

56K USB 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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1. Introduction

This manual is intended for users of the Trust 56K USB Modem. No previous knowledge is required for installation and use of 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 FAQ (Frequently Asked Questions) sheets.

1.1 Conventions

This manual uses the following layout conventions for instructions:

- <key>** Requires the user to press a key. The key legend is shown between the angle brackets.
- 'System'** This is a software-specific term, e.g. a term used by Windows.
- [DIR]** Text in this font is to be typed by the user.
- (term)** The text between the parentheses (...) is the English term, e.g. (File), referred to in the accompanying illustration.

Additional information is shown as follows:

NOTE: *The 56K USB Modem only works in Windows 98.*

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 drive, such as "E", you should replace the drive letter "D" in the text with "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:

- USB modem
- USB cable
- CD-ROM with drivers and manuals
- Telephone cable
- Telephone plug
- Quick Installation Manual

Please contact your dealer if anything is missing or damaged.

1.3 Minimum system requirements

- Pentium 75 CPU
- Windows 98
- 16MB RAM
- 10MB free space on the hard disk
- 4 Speed CD-ROM
- Free USB port
- Telephone line

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2. Safety

Read the following carefully before use:

2.1 General

1. The modem should be connected to a standard analogue telephone line and not to a digital telephone system or network, as this may result in damage or injury.
2. Only use the modem in dry environments.
3. In the event of a thunderstorm, it is advisable to unplug the telephone cable in order to prevent damage due to lightning.

3. Installation

Note: The USB modem only works in Windows 98.

1. Remove the USB modem from the packaging.
2. Plug the telephone cable supplied into the connection marked "LINE" (Figure 1, A) on the back of the modem.
3. Insert the telephone cable supplied into the telephone plug. The telephone plug is already attached to the cable on some cables. If so, proceed with step 5.
4. Plug the telephone plug into the telephone outlet.
5. If necessary, connect your telephone to the modem connection marked "PHONE" (Figure 1, B).

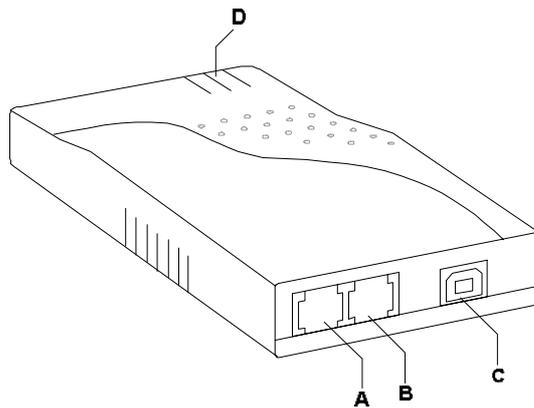


Figure 1: Back of the USB modem

6. Remove the USB cable from the packaging.

7. Connect the USB cable (Figure 2, plug 2) to the USB modem (Figure 1, connection C).

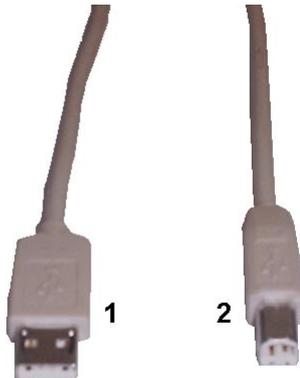


Figure 2: Connecting the USB

8. Start Windows 98.
9. Insert the USB cable (Figure 2, plug 1) into a free USB port on your computer. Windows will now find the new hardware (Figure 3). If you use Windows 98 SE, Windows will find an 'Atlas Modem Board'.



Figure 3: Finding new hardware

10. Insert the CD-ROM supplied into your CD-ROM drive and click on 'Next'. The window shown in Figure 4 will pop up.



Figure 4: Searching for the best driver

11. Click on 'Next'. The window shown in Figure 5 will pop up.



Figure 5: Specifying a driver location

12. Click on 'Specify a location', so that a checkmark appears in the box.

13. Type: 'D:\WIN98' in the command line. Click on 'Next'.
The window shown in Figure 6 will pop up.

Note: If you use Windows 98 SE, the window shown in Figure 6 will not pop up, but rather the one shown in Figure 7. Proceed with step 15.



Figure 6: Driver has been found

14. Click on 'Next'. The window shown in Figure 7 will pop up.



Figure 7: Driver has been found

15. Click on 'Next'. A number of files will now be copied to your hard disk after which the window shown in Figure 8 will pop up.



Figure 8: Driver has been installed

16. Click on 'Finish'. Windows will now find the hardware once again. The window shown in Figure 9 will pop up.



Figure 9: Unknown device has been found

17. Click on 'Next'. The window shown in Figure 10 will pop up.



Figure 10: Searching for the best driver

18. Click on 'Next'. The window shown in Figure 11 will pop up.



Figure 11: Specifying a driver location

19. Click on 'Specify a location', so that a checkmark appears in the box.

20. Type: 'D:\WIN98' in the command line. Click on "Next". The window shown in Figure 12 will pop up.



Figure 12: Driver has been found

21. Click on 'Next'. A number of files will now be copied to your hard disk after which the window shown in Figure 13 will pop up.



Figure 13: Driver has been installed

22. Click on 'Finish'. Your USB modem has now been installed. You may need to restart your computer following installation.

4. Directions for use

If your modem does not work well or the connection is extremely slow, try connecting again. The quality of the telephone connections in many areas is not always optimal.

4.1 Internet

You may need to create a 'Dial-up' connection in order to connect to your ISP (Internet Service Provider). This is a standard Windows feature and is usually installed automatically after double-clicking on the Internet icon.

See the Windows on-line help for more information.

Some Internet providers provide a complete software package for Internet access, making your system suitable for the Internet.

4.2 Indicators

The USB modem has a number of indicators which show whether or not the modem has made a connection. The indicators have the following significance:

OH	Off hook	Lights up once a connection has been made.
READY	-	Lights up once the modem is connected to the USB port.
Tx/Rx	Transmit / Receive	Flashes whenever data is sent and received.

5. Uninstalling the modem

Follow the instructions below if you wish to uninstall the modem.

1. Remove the modem from the USB port on your computer.
2. Insert the CD-ROM supplied into your CD-ROM drive.
3. Click on 'Start' and select 'Run' (see Figure 14).



Figure 14: Start, Run

4. Type: 'D:\WIN98\UNINSTALL.EXE' in the command line and click on 'OK'. The modem will now be uninstalled without requiring a confirmation. The window shown in Figure 15 will appear on the screen.

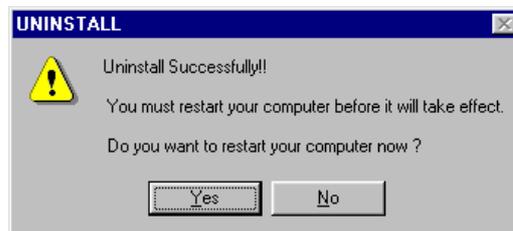


Figure 15: Successful uninstallation

5. The modem has been successfully uninstalled. Click on 'Yes' to restart the computer.

6. Troubleshooting

This chapter is intended for solving any problems. If you cannot find the solution in this chapter, contact your dealer.

Problem	Possible cause	Solution
Modem does not react.	USB port on the computer is not active.	Check whether the port is active in the BIOS of your computer.
	Wrong initialization string.	Check whether the modem has been properly set up by the communication software. You may be asked to enter an 'initialization string'. If so, type [AT&F] or call your provider's help desk.
Windows does not find a new device after connecting the modem. The modem does not work.	Old drivers are present in the system.	Start Windows via F8 in 'Safe Modes' and remove the old drivers. Restart and reinstall.
Modem makes a connection but no data appears on the screen.	Communication parameters are 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. Check whether the hardware flow control (default RTS/CTS setting) has been activated on the modem as well as in the software.
	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.

Problem	Possible cause	Solution
Modem calls, but no connection is made.	Poor connection.	Call again.
	Poor internal telephone system.	Try a direct outside line.
	Wrong number.	Check the number. Pay attention to the number for an outside line for internal telephone system and the wait symbol (,).
	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.
	'Phone' and 'Line' connections are switched.	Plug the telephone line into the 'Line' input and not to the 'Phone' input.
	Telephone line does not work.	Test using normal telephone and make the necessary repairs.
	Not a compatible internal telephone system dialling tone	Use a direct outside line or add the command 'XI' to the full dial-up command to switch off the dialling tone detection. Example: ATXIDT<telno>

7. Maintenance

The modem does not require any special maintenance. If necessary, clean the modem using a soft, damp cloth.

Do not use alcohol or other aggressive cleaning agents on the plastic exterior, as this may cause damage.

Never immerse the modem or adapter in water or any other liquid. This is dangerous and renders the product unusable.

8. Technical specifications

Modulation standards	V.34, V.34+, V.32bis, V.32, V.29, V.27ter, V.23, V.22, V.21 ch2, V.17, Bell212/103
56.000 bps norm	K56Flex, V.90
Compression	V.42bis, MNP Class 5
Error correction	V.42, MNP Classes 2-4
Host-interface	USB port
FAX group	Group III
FAX command	Class 1
Temperature	in operation: 10° to 55°C, in storage: -10° to 70°C
Voltage source	5 Volt from USB port. 1 Watt

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9. Conditions for 56K connection

Under certain circumstances your 56K USB 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.

A speed of 56,000 bps is only possible *for receiving data* under the following circumstances:

- You are connected with the Internet;
- Your Internet provider has a 56,000 bps 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 and are not connected via an internal telephone system or ISDN.

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

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

10. Trust Service Centers

If you have any questions after reading this manual, please contact one of the Trust Service Centers.

Keep the following in mind, however:

- If you have any questions regarding the use of a product or if you are looking for the latest drivers, you can find this information at the Trust web site (www.trust.com). The majority of the FAQ's (Frequently Asked Questions) are listed here. You can also download the latest drivers directly from the site.
- If you are unable to find the information you need at the Trust web site or if you are unable to access the site, please contact your nearest Trust Service Center.
- Keep in mind that the waiting time may be longer if you call between 12:00 AM and 2:00 PM.
- DO NOT return any products to the Trust Support Center addresses below. You may return the products via your Trust dealer.

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56K USB Modem

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