

COMMUNICATOR 56K PC CARD

User Manual

Version 1.0

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Disclaimer Statement

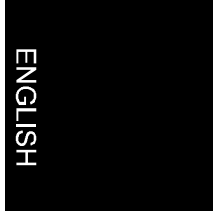
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1. Introduction

This manual is intended for users of the Trust Communicator 56K PC Card. No specific prior knowledge is needed to install and use this product.

Important information in the manual is shown as follows:

Note: *Do not format the disk.*

2. Safety

1. Do not connect the PCMCIA fax modem to ISDN or other digital telephone connections as it may damage the fax modem or your telephone equipment.
2. In the event of thunderstorms, remove the telephone cable from the outlet to prevent damage that might occur as a result of lightning strikes.

3. Installation

3.1 System requirements

Below are the minimum system requirements for your PCMCIA fax modem card.

Equipment	Requirement
Computer	486 PC with a card slot in conformance with PCMCIA Type II
PCMCIA Type II slots	Card and socket services program
Operating system	Windows 95, 98 or Windows NT4.0
Available memory	8 MB
Available storage on hard disk	5 MB
Telephone connection	Standard analogue connection

Note: *The modem will not run under DOS, OS/2 or UNIX.*

3.2 Contents

After unpacking, you should have the following items:

- This user manual
- PC Card
- Telephone cable and plug
- Disk with drivers
- Software CD

Contact your supplier if one of more of the above items is missing or damaged.

3.3 Installing the equipment

1. Firmly insert the fax modem into the PCMCIA slot of your computer with the 68-pin connection facing towards the computer (see Figure 1). Use the arrow on the label to guide you.

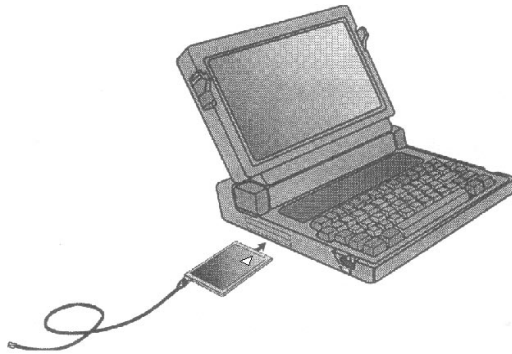


Figure 1: Inserting the card into the PCMCIA slot

2. Insert the cable into the PC Card (see Figure 1). The design of the connection ensures that the plug can be inserted in only one way. Put the other end of the cable into the telephone outlet.

The installation of the equipment is now complete. Continue by installing the driver.

4. Installing the driver

4.1.1 Windows 95 OSR2

Install the driver from the disk. You need to install the driver before you can use the modem.

The installation steps that appear below may differ from the steps you carry out because there are different versions of Windows 95. If necessary, consult the help function of your Windows program for adding hardware.

1. Start Windows.
2. Insert the fax modem into the PCMCIA slot. Windows will detect the new device and a screen as in Figure 2 will appear.



Figure 2: New hardware found

3. Insert the disk containing the driver into drive 'A:' and click 'Next'. A screen will appear as illustrated in Figure 3.



Figure 3: PC Card installation

4. Click 'Finish' to conclude the installation.

The installation of the driver is now complete. Continue with Chapter 4 to test the modem.

4.1.2 Windows 98

Install the driver from the disk. You need to install the driver before you can use the modem.

1. Start Windows.
2. Insert the fax modem into the PCMCIA slot. Windows will detect the new device and a screen as in Figure 2 will appear.

3. Insert the disk containing the driver into drive 'A:' and click 'Next'. A screen will appear as illustrated in Figure 4.



Figure 4: New hardware in Windows 98

4. Have Windows choose the best driver (Recommended). Click 'Next'. A screen as illustrated in Figure 5 will appear.
5. Click the upper-most check box to have the driver installed from a floppy disk. Click 'Next'.



Figure 5: Installation in Windows 98

6. The driver is found on the disk. Click 'Next' again.
7. The driver is installed. Click 'Finish' to conclude the installation.

The installation of the driver is now complete. Continue with Chapter 6 to test the modem.

4.1.3 Windows NT4.0

The driver must be installed from the disk before the modem can be used.

1. Insert the fax modem into the PCMCIA slot.
2. Start Windows NT4.0.
3. Log on as 'Administrator'.
4. Go to the control panel (Start - Settings - Control Panel).
5. Click 'Next'. When the standard modem is found click 'Change'.
6. Click 'Have Disk' and insert the disk containing the driver into drive 'A:'. Click 'OK'.
7. The driver for the Trust Communicator 56K PC Card is found. Click 'OK'.
8. Click 'Next' to install the driver.
9. Click 'Finish' to conclude the installation.

The installation of the driver is now complete. Continue with Chapter 6 for modem usage.

5. Testing

You can carry out the following steps to check whether the modem works properly with the computer.

Note: *This function is not available under Windows NT.*

1. Go to the control panel (Start - Settings - Control Panel).
2. Double click the 'Modems' icon.
3. Click the 'Diagnostics' tab.
4. Select the COM port for the Trust Communicator 56K PC Card and click the button 'More Info...'.
5. The modem's response will appear in the window after a moment. If you get no response, consult the 'Troubleshooting' section for more information.

The test checks the communication between the modem and the computer only. It does not check problems with the connection.

Continue with Chapter 6 for modem usage.

6. Modem usage

6.1 The software

Depending on the version you have, the Trust Communicator 56K PC Card comes with either the program Bitware or Supervoice. With these programs, you can send faxes and make connections to on-line services. See the CD label for installation instructions.

The CD contains the complete program user manual which you can print out.

6.2 Internet

Some programs are still needed in order to make a connection with your Internet Service Provider (ISP). These programs usually come with Windows and are usually installed automatically when you double click the Internet icon. Some Internet providers distribute a complete Internet-access software package which makes your system ready for the Internet.

6.3 Dial tone abroad

Your modem may encounter a different dial-tone if it is used abroad or through your own telephone exchange. In such a case, the error message 'No Dial Tone' will be issued.

To resolve this situation, deactivate the dial-tone detection function by carrying out the following steps:

1. Go to the Control Panel (Start - Settings - Control Panel).
2. Double click the 'Modems' icon.
3. Click the 'Properties' button.
4. Click the 'Connection' tab. A screen as illustrated in Figure 6 will appear.

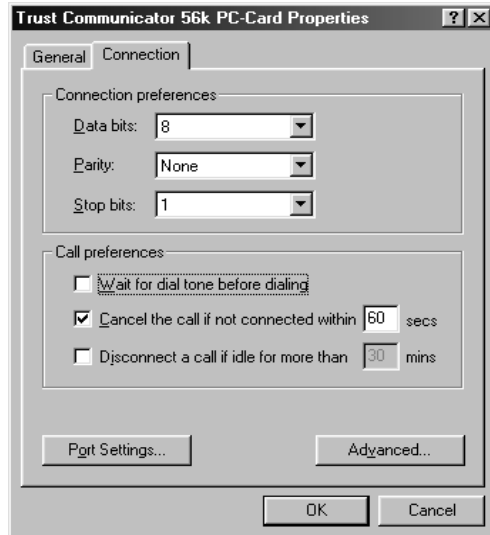


Figure 6: Modem connection

5. Click the option 'Wait for dial tone before dialing' (see Figure 6) to deactivate the dial-tone detection option.
6. Click 'OK' to confirm the changes.

You are now ready.

7. Troubleshooting

This chapter will help you solve any problems you might encounter. If you are still having problems after having tried these solutions, consult the Trust Internet site at www.trust.com or contact your dealer or the Trust Helpdesk. Have the following information ready:

- Product number (appears under the bar-code)
- Version and language of your Windows operating system
- CPU type and speed
- Internal memory (RAM)
- Name and version of application software
- The exact error message or an accurate description of what and when something does not work

Problem	Possible cause	Solution
Modem does not respond.	Drivers are not installed properly in Windows 95 / 98.	Remove the drivers and re-install them.
Modem makes a connection, but no data appears on the screen.	Communication parameters are not installed properly.	Determine whether all the communication settings (speed, data bits, stop bits and parity) are properly set and the same on both sides of the connection.
Modem makes a connection, but no data appears on the screen.	The system is waiting for you.	Press the <Enter> key several times. It is possible that the remote system is waiting until it receives data from you before sending data itself.
Modem calls, but a connection is not established.	Bad connection.	Call again.
	Wrong number.	Check the number.
	Communication standard is wrong.	Contact the service for the correct communication settings.
Modem encounters errors during a connection with a remote modem.	Incoming call through the connection.	Make sure that "Call Waiting" is deactivated.
	Bad connection.	Call again.
Error message 'No Dial Tone'.	Telephone line is in use.	Wait until available again.
	Telephone line is not working.	Test with normal telephone and repair.
	Alternative dial tone.	Deactivate the dial-tone detection option (see Chapter 5.3).

Appendix A: Technical specifications

Modulation standards	V.34, V.32bis, V.32, V.29, V.27ter, V.23, V.22bis, V.22, V.21 ch2, V.17, Bell212/103
56,000 bps standard	V.90 and K56Flex
Compression	V.42bis, MNP Class 5
Error correction	V.42, MNP Classes 2-4
Host-interface	PCMCIA, Version 2.1 and higher, Type 2 slot
FAX group	Group III
FAX command set	Class 1
Controller	Hardware
Data pump	Hardware
Temperature	In operation: 10° to 50°C In storage: -10° to 80°C

Appendix B: Conditions for a 56K connection

Under certain circumstances, your Communicator 56K can receive data at a maximum speed of 56,000 bits per second (bps). If a connection is not possible at this speed, the modem automatically uses a slower speed, usually between 49,000 and 53,000 bps.

A speed faster than 33,600 bps is possible only *for receiving data* under the following circumstances:

- You are connected to the Internet.
- Your Internet provider has a V.90 compatible link station at the number you are calling.
- You are connected to the Internet provider through a modern (digital) telephone exchange. Consult your local telecom provider if necessary.
- You are using a direct, analogue outside line.

The maximum speed is 33,600 bps under all other circumstances *and for transmitting data over the Internet*.

Note: *The speed depends on the quality of the telephone line. The Communicator 56K switches to a slower speed if the connection is not ideal.*