set up a dial-up connection**



3. You will then see the screen below. In **Dial-up phone** number enter **0**  
For **User name** enter your broadband username, e.g. – joe.bloggs\_home@dslconnect.co.uk  
For **Password** enter your broadband password.



4. Put ticks in **Show characters** (optional), **Remember this password** and **Allow Other People to Use This Connection**.
5. Select **Connect**

You should now be able to connect to the internet. In the future, whenever you wish to connect again, click on **Start > Connect To** to select your Pipex connection. If you have any problems, contact Technical Support.