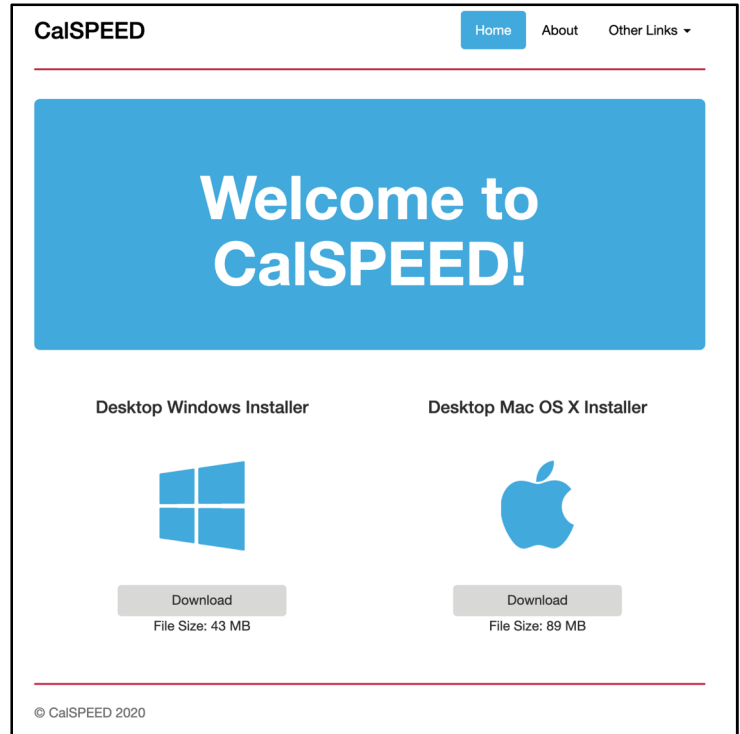


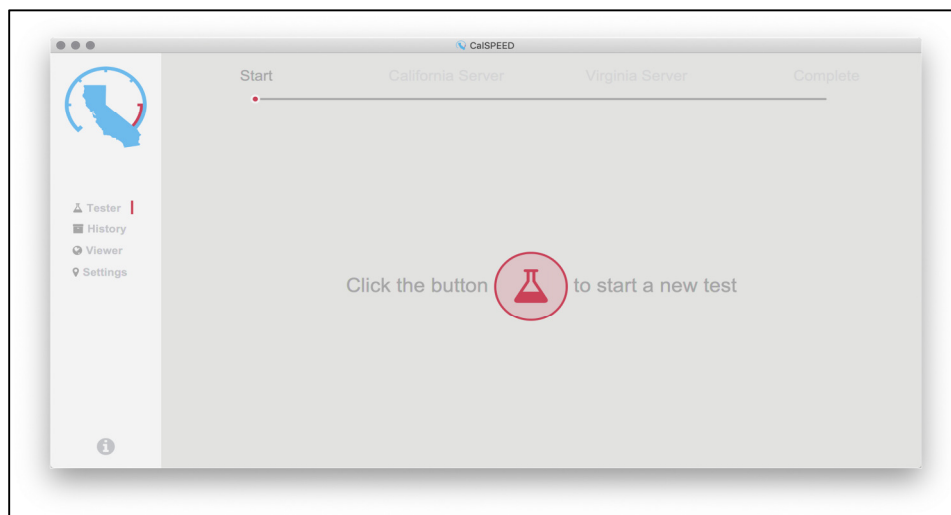
# CalSPEED Desktop - User Manual

Date: 03/31/2020

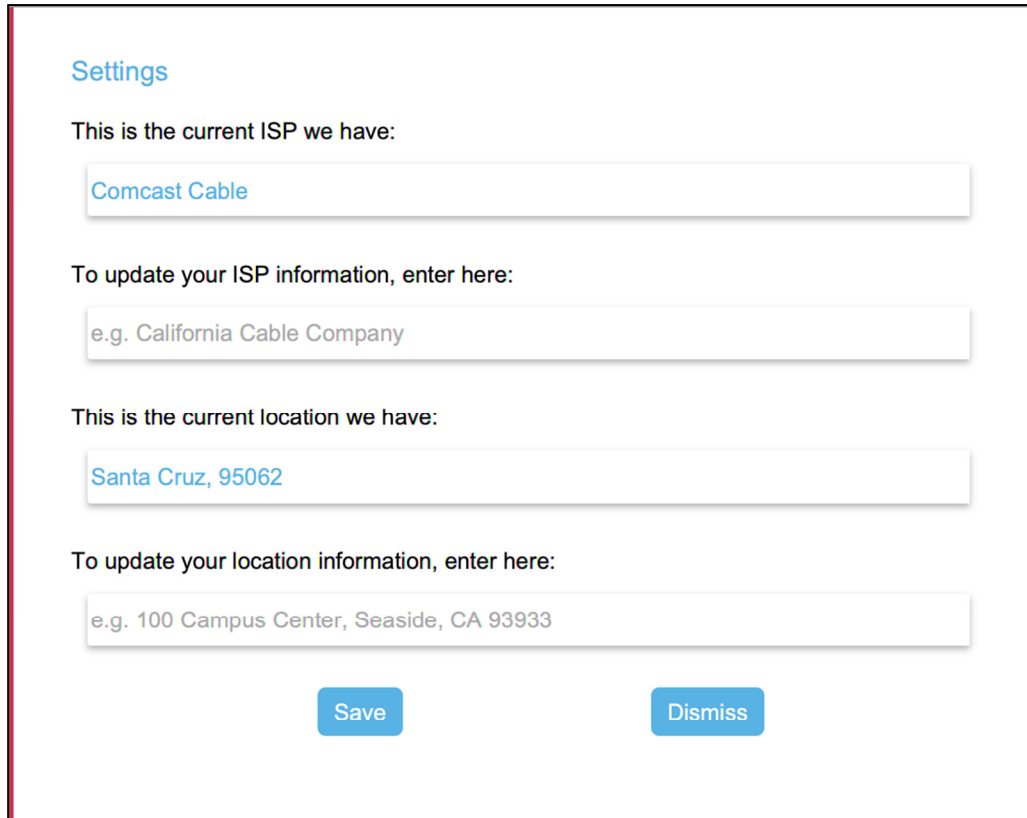
- 1) Go to the [www.calspeed.org](http://www.calspeed.org) website to download the application
- 2) Choose the installer that corresponds if you have a Mac or a Windows PC
- 3) When the download finishes, open the “CalSPEED-Windows.exe” or “CalSPEED-OSX.dmg” file to begin the installation. Follow the dialog windows and instructions to complete the installation.
- 4) If you are installing on Windows, your security software may block the installation. Then, unblock it and continue the installation.



- 5) If you are installing on macOS and see the warning message “CalSPEED\_DESKTOP can’t be opened because it is from an unidentified developer,” go to the section entitled “Mac Installation Help” below for instructions to resolve the issue.
- 6) Once CalSPEED is installed on your computer, launch the application.



- 7) If this is your first time installing the app, the app will ask you to agree to the terms and agreement. Click “Agree.” Then the app will ask you to input your internet service provider (ISP) and your location. Update your ISP to your internet provider and location information to the address where you are running the app. Then click “Save.”



The screenshot shows a 'Settings' dialog box with a title bar. Inside, there are two sections. The first section is titled 'This is the current ISP we have:' and contains a text input field with 'Comcast Cable'. The second section is titled 'To update your ISP information, enter here:' and contains a text input field with 'e.g. California Cable Company'. Below these, there is another section titled 'This is the current location we have:' with a text input field containing 'Santa Cruz, 95062'. The final section is titled 'To update your location information, enter here:' with a text input field containing 'e.g. 100 Campus Center, Seaside, CA 93933'. At the bottom of the dialog, there are two buttons: 'Save' and 'Dismiss'.

Settings

This is the current ISP we have:

Comcast Cable

To update your ISP information, enter here:

e.g. California Cable Company

This is the current location we have:

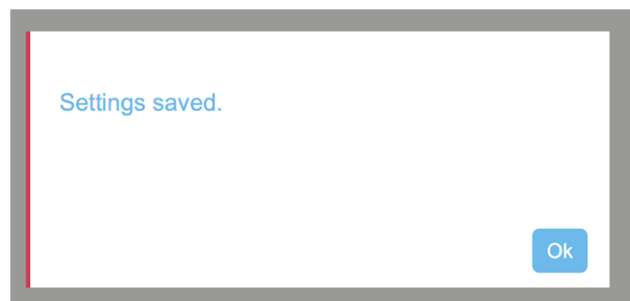
Santa Cruz, 95062

To update your location information, enter here:

e.g. 100 Campus Center, Seaside, CA 93933

Save Dismiss


- 8) A window will pop up saying that the settings have been updated. Click “Ok” to close the dialog box. Note that if you change your ISP or location later, don’t forget to update the information.

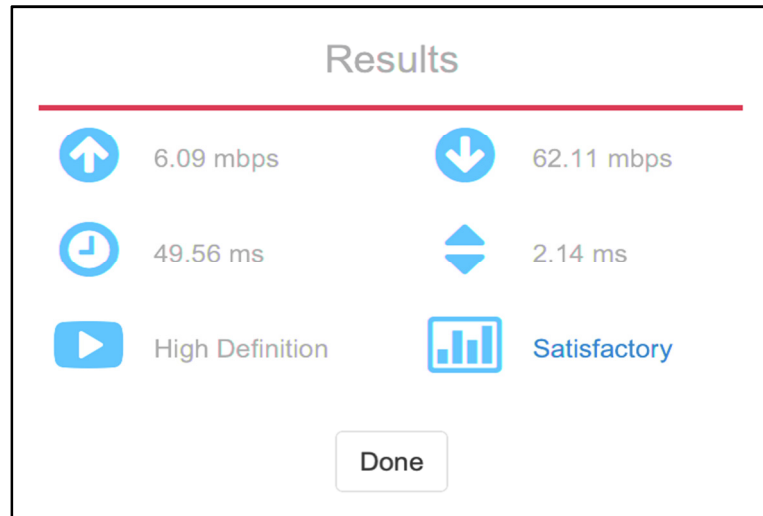


The screenshot shows a small dialog box with a title bar. Inside, the text 'Settings saved.' is displayed in blue. At the bottom right of the dialog, there is a single button labeled 'Ok'.

Settings saved.

Ok

- 9) Click on the  button when you want to run the speed test. This is a sample result of the test.



If you have any questions about CalSPEED or have any difficulties, please contact Tyler Boyle at the CSU, Chico Research Foundation Geographical Information Center.

[tboyle@csuchico.edu](mailto:tboyle@csuchico.edu)

Office Phone: 530-898-3155

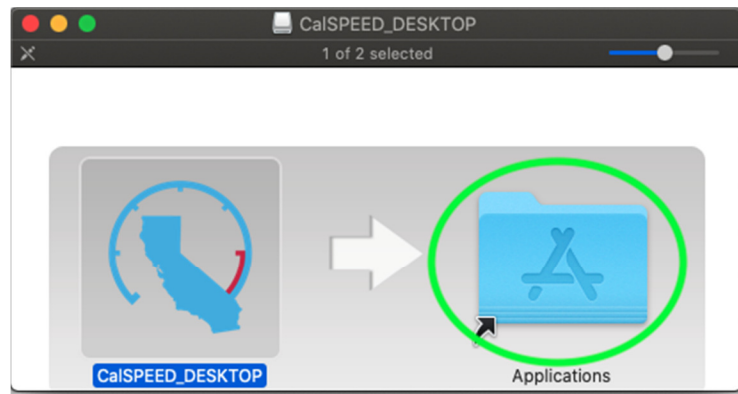
We ask that you run CalSPEED as often as possible throughout our testing period. We suggest running tests in the morning, early afternoon and evening, each day. Multiple test results throughout the day will help capture a full picture of your broadband performance. No personal information is collected by CalSPEED. Data about your internet connection, performance, and the latitude/longitude coordinates of the test location are collected.

## Mac Installation Help

Troubleshooting app installation from unidentified developer on Mac (Mac OS X, macOS)

- A. Download the Installer for Mac OS X from [www.calspeed.org](http://www.calspeed.org)
- B. Open "CalSPEED-OSX.dmg" to install

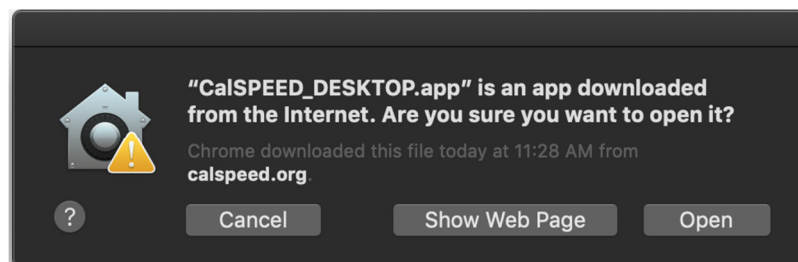
C. When prompted click and drag CalSPEED\_DESKTOP into your Applications folder.



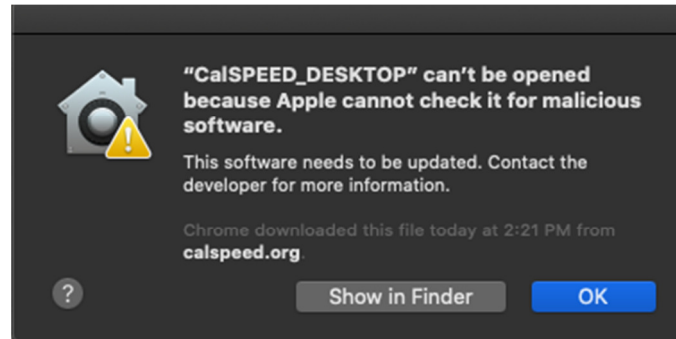
D. Open the Applications folder. Double-click the CalSPEED\_DESKTOP icon to open the CalSPEED app.



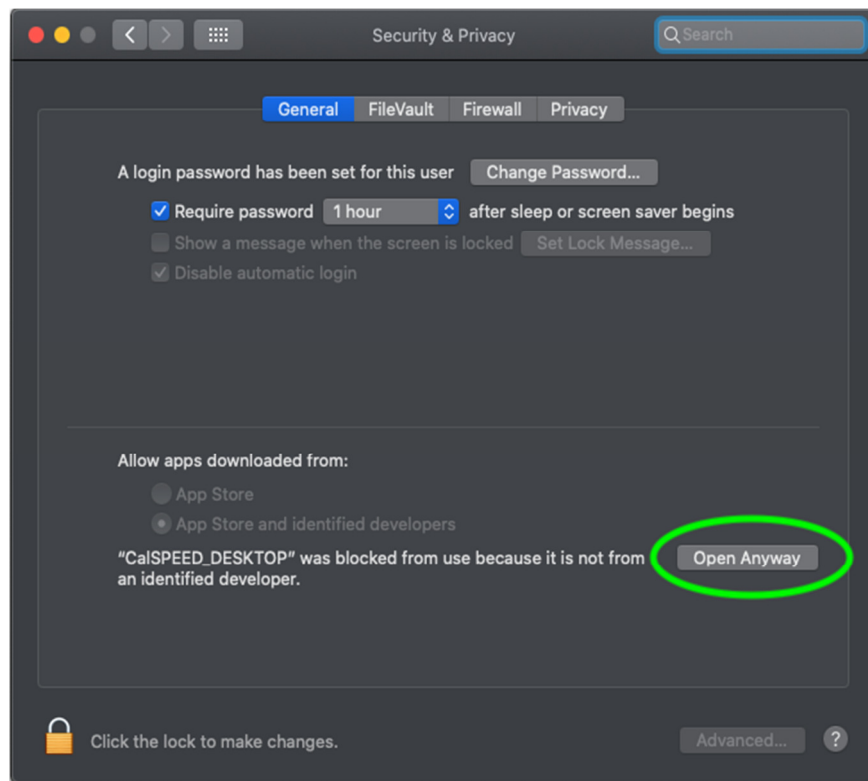
E. If you see a pop-up that says, “CalSPEED\_DESTKOP’ is an app downloaded from the Internet. Are you sure you want to open it?”, click “Open”



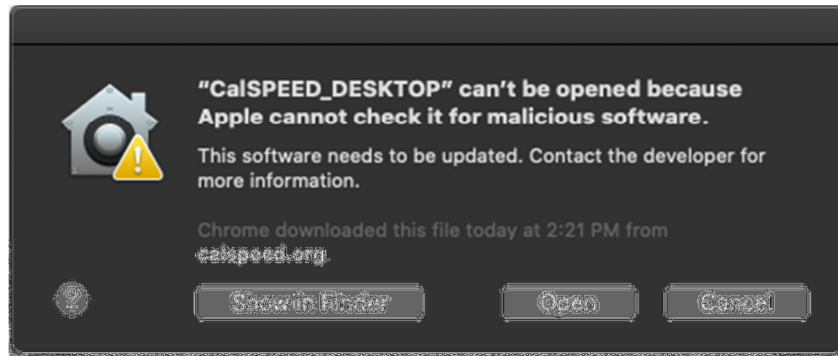
- F. If you see a warning that says, “‘CalSPEED\_DESKTOP’ can’t be opened because Apple cannot check it for malicious software.”, click “OK” and proceed with the steps below. Otherwise, you should enter your internet service provider (ISP) and your location. Then, start the speed test. For details, go back to the step 6) of the user manual above.



- G. Open the system “Security & Privacy” menu. Under the “General” tab, at the bottom, you will see the message “‘CalSPEED\_DESKTOP’ was blocked from use because it is not from an identified developer.” Click “Open Anyway”



- H. Another pop-up will show up that looks similar to the first warning pop up. Click “Open”

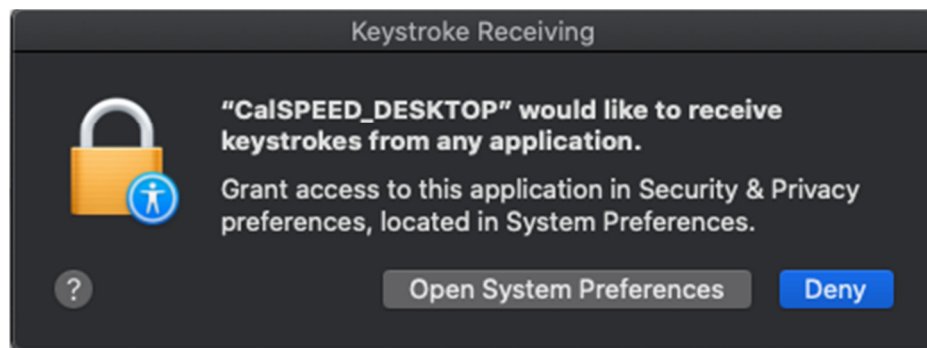


- I. The app should now open, and you can continue by entering your internet service provider (ISP) and your location. Then, start the speed test. For details, go back to the step 6) of the user manual above.

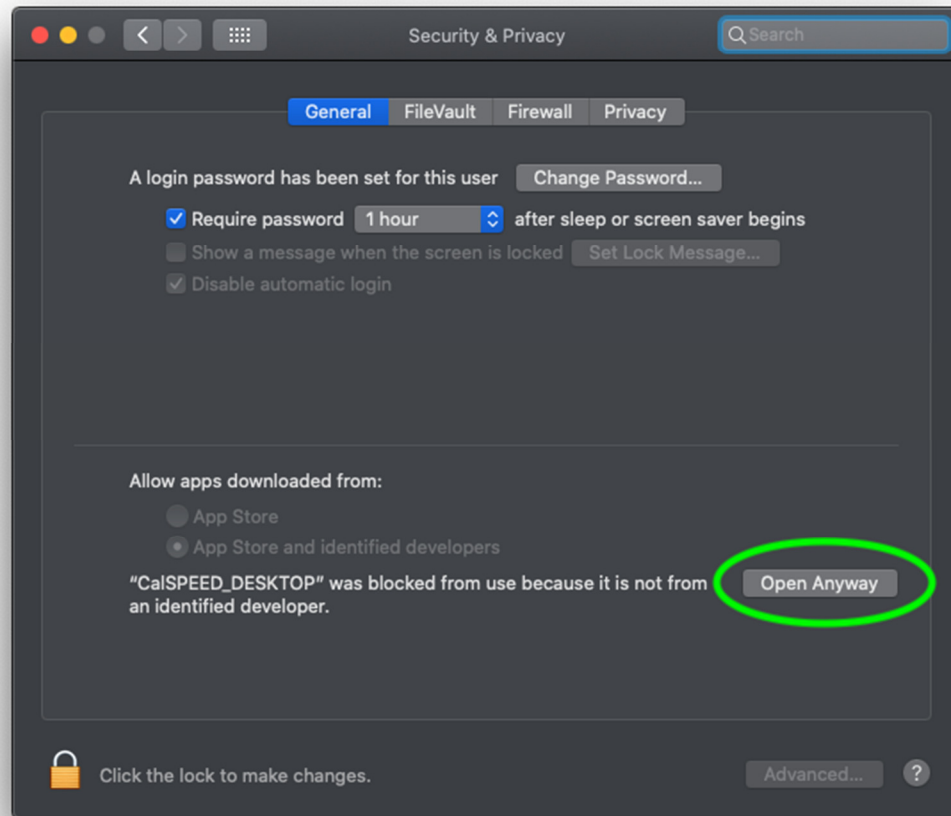
## Troubleshooting on Keystroke Receiving warning on Mac (Mac OS X, macOS)

### Keystroke Receiving Warning

- 1) After step G in the Mac Installation Help, if you see a pop-up that says, “CalSPEED\_DESTKOP” would like to receive keystrokes from any application.”, click “Open System Preferences”



- 2) At the bottom of the “General” tab, you will see a message that says that the CalSPEED was blocked. Click “Open Anyway”, and it should let you continue.



## Troubleshooting on Legacy Developer on Mac (Mac OS X, macOS)

### Legacy Developer Message

- 1) After step 6, if you see a pop-up that says, “System software from developer ‘Legacy Developer: Hp’”, click the “Allow” button to continue.

