

56K PC-CARD MODEM

User's manual

Version 1.0

Thank you

Thank you very much for purchasing this product from the Trust range. We wish you hours of fun with it. Please read this manual carefully before using the product.

Registration

Register your purchase now at the Trust Internet site (www.trust.com) and you could win one of the fabulous prizes. The web site is also the place to look for dealer addresses, comprehensive product information, drivers, and FAQ (Frequently Asked Questions) sheets.

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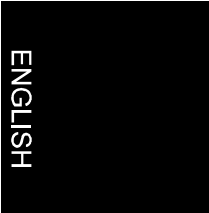
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1. Introduction

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

If you have any questions after reading this manual, please contact one of the Trust service centres. You will find information on the service centre nearest to you at the back of this manual. You can also visit the Trust website (www.trust.com) for support, comprehensive product information, drivers, and FAQs (Frequently Asked Questions).

1.1 Conventions

The following conventions have been used in this manual to indicate instructions:

<key>	Here you should press a key. The name of the key is given between brackets.
'System'	This is a specific term used in a program. These are the terms used by, for example, Microsoft Windows 98.
[DIR]	Key in the text shown in square brackets [...].
(term)	The text between the parentheses (...) is the English term, e.g. (File) used in the figure referred to.

Additional information will be shown as follows:

NOTE: *The modem does not work under DOS, OS/2 or UNIX.*

The example assumes that the letter "D" has been assigned to your CD-ROM station. If your system uses a different drive letter for your CD-ROM player, for example "E", you should replace "D" by "E".

1.2 Contents of the packaging

Check the contents of the packaging before reading the manual. You should find the following items in it:

- PC-Card modem
- Telephone cable
- Diskette with drivers
- CD-ROM with application software
- Telephone plug
- This manual

Please contact your dealer if anything is missing or damaged.

1.3 Minimum system requirements

- 486 CPU
- Windows 95, 98 or NT4

- 16MB RAM
- 4MB free space on the hard disk
- 4 Speed CD-ROM
- Free PCMCIA type II slot
- Analog telephone connection

2. Installation

2.1 Installing the equipment

- A. Insert the fax modem firmly into your computer's PCMCIA slot with the 68-pin connection facing the computer (see Figure 1). Use the arrow on the label as a guideline.

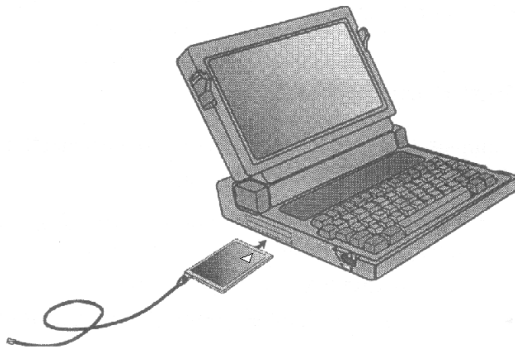


Figure 1: Inserting the card into the PCMCIA slot

- B. Insert the cable provided into the PC Card (see Figure 1). Because of the shape of the connector, the plug will only fit one way. Insert the other end of the cable into the telephone plug.

The equipment is now installed. Proceed with the installation of the driver.

2.2 Installing the driver

2.2.1 Windows 95 OSR2

Install the driver from the diskette. You will be unable to use the modem until the driver has been installed.

Installation on your PC may not take place exactly as is described below due to the different versions of Windows 95 in circulation. If in doubt, consult the Windows on-line help for more information on adding hardware.

1. Start Windows.

56K PC-Card Modem

2. Insert the fax modem into the PCMCIA slot (if you have not already done so). Windows will now detect the new device and a window like the one shown in Figure 2 will pop up.



Figure 2: New hardware has been found

3. Insert the diskette with the driver into drive A: and click on 'Next'. A window like the one shown in Figure 3 will pop up.



Figure 3: Installing the PC-Card

4. Click on 'Finish' to complete the installation. The driver has now been installed. Proceed to chapter 3 to test the modem.

2.2.2 Windows 98

Install the driver from the diskette. You will be unable to use the modem until the driver has been installed.

1. Start Windows.
2. Insert the fax modem into the PCMCIA slot (if you have not already done so). Windows will now detect the new device and a window like the one shown in Figure 2 will pop up.

3. Insert the diskette with the driver into drive A: and click on 'Next'. A window like the one shown in Figure 4 will pop up.



Figure 4: New hardware in Windows 98

4. Have Windows search for the best driver for your device (recommended). Click on 'Next'. A window like the one shown in Figure 5 will pop up.
5. Install the driver from the diskette by clicking on the uppermost check box. Next, click on 'Next'.



Figure 5: Installing in Windows 98

6. The driver will now be found on the diskette. Click again on 'Next'.
 7. The driver will now be installed. Click on 'Finish' to complete the installation.
- The driver has now been installed. Proceed to chapter 3 to test the modem.

2.2.3 Windows NT4.0

The driver needs to be installed from the diskette before the modem can be used.

1. Insert the fax modem into the PCMCIA slot (if you have not already done so).
2. Start Windows NT4.0.
3. Log in as 'Administrator'.

4. Go to the configuration window (Start - Settings - Configuration window) and double-click on the 'Modems' icon.
5. Click on 'Next'. Once the standard modem is found, click on 'Change'.
6. Click on 'Diskette' and insert the diskette with the driver into drive A: and click on 'OK'.
7. The Trust 56K PC-Card Modem driver will now be found. Click on 'OK'.
8. Click on 'Next' to start installing the driver.
9. Click on 'Finish' to complete the installation.

The driver has now been installed. Proceed to chapter 4 for instructions on using the modem.

3. Testing

Carry out the following tests in order to check whether the modem functions properly with your computer.

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

1. Go to the configuration window (Start - Settings - Configuration window).
2. Double-click on the 'Modems' icon.
3. Click on the 'Diagnostics' tab.
4. Select the COM port for the Trust 56K PC-Card Modem and click on the 'More Info...' button.
5. The response from the modem will appear in the window after a short while. If there is no response, see the 'Troubleshooting' chapter for more information.

This test only checks the communication between the modem and the computer. Problems with the connection will not be checked.

Proceed to chapter 4 for instructions on using the modem.

4. Using the modem

4.1 Software supplied with modem

The Trust 56K PC-Card Modem comes with the Bitware or Supervoice software, depending on the version of your PC-Card. These programs allow you to send faxes and connect to on-line services. See the manual supplied with the software for installation instructions.

4.2 Internet

Several programs are necessary for connecting to your ISP (Internet Service Provider). These are standard Windows features and are usually installed automatically after double-clicking on the Internet icon. Some Internet providers provide complete software packages for Internet access, making your system suitable for the Internet.

4.3 Dial tone abroad

A different dial tone is used when using the modem abroad or via your own telephone exchange. Because of this, the error message 'No Dial Tone' will appear when trying to connect.

In that instance, switch off the dial tone detection by carrying out the following steps:

1. Go to the configuration window (Start - Settings - Configuration window).
2. Double-click on the 'Modems' icon.
3. Click on the 'Properties' button.
4. Click on the 'Connection' tab. A window like the one shown in Figure 6 will pop up.

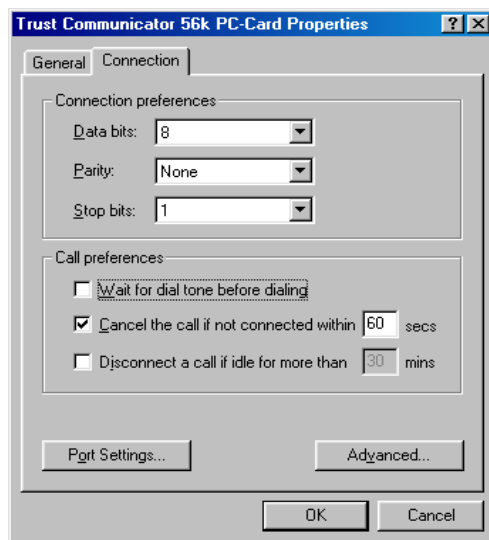


Figure 6: Modem connection

5. Click on 'Wait for dial tone before dialing' (see Figure 6) to switch off the dial tone detection.
6. Click on 'OK' to confirm the change.

The modem is now ready for use.

5. Troubleshooting

This chapter is intended for helping to solve any problems. If these solutions do not help, visit the Trust Internet site at www.trust.com, contact your dealer or the Trust Help Desk. Have the following data on hand:

- **Order number. This can be found below the barcode;**
- **The version of your Windows program and the language;**
- **CPU type and speed;**

- **Internal memory;**
- **Name and version of the program;**
- **Exact error message or good description of what does not work exactly and when.**

Problem	Possible cause	Solution
Modem does not react.	Drivers not installed properly in Windows 95 / 98.	Remove the drivers and reinstall them.
Modem makes a connection but no data appears on the screen.	Communication parameters set improperly.	Check whether all communication settings (speed, data, stop and parity bits) have been set properly and are equal on both sides of the connection.
	The system is waiting for you.	Press the <ENTER> key several times. The remote system may be waiting until it has received your data before sending anything.
Modem calls, but no connection is made.	Poor connection.	Call again.
	Wrong number.	Check the number.
	Wrong communication standard.	Contact your service provider for proper communication settings.
Modem experiences errors when connecting with a remote modem.	There is another call coming in.	Make sure that 'Call Waiting' has been deactivated.
	Poor connection.	Call again.
Error message: 'No Dial Tone'.	Telephone line is in use.	Wait until it is free to use.
	Telephone line does not work.	Test using normal telephone and make the necessary repairs.
	Different dial tone.	Switch off the dial tone detection (see section 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 norm	V.90 en 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	Class 1
Controller	Hardware
Data pump	Hardware
Temperature	Working: 10° to 50°C Storage: -10° to 80°C

Appendix B: Conditions for 56K connection

Under certain circumstances your 56K PC-Card Modem can receive data at a speed of a maximum of 56,000 bits per second. If it is not possible to connect at 56,000 bps, the modem will switch back to a lower speed automatically, usually between 49,000 and 53,000 bps.

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

- **You are connected with the Internet;**
- **Your Internet provider has a V.90 compatible connection station at the number you are calling;**
- **You are connected with the Internet provider via a modern (digital) telephone exchange. If unsure, ask your telephone company;**
- **You are using a direct analog outside line.**

The maximum speed under all circumstances and *for sending data to the Internet* is 33,600 bps.

Note: *The speed depends on the quality of the telephone line. The 56K PC-Card Modem will reduce the speed if the connection is poor.*