

# **PowerConnect High Speed™**

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Technical Support Documentation for Macintosh

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## Getting Started

The following section outlines what the end-user will experience when downloading, installing and running PowerConnect High Speed Version 3.0

### **Minimum system requirements:**

The minimum system requirements for a customer to run the PowerConnect High Speed are as follows:

<b>Macintosh Operating System</b>
OS X 10.2 or later
<ul style="list-style-type: none"><li>● PowerPC G3 processor</li><li>● 333MHz</li><li>● 128MB RAM</li><li>● 6MB of hard drive space</li></ul>
<ul style="list-style-type: none"><li>● Safari 1.0 or later</li></ul>

PowerConnect High Speed accelerates your Internet access through proprietary text and image compression, content caching and other network optimizations.

If you have a slow Internet connection (such as a dial-up or wireless connection) with bandwidth of less than 300Kbps, you will experience a significant degree of acceleration using PowerConnect High Speed.

PowerConnect High Speed significantly speeds up web page access. To achieve this speed up, proprietary lossless compression is applied to text, html, xml, javascript and style sheets. Proprietary image compression is applied to gif images, jpeg images and Flash content.

PowerConnect High Speed also accelerates email traffic (POP3 and SMTP) using lossless compression.

PowerConnect High Speed does NOT speed up file downloads (over FTP or file sharing programs), streaming audio/video and HTTPS (secure web sites).

## Detailed Installation Instructions

The minimum system requirements are a PowerPC G3 processor at 333MHz with 128MB RAM and 6MB or hard drive space. It works with OS X 10.2 or later and Safari 1.0 or later.

### Download

- Your ISP will provide you with a location to download the PowerConnect High Speed Web Accelerator installer.
- Download the disk image, it should automatically decompress and mount itself.
- Once the download has completed, proceed to the next Step.

### Install

1. After downloading the PowerConnect High Speed installer, you will see an icon as shown below in the installer volume. Double-clicking on the icon will launch the installer.



2. The installer will guide you through the complete setup process.



### Connect

1. As this is your first time launching the product, you will be prompted for a username and password. Enter the username and password provided to you by your ISP in the fields provided. (Example: username@pngusa.net)



2. Click OK. PowerConnect High Speed will connect to the server.
3. After launching the PowerConnect High Speed, you will see the following icon in the dock.



### Browse the Web

1. Browse the web as you normally would.
2. When finished, simply close your web browser as you normally would, and PowerConnect High Speed will remain idle.
3. If you want to stop the application after browsing select *Stop PowerConnect High Speed* from the applications menu, or if you desire to exit the application altogether click *Quit* from the application menu.

### Launching PowerConnect High Speed

If the PowerConnect High Speed is not running and you need to launch it manually, locate the PowerConnect High Speed icon in the Applications folder and double-click it.

### Setting Username and Password Information

Your username and password information is located in the Connection Status dialog. To set your username and password:

1. Click on the PowerConnect High Speed dock icon.
2. Click on the "Connection" tab.



3. Enter your username and password in the fields provided. To avoid having to do this each time you connect, ensure that the "Save password" box is checked.
4. To save your settings, click "Apply".

### Changing the Image Quality Settings

The image quality setting changes the quality of images that appear in your PowerConnect High Speed. The higher the quality you select, the longer it will take to load. For slower Internet connections, it is recommended that you lower your image quality. This slider can be adjusted anytime while browsing.

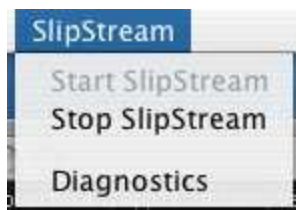
1. Click on the PowerConnect High Speed dock icon.
2. Select the "Image Quality" tab.
3. Use the slider bar to adjust the image quality setting.
4. Click "Apply" to save the settings.



### Starting and Stopping

To Stop:

If you are connected and you want to manually disconnect, click on the PowerConnect High Speed dock icon. Select the menu item "Stop PowerConnect High Speed" from the application menu-bar.



### To Start:

If the PowerConnect High Speed is stopped and you want to manually start, click on the PowerConnect High Speed dock icon. Select menu item "Start PowerConnect High Speed" from the application menu-bar.

### Changing Your Connection Settings

Normally, the connection settings that are set during installation do not need to be changed. If however, your ISP provides new connection settings, you may change the preset ones using the "Settings" dialog.

1. Click on the PowerConnect High Speed dock icon.
2. Click on the "Connection" tab.



3. Click "Advanced..."



4. Change the "Remote Server Hostname" and "Server Port" to the ones your ISP provided you. In most cases, it is not necessary to change the "Local Port".
5. Press "OK" to close the "Connection" dialog box.
6. Press "Apply" to save your new connection settings. These settings will be used next time you connect with PowerConnect High Speed.

You may view the product version in the About dialog.

1. Click on the PowerConnect High Speed dock icon.
2. Select "About PowerConnect High Speed" from the application menubar.

### **Uninstalling PowerConnect High Speed**

1. Quit the PowerConnect High Speed.
2. Launch the finder and browse to the /Applications folder.
3. Drag the accelerator icon to the trash can.

## General Troubleshooting

### Does PowerConnect High Speed support Internet Explorer?

When the PowerConnect High Speed changes the HTTP proxy settings on the local computer, Safari will be automatically notified. However, proxy settings of Internet Explorer will not be changed automatically. As a result, IE continues to use the old settings.

Exit Internet Explorer then restart it if any of the following situations occur:

1. With PowerConnect High Speed enabled, the user can not observe any acceleration when using Internet Explorer.
2. The user cannot browse with Internet Explorer after disabling PowerConnect High Speed.

By terminating IE and then restarting it, IE is forced to reread the HTTP proxy settings from the system preferences.

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### Page cannot be displayed when PowerConnect High Speed is disabled.

This problem occurs because Internet Explorer can not recognize the new change of the proxy settings. Please see the question "Does PowerConnect High Speed Support Internet Explorer".

The solution to this problem:

1. Disable PowerConnect High Speed.
  2. Manually change the proxy settings:
    - a. System Preferences - Network
    - b. Choose the current location and Network interface device
    - c. Choose "proxies"
    - d. Uncheck "Web Proxy (HTTP)"
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### I am unable to start PowerConnect High Speed.

Cause:

1. PowerConnect High Speed Server may be down.
2. PowerConnect High Speed Software may have become corrupted.
3. Another application is listening on the acceleration port (5400 or 5500).

Solution:

Ensure that the acceleration server is up and running. This may be done by trying to launch the Accelerator using a different machine or by using telnet to connect to the acceleration server.

Alternatively, if the application has become corrupted, have the user quit the Accelerator software and then reinstall it.

Finally, if there is another application listening on the Accelerator port, have the user change the port that the Accelerator listens on:

1. Stop the Accelerator.
2. In the Accelerator application, choose "Connection" tab.

3. Choose “Advanced...”
  4. Change “Local Port” to a different value (say, 5600).
  5. Click “Ok”.
  6. Click “Apply”.
  7. Start the Accelerator.
  8. Try to go to any website.
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**Does the Macintosh client support email acceleration?**

At this time the Macintosh client only accelerates HTTP traffic.

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**Does the Macintosh client have a popup blocker?**

Since popup blocking is built into the Safari web browser, the PowerConnect High Speed does not re-implement this functionality.