

ISDN 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 FAQs (Frequently Asked Questions).

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1. Introduction

This manual is intended for users of the Trust ISDN USB 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 in the manual

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 ISDN USB modem only works in Windows 98.*

The examples assume that the letter "D" has been assigned to your CD-ROM station. If your system uses a different letter for your CD-ROM drive, such as "E", you should replace the letter "D" in the text with "E".

1.2 Contents of the package

Before reading the manual, please check the contents of the package. It should contain the following:

- ISDN USB Modem
- USB cable
- CD-ROM containing the drivers and manuals
- CD-ROM containing the RVS-COM application (optional)
- Telephone cable
- Quick installation manual

Please contact your dealer if anything is missing or damaged.

1.3 Minimum system requirements

- Pentium 133 CPU
- Windows 98
- 16MB RAM
- 10 MB free hard disk space
- 4 Speed CD-ROM
- A free USB port
- ISDN telephone line

2. Safety

Before using the product, please read the following instructions carefully.

2.1 General information

1. The ISDN modem is designed to be connected to a digital ISDN network. Therefore, do not connect it to an analogue telephone system. This may cause damage and can be dangerous.
2. Only use the modem in a dry room.
3. It is advisable to unplug the ISDN telephone cable from the wall socket during a thunderstorm to prevent damage caused by the discharge of lightning.

3. Installation

Note: The ISDN USB modem only works in Windows 98.

3.1 ISDN USB modem

1. Remove the ISDN USB modem from the packaging.
2. Connect the ISDN telephone cable supplied into the connection (B) at the rear of the modem.
3. Connect the other end of the ISDN telephone cable into the ISDN telephone socket.



Figure 1: The rear of the ISDN USB modem

4. Remove the USB cable supplied from the packaging.
5. Connect the USB cable (Figure 2, plug 2) to the USB modem (Figure 1, connection A).

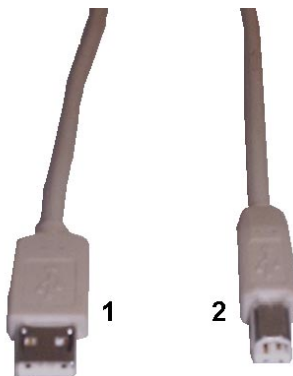


Figure 2: USB connections

6. Start Windows 98.
7. Connect the USB cable (Figure 2, plug 1) to a free USB port on your computer. Windows will detect new hardware (Figure 3).



Figure 3: New hardware detected

8. Insert the CD-ROM supplied into your CD-ROM drive and click on 'Next'. Figure 4 will appear.



Figure 4: Searching for the best driver

9. Click on 'Next'. Figure 5 will appear.

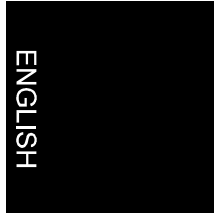


Figure 5: Specifying the location of the driver

10. Click on 'Specify a location' so that a tick is shown in the check box. In the command line, type: 'D:\WIN98'. Click on 'Next'. Figure 6 will appear.



Figure 6: Driver found



11. Click on 'Next'. A number of files will be copied to your hard drive. Figure 7 will then appear.



Figure 7: ISDN configuration program

12. Click on 'Next'. Figure 8 will appear.

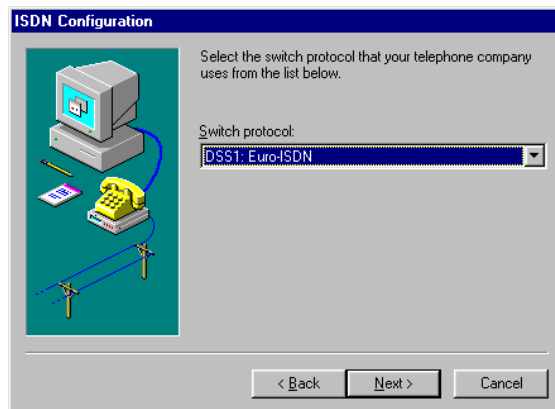


Figure 8: Selecting a protocol

13. Select 'DSS1: Euro-ISDN' and click on 'Next'. Figure 9 will appear.

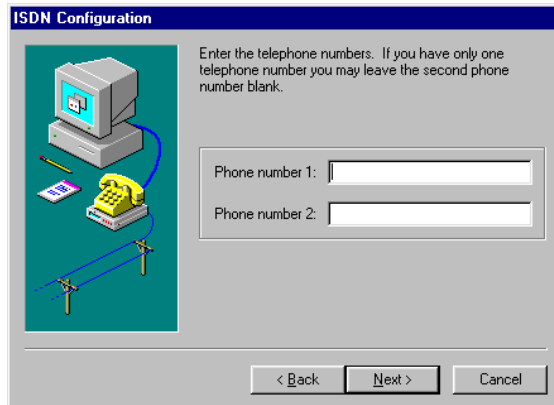


Figure 9: Entering the MSN telephone number

14. For 'Phone number 1', enter the telephone number which is connected to the ISDN modem. All the telephone costs will be charged to this number by your telephone company. It is advisable not to fill in the telephone number used for holding conversations. Click on 'Next'. Figure 10 will appear.

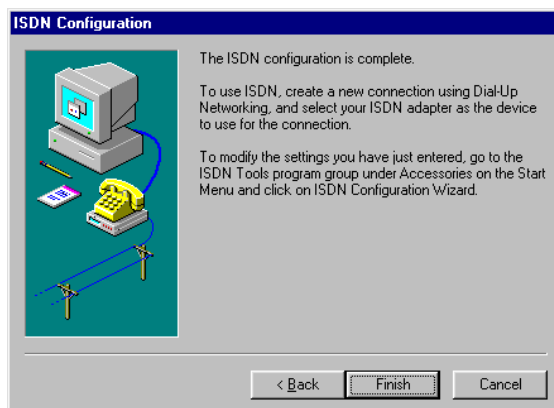


Figure 10: Completion of the ISDN configuration

15. Click on 'Finish'. Figure 11 will appear.



Figure 11: ISDN USB modem installed

16. Click on 'Finish' to complete the installation. Your ISDN modem has now been successfully installed. It may be necessary to restart your computer.

3.2 Diagnostic software

A diagnostic program is also supplied with the ISDN USB modem. You can use this to test whether the modem works correctly and also whether there is a stable connection with the ISDN network. The software is installed as follows:

1. Start Windows 98.
2. Place the CD-ROM containing the application into your CD-ROM drive.
3. Click on 'Start' and select 'Run'.
4. In the command line, type: 'd:\diagnose\setup.exe' and click on 'OK'.
Figure 12 will appear.

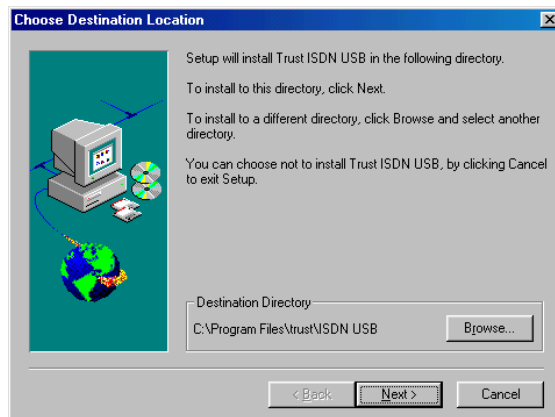


Figure 12: Installing the diagnostic program

5. Click on 'Next'. Figure 13 will appear.

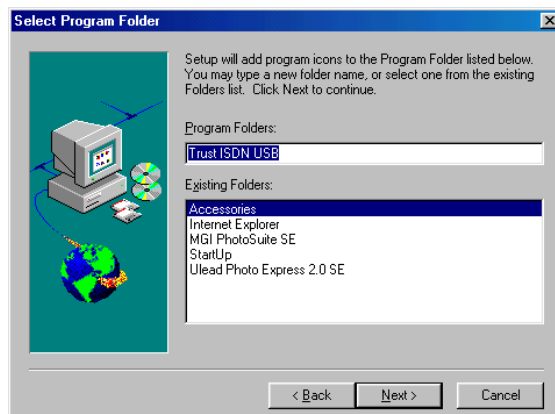


Figure 13: Selecting the program folder

- Click on 'Next' to accept the default program folder. A number of files will be copied. When complete, figure 14 will appear.

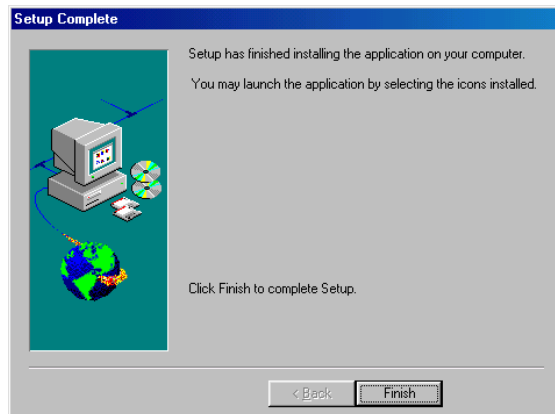


Figure 14: Diagnostic program installed

- Click on 'Finish'. The diagnostic program is now installed.

3.3 RVS-COM Application software (optional)

An ISDN communication program can be supplied with the ISDN USB modem as an optional extra. This program allows you to send faxes at a speed of 14400 bps and files at a speed of 2400 bps to an analogue modem. It is also possible to use the telephone with this software. This program is not necessary for use of the internet.

The installation is started automatically by inserting the 'RVS-COM' application CD-ROM into your CD-ROM drive. Follow the on-screen instructions.

If a key code is requested, this can be found on the rear of the CD box or on a separately supplied card, depending on which version of RVS-COM you have.

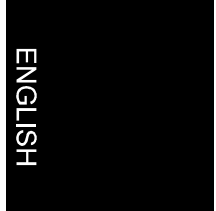
4. Instructions for use

4.1 Internet

In order to connect to your ISP (Internet Service Provider), you may have to make a 'Dial-up' connection. This is included as standard with Windows 98 and is usually installed automatically when you double click on the Internet icon.

See the Windows Help function for more information.

Some internet providers supply a complete software package for internet access which makes your system suitable for Internet use.



4.2 Indicators

The ISDN USB modem has a number of indicators (see Figure 15). These can be used to see whether your modem has made a connection. The lights indicate the following:

Light	Function	Comment
A	USB	Lights up when the modem is connected to your computer's USB port
B	ISDN	Lights up when the ISDN modem is connected to the ISDN network (D channel is active).
C	B1	Flashes when there is a 64K connection (single line).
D	B2	Flashes when there is a 128K connection (double line). B1 will also flash.
E	PC	Lights up when the ISDN modem receives signals from the computer.

Note: The ISDN (B) and PC (E) lights turn themselves off after a couple of minutes if the modem is not used.

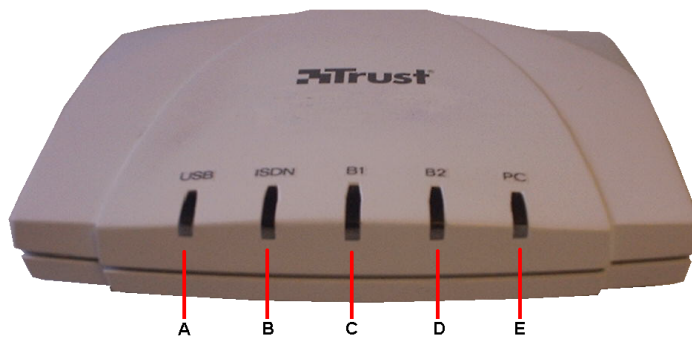


Figure 15: The front of the ISDN USB modem

5. Uninstalling the modem

It is only necessary to uninstall the modem if you no longer wish to use the modem. If you wish to uninstall the modem, follow the instructions given below:

Note: *The uninstall program for the modem can only be started if you have installed the modem diagnostic program. Follow the instructions given in Chapter 3.2 to install this program.*

1. Disconnect the ISDN USB modem from your computer's USB port.
2. Click on 'Start', 'Programs' and select 'Trust ISDN USB' from the list given.
3. Click on 'Uninstall DRV & UTL'. A new window will appear (Figure 16).



Figure 16: Uninstalling the ISDN modem

4. Put a tick in both of the white check boxes by clicking on them and click 'OK'. Figure 17 will appear.

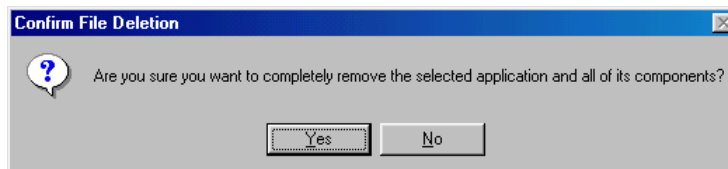


Figure 17: Confirming the uninstallation

5. Click on 'Yes' to confirm the uninstallation. The modem will be uninstalled. Figure 18 will appear.

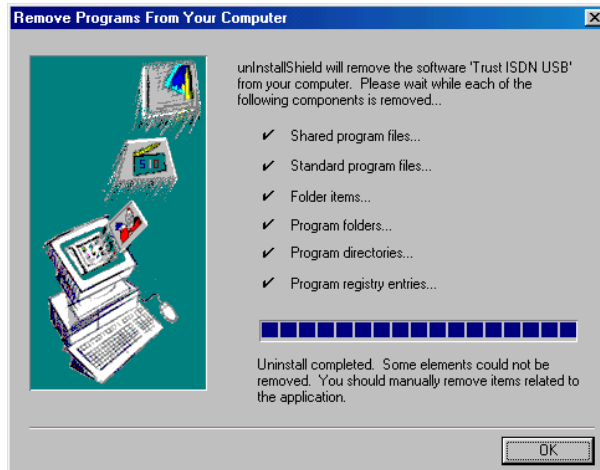


Figure 18: Uninstallation completed

6. Click on 'OK'. Figure 19 will appear.



Figure 19: Confirm restart

7. The USB ISDN modem is successfully uninstalled. Click on 'Yes' to restart your computer.

6. Troubleshooting

This chapter is intended to help you solve any problems. If you are not able to find a solution in this chapter, please contact the Trust Helpdesk.

6.1 Diagnostic program

If you are not able to make a connection, or if the modem does not react, it is advisable to start the diagnostic software supplied. If this has not been installed, follow the instructions given in Chapter 3.2. The diagnostic program is started as follows:

1. Click on 'Start', 'Programs' and select 'Trust ISDN USB' from the list given.
2. Click on 'Diagnostic Program'. Figure 20 will appear.

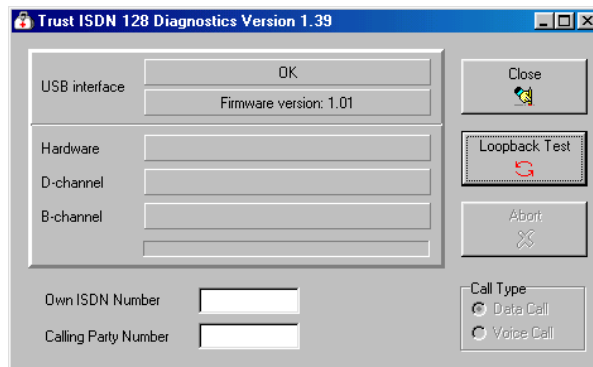


Figure 20: Diagnostic/test program

3. In the space available for 'Own ISDN Number', fill in the telephone number which is connected to the ISDN modem.

Note: *In some countries, it is also necessary to enter the 'Calling Party Number'. Contact your local telephone company for more information.*

- Click on the 'Loopback Test' button to start the diagnosis.
If all the tests are successful, figure 21 will appear on your screen.
If there is no 'OK' given for one of the tests, check whether the driver is correctly installed and whether the modem is connected to the ISDN network.

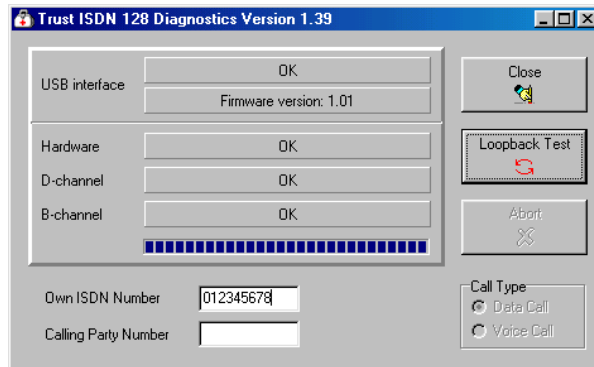


Figure 21: Diagnosis successful

6.2 Problem / Solution

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Problem	Possible cause	Solution
The modem does not react.	The computer's USB port is not active.	Check whether the port is active in the computer's BIOS.
Windows does not detect any new device after connecting the modem. The modem does not work.	Old drivers are still installed.	Follow Chapter 5 to uninstall the modem.
The modem makes a connection, but no information is shown on the monitor's screen.	The communications parameters are set incorrectly.	Check whether all the communications settings (speed, data, stop and parity bits) are set correctly and are equal on both sides of the connection.
	The system is waiting for you.	Repeatedly press the <ENTER> button. It is possible that the system is waiting at a distance until receiving the data from you before sending it.
The modem calls, but does not make a connection.	Dialled the wrong number.	Check to see whether the correct number has been dialled.
	The incorrect communication standard.	Contact the service for the correct communication settings.
The error message 'No Dial Tone' is displayed.	The telephone line is in use.	Wait until the line is free.
The message 'The CAPI2032.DLL file cannot start. Check the file to determine the problem' is displayed when starting the diagnostic program.	The ISDN USB modem is not connected.	Connect the modem and try again.
	The driver is not correctly installed.	Remove the current driver (Chapter 5) and reinstall it.

7. Maintenance

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

Do not use alcohol or any other aggressive cleaning product on the plastic on the outside of the modem. This may cause damage.

Do not dip the modem or the adapter into water or any other liquid. This is dangerous and will make the product unusable.

8. Technical specifications

ISDN connection	S/T connection ITU-T I.430
ISDN norm	DSS1 (Euro ISDN)
Protocol B channel	PPP unsynchronised-synchronised HDLC transparent
	ITU-T V120/64000 bps
	ITU-T V110/56000 bps
	ITU-T X.75 / T.70NL / ISO8208
Host-interface	USB port
Temperature	In use: 10° to 55°C. Not in use: -10° to 70°C
Power supply	5 Volt from USB port. 1 Watt maximum

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9. Trust Service Centres

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

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 Centre.
- 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 Centre addresses below. You may return the products via your Trust dealer.

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Country:	Contact:
UK Ireland	<p>UK Office</p> <p>Internet www.trust.com E-mail trustuk@globalnet.co.uk Mail Aashima Distribution U.K. Ltd. Trust Support PO Box 5277 Witham CM8 3XU United Kingdom</p> <p>Fax +44-(0)1376-514633 Phone +44-(0)1376-500000 (from 9:30 AM until 5:00 PM)</p>
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