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TRUST 56K PCI MODEM

User 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, so that you are able to receive optimal guarantee and service support. You will be automatically informed of developments to your product and of other Trust products. You will also have the chance to win some spectacular prizes.

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1. Introduction

This manual is intended for users of the 'TRUST 56K PCI MODEM'. This high-speed 56K modem, linked via PCI, gives you high speed Internet and e-mail connections.

With the supplied SuperVoice software the Trust 56K PCI Modem in combination with your soundcard is also ideal for use as a hands-free speaker phone and as a fax machine.

1.1   V92 standard

V92 is the future global standard devised by the ITU (International Telecom Union) for the communication between analogous modems. This improved standard is the successor of the current V90 standard.

V92 is fully compatible with V90 and both standards have a downloading bandwidth of 56kbits/s. V92, however, carries the following benefits:

- Improved data compression standard: V44 (V90 uses V42bis). This allows for better data compression during the data transfer, resulting in a higher download speed. The increase in speed strongly depends on the nature of the data that are being transferred: when downloading data that cannot be compressed very easily, such as pictures in jpg-format, the speed realised will equal the speed realised with V90.

- Increased upload speed (the maximum data transfer speed from your PC to the Internet) to 48 kbit/s. V90 is limited to 33k6 bit/s.

- Faster 'connect time'. This is the time it takes to establish a full connection with your ISP (Internet Service Provider). The technical name for this is V92 QuickConnect, and this standard allows for connect times between 5 and 10 seconds.

- The 'modem standby' property. This property allows for temporarily halting the data communication to accept incoming calls, and to restart the data connection after you've ended the call.

At the time this manual is being written, the V92 standard has not been issued yet. It is expected to be ready late October 2001, however, there may be some delay. As soon as V92 becomes available, a firmware/driver update for the Trust 56K PCI Modem.

If you register your modem via www.trust.com/11709, you will be automatically informed when the V92 firmware/driver will be available.

Note: *When the V92 standard is issued it will probably take a few months before your local ISP (Internet Service Provider) will support the new standard. For further information, contact your ISP.*

1.2   Convention used 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: *This analogous modem is not suited for a connection to digital telephone systems such as ISDN and ADSL. Only connect this modem to an analogous telephone line.*

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

1.3   Package contents

Check the contents of the package. It should contain:

- Trust 56K PCI Modem
- RJ-11 telephone cable
- CD-ROM with drivers, applications and user manual
- Multiple language Quick Install manual

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If anything is missing or if something is damaged, please contact one of the Trust Customer Care Centres. You can find more information on the last page of this instruction manual.

1.4   Minimum system requirements

- Pentium 166 MMX processor
- 32 MB system memory
- Free USB port
- 2 MB free HDD space for drivers (plus extra for applications)
- 4x CD-ROM player
- Windows 95, 98, Me, NT4, 2000 or XP

2. Safety

Before use, carefully read the following instructions:

2.1 General

1. Computer components are sensitive to static electricity. You can discharge yourself by touching the computer casing.

2. Switch off the computer and unplug it from the power outlet, before opening it up.

3. Make sure that the components you plan to add to your computer are in fact compatible with your system.

2.2 Modems

1. The modem must only be connected to a standard analogous telephone line. Never connect it to any digital telephone system, such as ISDN or ADSL. This may cause damage and can be dangerous.

2. In case of a thunderstorm it is best to unplug the telephone cable in order to prevent damage caused by lightning.

3. Installation

3.1 Hardware installation

Follow the steps below to install the Trust 56K PCI Modem:

1. Switch off your computer.

2. Remove the plug from the power outlet.

3. Remove the hood from your computer casing.

4. If relevant, remove the metal cover at the back of a free PCI slot (colour white).

5. Place the Trust 56K PCI Modem in the free PCI slot and screw it down tightly.

6. Replace the hood onto the computer casing.

7. Stick the plug back into the power outlet.

8. Connect the provided telephone cable to the 'LINE' connection at the back of the modem.

9. Connect the other end of the provided telephone cable to your analogous telephone contact.

You are now done installing the hardware. Continue with the next sections for the installation of the driver and applications.

3.2 Installation in Windows 95, 98, Me, 2000 and XP

1. Start up Windows.

2. Windows will detect the hardware and ask for the location of the driver.

3. Place the CD-ROM with the driver and the applications in your CD-ROM player.

Note: *It may be that the Trust Software Installer starts up automatically when you insert the CD-ROM. You won't need it at this point and may close it for now.*

4. Select to have Windows search in a specific location. For a path, enter one of the following options:
   - [**D:\Win95**] when installing in Windows 95, or
   - [**D:\Win98**] when installing in Windows 98, or
   - [**D:\WinMe**] when installing in Windows Me, or
   - [**D:\Win2000**] when installing in Windows 2000, or
   - [**D:\WinXP**] when installing in windows XP

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Note: *The above letter '**D**' serves to denote your CD-ROM player. Check your own computer to see which letter refers to your CD-ROM.*

5.   The driver will be located. Follow these next instructions for further installation. Two elements will be installed:
      - Trust 56K PCI Modem
      - Wave Device for Trust 56K PCI Modem (Windows 95, 98 and Me only)

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Note: *In Windows 2000 and XP there will be a notification that the driver does not have a digital signature. This will be no problem for the functionality of the modem. Select 'Continue' to go ahead with the installation.*

Note: *If you register your modem at www.trust.com/11709 you will be informed automatically when there is a signed driver available for download.*

6.   After the installation of the driver, a modem configuration screen will automatically appear. Select the tab sheet 'International Settings'.

7.   Select your country in the list and click on 'Apply'.

8.   Click on 'OK' to close the screen. You can enter this screen again at any point via 'Start – Settings – Configuration screen' by double-clicking the 'HaM Configuration' icon.

9.   Restart your system after the installation of the driver.

3.3   Installation in Windows NT4

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

1.   Start up Windows NT.

2.   Log in as 'Administrator'.

3.   Place the CD with the drivers in your CD-ROM player.

4.   The Trust Software Installer starts automatically. If this is not the case on your computer, go to 'Start – Run' and type [D:\Setup.exe] and click 'OK'.

5.   Click the button 'Windows NT4 Driver' to start the installation of the driver.

6.   Deselect the option to search for the driver manually and click on 'Next'.

7.   Windows NT4 finds the 'Trust 56K PCI Modem'. Click 'Next' to install the modem.

Note: *It may be that Windows will find a 'Standard modem' instead of the 'Trust 56K PCI Modem'. In that case, select the modem manually. In the list of manufacturers find 'Trust Computer Products' and select the 'Trust 56K PCI Modem'.*

8.   Click on 'OK' in order to confirm the installation. A COM-port and a modem are automatically produced with the correct settings

Note: *If you have never had a modem in your system before, you must first install 'RAS Dial-up networking'. This will happen automatically when you make a new 'Dial-up' connection. Follow the directions onscreen. It may be that after that, you have to restart your computer.*

3.4   Software installation

Follow the instruction below to install the provided application 'SuperVoice 2.2j' on your computer:
1.   Start up Windows.
2.   Place the CD-ROM with drivers and applications in your CD-ROM player.
3.   The Trust Software Installer will start up automatically. If it doesn't, then go to 'Start – Execute' and type [D:\Setup.exe] in the entry field. Then click on 'OK'. See Figure 1.

Figure 1: Trust Software Installer

Note: *The language selection menu in the left box is only intended for the rendering of the Trust Software Installer in various languages.*

4. Click on the button 'SUPERVOICE 2.2J' to start the installation of this application.

5. Select the desired language of the program..

Note: *The SuperVoice install procedure only comes in English; the program, manual and the help function will come in the selected language after the installation.*

6. If so desired, specify another location for the program and click on 'Proceed'. See Figure 2.

Figure 2: specify install location

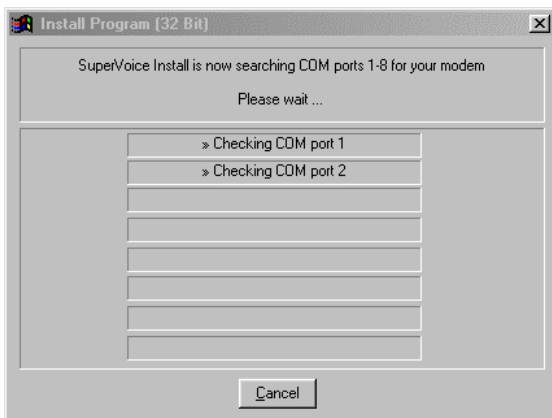7. SuperVoice will search for the COM port to which the modem is connected. See Figure 3.

Figure 3: search for modem

8. After the modem has been located, fill out your personal particulars and click on 'Proceed'. See Figure 4.
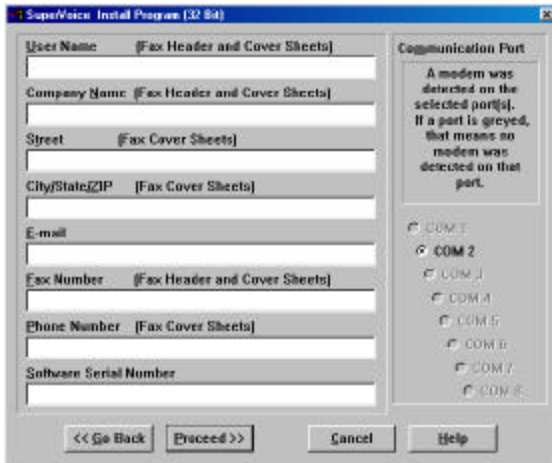
6

Figure 4: Fill out personal particulars

9. After the installation, a 'PIC Fax Printer' will be added. Click on 'OK'. See Figure 5.
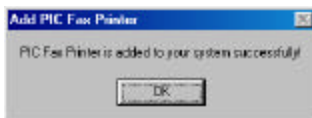

Figure 5: Add fax printer

10. Click on 'OK' once more, to complete the installation. SuperVoice is now ready for use.

4. Usage

4.1 Testing the modem

Check the functionality of the Trust 56K PCI Modem, before you will use the modem. You can do this by using the diagnostics of the PCI modem. Follow the steps below for testing the functionality:

1. Go to 'Start – Settings – Configuration screen' and double-click the icon 'Modems'.
2. Select the tab sheet 'Diagnostics' and then select the COM port with the 'Trust 56K PCI Modem'.
3. Click on the button 'More information...'. If the communication between your modem and your computer is good, you will now see some information regarding the modem.

4.2 Internet and e-mail

In order to establish an Internet connection and / or create an e-mail account, you must register with an Internet provider (ISP = Internet Service Provider). This ISP will give you the information you need to get access to the Internet.

Some Internet providers will provide you with a complete software package, which will automatically prepare your system for Internet access.

You can also use an 'Internet Wizard' in Windows, which will take you through the process of establishing Internet access step by step. Please see the Windows help function for more comprehensive information.

Note: *If the Internet connection is slow, call again. In many areas, the quality of the telephone lines is not very high, so that maximum communication with your ISP may not be possible at times.*

4.3 SuperVoice 2.2j

SuperVoice is a program that allows you to add extra applications to your modem. SuperVoice allows you to use your modem for instance as:

- **Answerphone:** with full voice-mail possibilities, including multiple mailboxes and the option to be paged if there are any messages.

- **Fax machine:** which can send, receive, print, allow you to view faxes and to send faxes from Windows applications.

- **Telephone dialler:** which allows you to use the modem as a hands-free telephone in combination with your soundcard with a microphone connected to it, as well as speakers. You can make calls using the dialler, the speed dial options and the SuperVoice telephone directory.

- **Mini BBS:** (Bulletin Board System) which allows callers to upload data and to download data from your system.

Note: *To be able to use all functions of SuperVoice, you must have a sound card, a microphone and speakers.*

To start the program, go to 'Start – Programs – SuperVoice' and select the option 'SuperVoice' from the menu. The SuperVoice button panel will now appear. See Figure 6. From this panel, it is easy to start up all parts of the program.
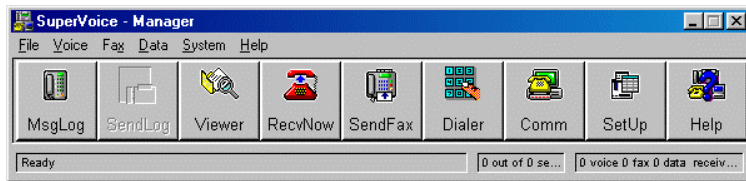
Figure 6: Using the SuperVoice button panel

Consult the SuperVoice manual for a description of the different functions of the program. The user manual can be consulted via: 'Start – Programs – SuperVoice', where you select the option 'Manual'.

Also, consult the comprehensive Help function that was provided with SuperVoice.

5. Removing the modem

Follow the instruction below if you want to remove the modem:

1. Go to 'Start – Settings – Configuration screen' and double-click the icon 'Software'.

2. Select the Trust 56K PCI Modem from the list and click the button 'Add/Remove...'.

3. Follow the directions onscreen to remove the modem driver.

4. Shut down your system and remove the modem from the PCI slot.

6. Conditions for a 56K connection

Under certain conditions, your Trust 56K PCI Modem can receive data at a speed of 56,000 bits per second maximum. If a connection of 56,000 bps is not possible, the modem will automatically switch back to a lower speed.

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

- You are connected to the Internet;

- Your Internet Provider has a 56,000 bps compatible connect station under the number that you call;

- You are connected to the Internet provider via a modern (digital) telephone exchange. Verify this with your telephone company, if necessary;

- You are using a direct, analogous outgoing telephone line and not a line on your in-home telephone exchange.

In all other circumstances and *for sending data by means of a V90 connection,* the maximum speed is 33,600 bps.

For sending data with the new V92 connection, the maximum speed will be 48,000 bps.

Note: The speed will depend on the quality of the telephone line. The Trust 56K PCI Modem will switch to a lower speed if the line is bad.

7. Troubleshooting

Problem	Cause	Possible solution
Modem doesn't respond.	IRQ or I/O conflict.	Try other settings for the IRQ or the COM port.
	IRQ in double use.	Go to the HaM modem configuration screen (Figure1) and within the tab sheet 'Preferences' deactivate the option 'Enable IRQ Sharing'.
	Driver not installed.	(Re)install the modem driver.
Modem does make a connection, but no data appear onscreen.	Communication parameters were not set correctly.	Check if all communication settings (speed, data, stop and parity bits) were set correctly and if they correspond on both sides of the connection. Check if the hardware flow control (standard setting RTS/CTS) is active both in the modem and in the software.
	The system is waiting for you.	Press the <ENTER> key several times. Possibly, the system is waiting to receive some data from you, before it will start sending.
Modem is calling, but no connection is established.	Bad line.	Call again.
	Bad in-home telephone exchange.	Try a direct outgoing line.
	Wrong number.	Check the number. Note the digit you have to dial to get an outgoing line in case of internal switchboards and the wait character (**,**).
	Wrong communication standard.	Contact your Internet provider for the correct communication settings.
Error report 'No Dial Tone'.	Telephone line is being used.	Wait until the line is free.
	Telephone line doesn't work.	Test the line with an ordinary phone and repair.

Problem	Cause	Possible solution
	Incompatible dial tone of the in-home telephone exchange.	Use an outgoing line or deactivate the dial tone detection.
Modem finds an error while connecting to a remote modem.	Call interferes with connection.	Make sure 'Call Waiting' is not active.
		The new V92 will support this. Check the Trust site for an upgrade.
	Bad line.	Call again.
Modem doesn't call in on V92.	The V92 firmware/driver not available yet.	Check the Trust site or register your modem, so that you will be automatically informed as soon as the V92 firmware/driver is available.
	Your ISP does not yet support the V92 standard.	Contact your ISP for further information.
Problem not listed here.	FAQ update available on line.	Go to www.trust.com/11709 for FAQ and other specific product information.
	Check the modem troubleshooter on line.	Go to www.trust.com/customercare/help/modem for general modem information.
	Check the Internet connection troubleshooter on line.	Go to www.trust.com/customercare/help/internet for general information on Internet connections.

Register your product via www.trust.com so that you are able to receive optimal guarantee and service support such as up-to-date FAQ and the latest drivers. You will also be automatically informed of developments to your product and of other Trust products. And use the opportunity to win some spectacular prizes.

If you still have any problems after trying these solutions, please contact one of the Trust Customer Care Centres. You can find more information on the last page of this manual. Please have the following information available: the article number (in this case 11709) and a good description of what fails to work and when exactly this failure occurs.

8. Trust Customer Care Centres

Inhabitants of the UK and Ireland can contact:

	UK Offices	
From:	Internet	www.trust.com
9:30 - 17:00	E-mail	support.uk@trust.com
hours	Fax	+44-(0)1376-514633
	Tel.	+44-(0)1376-500000

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Inhabitants of Italy can contact:

	Italian Offices	
From:	Internet	www.trust.com
9:00 - 13:00 /	E-mail	support.it@trust.com
14:00 -18:00	Fax	051-6635843
hours	Tel.	051-6635947

Inhabitants of France ad North-Africa can contact

	French Offices	
From:	Internet	www.trust.com
9:00 - 17:00	E-mail	support.fr@trust.com
hours	Fax	+33-(0)1-48174918
	Tel.	+33-(0)803-083080

Inhabitants of Germany can contact:

	German Offices	
From:	Internet	www.trust.com
9:00 - 17:00	E-mail	support.de@trust.com
hours	Fax	02821-58873
	Tel.	0800-00TRUST (=0800-0087878)

Inhabitants of Spain can contact:

	Spanish Offices	
From:	Internet	www.trust.com
9:00 - 17:00	E-mail	support.es@trust.com
hours	Fax	+31-78-6543299
	Tel.	+31-902 160937

Inhabitants of the Netherlands can contact:

	Dutch Offices	
From:	Internet	www.trust.com
9:00 - 17:00	E-mail	support@trust.com
hours	Fax	078-6543299
	Tel.	0800-BELTRUST (=0800-23587878) of 078-6549999

Inhabitants of all other European countries can contact:

	European Head Offices	
From:	Internet	www.trust.com
9.00 - 17.00	E-mail	support@trust.com
hours	Fax	+31-78-6543299
	Tel.	+31-78-6549999