

TRUST 56K USB MODEM

Instruction 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 USB Modem. Some knowledge of computers is necessary to install this product. If you have any questions, please contact one of the Trust Customer Care Centers. You can find more information about these Customer Care Centers on the last page of this electronic manual, as well as at the back of the quick installation manual.

1.1 Conventions used in this manual

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 Microsoft Windows 98.
- [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 Trust 56K USB modem only works in Windows 98 or Windows 2000.*

The examples assume 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 the Trust Customer Care Center if anything is missing or damaged.

1.3 Minimum system requirements

- Pentium 166MMX CPU
- Windows 98
- 16 MB RAM
- 10 MB free hard disk space
- 4-speed CD-ROM
- Free USB port
- Telephone line

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.

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3. Installation

3.1 Connecting

Note: The USB modem only works in Windows 98 or Windows 2000.

1. Remove the USB modem from the packaging.
2. Plug the telephone cable supplied into the connection marked "LINE" (Figure 1, A) at the back of the modem.
3. Insert the other end of the telephone cable 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).

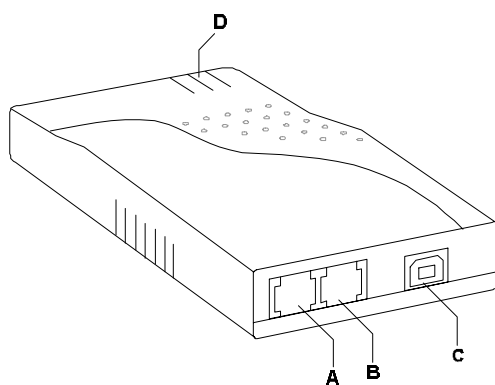


Figure 1: Back of the USB modem

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).

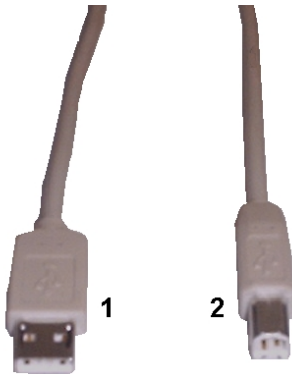


Figure 2: Connecting the USB

Continue with chapter 3.2 if you use Windows 98 or chapter 3.3 if you use Windows 2000.

3.2 Installation for Windows 98

1. Start Windows 98.
2. 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).

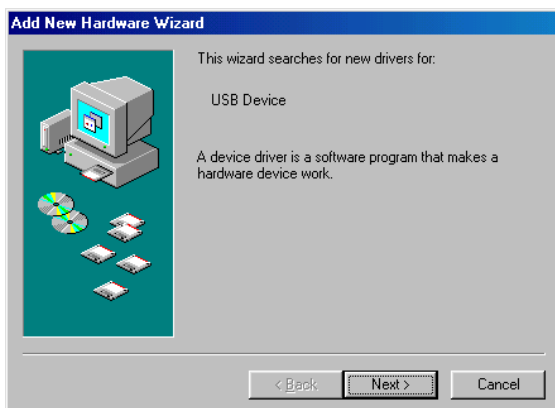


Figure 3: Finding new hardware

3. 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

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



Figure 5: Specifying a driver location

- Click on 'Specify a location', so that a checkmark appears in the box.
- Type: 'D:\WIN98' in the command line. Click on 'Next'. The window shown in Figure 6 will pop up.



Figure 6: Driver has been found

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



Figure 7: Driver installed

- Click on 'Finish'. Figure 8 will appear.

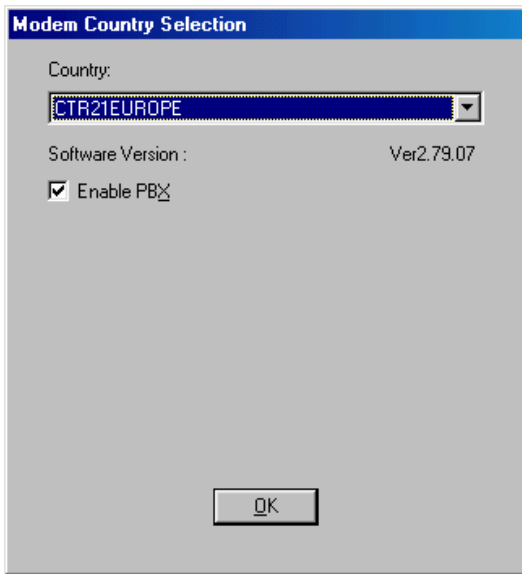


Figure 8: Country selection

- Select the country in which you are located. If your country is not included here, select 'CTR21EUROPE'. If you use a PBX telephone system, place a tick in the check-box in front of the text.
- Click on 'OK' to complete the installation.

3.3 Installation for Windows 2000

- Start Windows 2000 and log in as 'Administrator'.
- Insert the USB cable (Figure 2, plug 1) into a free USB port on your computer. Windows will detect new hardware (Figure 9).



Figure 9: New hardware detected



3. Click on 'Next' to continue. Figure 10 will appear.



Figure 10: Searching for the best driver

4. Choose 'Search for a suitable driver for my device (recommended)' and click on 'Next'. Figure 11 will appear.



Figure 11: New hardware detected

5. Place a tick in the third option 'Specify a location'. Remove any other ticks. Click on 'Next'. Figure 12 will appear.

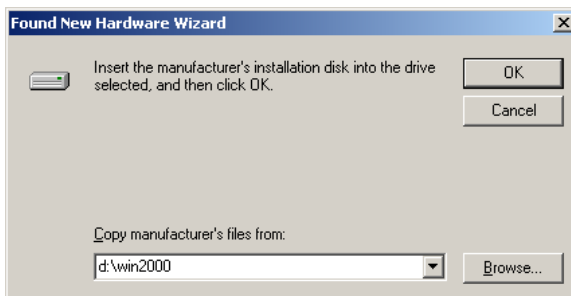


Figure 12: Specifying a location for the driver

6. Give the location as 'd:\win2000' and click on 'OK'. Figure 13 will appear.

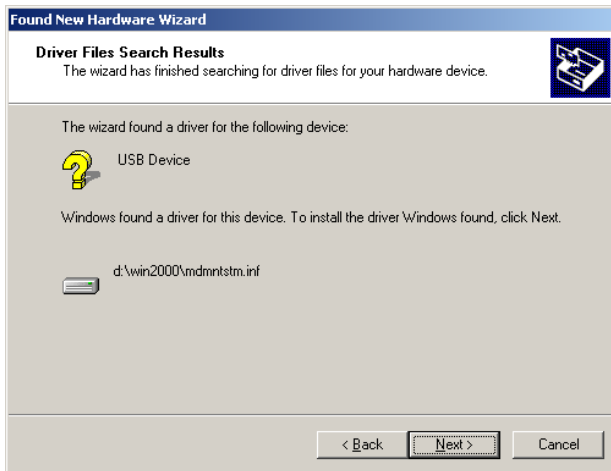


Figure 13: Driver found

7. Click on 'Next'. A number of files will be copied. When completed, Figure 14 will appear.

Note: You may first receive a window displaying a warning that no digital signature has been found in the driver. You can ignore this warning and click on 'Yes' to continue with the installation.



Figure 14: Installation complete

8. Click on 'Finish' to complete the installation. The modem has now been successfully installed.

3.3.1 Country selection in Windows 2000

In Windows 2000, you must manually select the country in which you are located. This is carried out as follows:

1. Click on 'Start', 'Settings' and select 'Control Panel'.
2. Double click on the 'Modem Country Selection' icon. Figure 15 will appear.

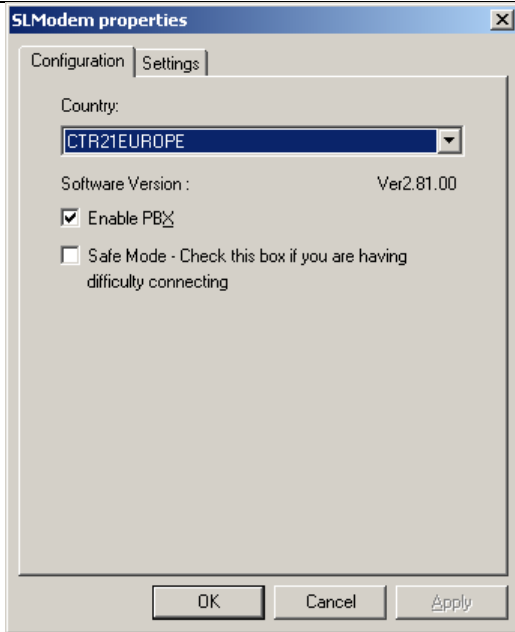


Figure 15: Country selection

3. Select the country in which you are located from the list. If your country is not included in the list, select 'CTR21EUROPE'. If you use a PBX telephone system, place a tick in the check-box in front of the text.
4. Click 'Apply' to confirm the selected country and then click 'OK' to close the window.

3.4 Installing the software

1. Insert the CD-ROM into your CD-ROM drive.
2. Select 'Run' from the Start menu.
3. Type [D:\SETUP.EXE] and click on 'OK' (see Figure 16) to start the Trust Software Installer.

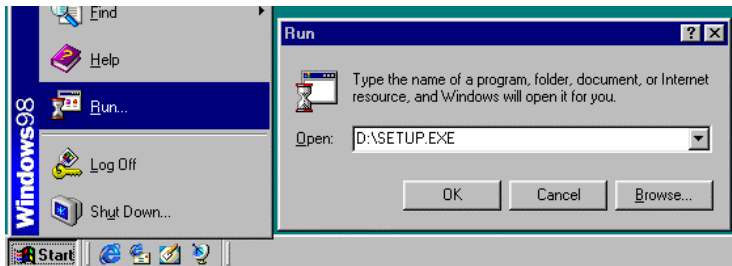


Figure 16: Starting set-up

4. Select the language you wish to use. Figure 17 will appear.

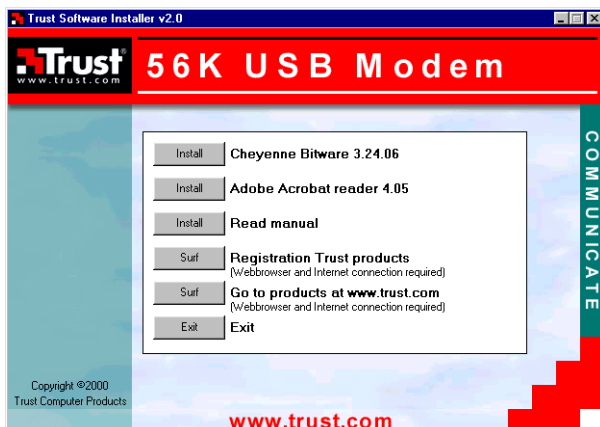


Figure 17: Trust Software Installer

5. Select 'Cheyenne Bitware 3.24.06'.
6. Follow the on-screen instructions.

Restart your computer after installing the software.

4. Instructions for use

Re-dial if the connection is very slow. In a lot of areas, the quality of the telephone connection is not always optimal, so that the initial negotiation with the ISP is not as good as possible.

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

If you wish to uninstall the modem, follow the instructions given below:

1. Disconnect the modem from your computer's USB port.
2. Click on 'Start', 'Settings' and select 'Control Panel'.
3. Double click on the 'Add/Remove Programs' icon. A new window will appear.
4. Scroll through this list to 'Uninstall Trust 56K USB Modem' and click on 'Add/Remove'. Figure 18 will appear.



Figure 18: Uninstalling the modem

5. Click on 'Yes'. The drivers will be removed. Figure 19 will appear.

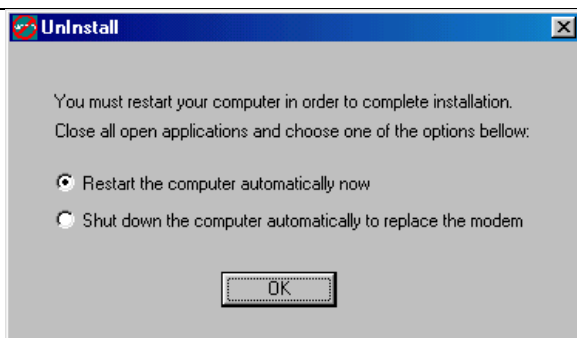


Figure 19: Uninstalling the modem

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6. Select the first option to restart your computer or the second option to shut down your computer. Click on 'OK'.
The modem has now been successfully uninstalled.

6. Troubleshooting

This chapter is intended for solving any problems. If you cannot find the solution in this chapter, contact the Trust Customer Care Center.

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.
	The USB cable has not been connected.	Connect the modem and try again.
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.
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 systems and the wait symbol (,).
	Wrong communication standard.	Contact your service provider for proper communication settings.

Problem	Possible cause	Solution
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 dialing tone	Use a direct outside line or add the command 'XI' to the full dial-up command to switch off the dialing tone detection. Example: ATXIDT<telno>

Check the FAQ's on the Internet (www.trust.com). You can also register your product via 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.

If you still have any problems after trying these solutions, please contact one of the Trust Customer Care Centers. You can find more information on the last page of this electronic manual, as well as at the back of the quick installation manual. Please have the following information available:

- The article number.
- Your hardware information.
- A good description of what precisely does not work.
- A good description of when the problem precisely takes place.

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

9. Conditions for 56K connection

Under certain circumstances your Trust 56K USB 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 Trust 56K USB Modem will reduce the speed if the connection is poor.*

10. Trust Customer Care Centres

Inhabitants of Great Britain and Ireland should contact:	
	GB Office
From:	Internet www.trust.com
9:30 - 17:00	E-mail support-uk@trust.com
	Fax +44-(0)1376-514633
	Tel. +44-(0)1376-500000
Inhabitants of Italy should contact:	
	Italian Office
From:	Internet www.trust.com
9:00 - 13:00	E-mail support-it@trust.com
/ 14:00 -	Fax 051-6635843
18:00	Tel. 051-6635947
Inhabitants of France and North Africa should contact:	
	French Office
From:	Internet www.trust.com
9:00 - 17:00	E-mail support-fr@trust.com
	Fax +33-(0)1-48174918
	Tel. +33-(0)1-48174931
Inhabitants of Germany should contact:	
	German Office
From:	Internet www.trust.com
9:00 - 17:00	E-mail support-de@trust.com
	Fax 02821-58873
	Tel. 0800-00TRUST (=0800-0087878)
Inhabitants of Spain should contact:	
	Spanish Office
From:	Internet www.trust.com
9:00 - 17:00	E-mail support-es@trust.com
	Fax +31-78-6543299
	Tel. +31-78-6549999

Inhabitants of the Netherlands should contact:	
From: 9:00 - 17:00	Dutch Office
	Internet www.trust.com
	E-mail support-nl@trust.com
	Fax 078-6543299
	Tel. 0800-BELTRUST (=0800-23587878) of 078-549999
Inhabitants of all other European countries should contact:	
From: 9.00 - 17.00	European Head Office
	Internet www.trust.com
	E-mail support@trust.com
	Fax +31-78-6543299
	Tel. +31-78-6549999

Appendix A: AT Command list

Command	Function
A	Answer incoming call
A/	Repeat last command Do not precede A/ with AT or follow with ENTER
B0	ITU-T V.22/V.21 modes at 1200/300 bps
B1	Bell 212A/103 modes at 1200/300 bps
B2	V.23 mode at 1200 bps while %B1200 is in effect (TX75/RX1200 bps in originate mode, TX1200/RX75 bps in answer mode)
D_	0-9 Digits for tone/pulse dialing
	A-D "Alpha-digits" for tone dialing
	#,* "Alpha-digits" for tone dialing
	P Pulse dial
	R Originate calls in answer mode
	S=n Dial one of the four stored phone number (n=0-3)
	T Tone dial
	W Wait for second dial tone
	' Pause (duration defined by register S8)
	@ Wait for five seconds of silence
	! Hook flash
	: Return to Command Mode after dialing
	^ Enable data modem calling tone
E0	Commands echo disabled
E1	Commands echo enabled
+++	Escape characters - switch from Data Mode to Command Mode
H0	Modem on-hook (hang up)
H1*	Modem off-hook (make busy)
I0	Product code
I1	Checksum code
I2	ROM test
I3	Model ID & firmware ID
14	

Command	Function
I5	Country code
L0	Low speaker volume
L1	Low speaker volume
L2	Medium speaker volume
L3	High speaker volume
M0	Speaker always off
M1	Speaker on until carrier detected
M2	Speaker always on
M3	Speaker off during dialing, on until carrier detected
N0	Auto Mode disabled. Modem handshake speed specified by the %Bn command
N1	Auto mode enabled. Modem handshake speed specified by the %Bn command and DTE speed
O0	Return to Data Mode
O1	Initiate an equalizer retrain and return to Data Mode
P	Pulse dial
Q0	Result codes enabled
Q1	Result codes disabled
Q2	"Ring" result code disabled. Also disables "CONNECT" and "No Carrier" result codes in answer mode
Sr?	Display content of S-register <i>r</i>
Sr=n	Set S-register <i>r</i> to value <i>n</i>
T	Tone dial
V0	Numeric responses
V1	Text responses
X0	Hayes SmartModem 300 compatible responses/blind dialing
X1	Same as X0 plus all CONNECT responses/blind dialing
X2	Same as X1 plus dial tone detection
X3	Same as X1 plus busy signal detection/blind dialing
X4	All responses and dial tone and busy signal detection
Y0	Long space disconnect disabled
Y1	Long space disconnect enabled
Z0	Reset and recall user profile 0
Z1	Reset and recall user profile 1