

**GB**

# **TRUST ISDN USB MODEM & PHONE SYSTEM**

**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.

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Register your purchase now at the Trust Internet site, [www.trust.com](http://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 to other Trust products. You will also have the chance to win some spectacular prizes.

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# 1. Introduction

This instruction manual is intended for users of the Trust ISDN USB Modem & Phone System. Basic knowledge of computers is necessary to be able to install this product. Please consult one of the Trust Customer Care Centers if you have any problems. The last page of this electronic instruction manual, as well as the back of the printed quick installation manual, contains more information about these Customer Care Centers.

## 1.1 Conventions used in the manual

The following conventions have been used in the 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 terms used by, for example, Microsoft Windows 98.
- [DIR]** Type the text shown between brackets [...].
- (term)** The text between the parentheses (...) is the English term, e.g. (File) used in the figure referred to.

Extra information will be shown as follows:

**NOTE:** *The ISDN USB Modem & Phone System only works in Windows 98, Windows ME and Windows 2000.*

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

## 1.2 Contents of the box

Check the contents of the box. It should contain the following:

- Trust ISDN Modem & Phone System
- USB cable
- ISDN RJ-45 cable
- Power adapter
- Multilanguage quick installation manual
- CD-ROM containing the drivers, applications and instruction manuals
- CD-ROM containing RVS-COM (optional)
- Speaker telephone set (optional)

If anything is missing or damaged, please contact one of the Trust Customer Care Centers. You can find more information at the back of this instruction manual.

## 1.3 Minimum system requirements

- Pentium 166 MMX processor
- 32MB RAM
- Free USB port
- 2MB free HDD space (for the driver) 60MB free HDD space (for the applications)
- 4-speed CD-ROM drive
- Windows 98, Windows ME or Windows 2000
- ISDN telephone line

## **2. Safety**

Carefully read the following instructions before use:

### **2.1 General information**

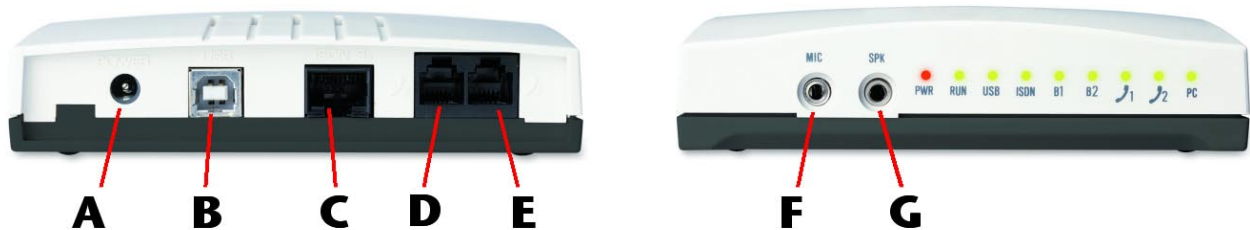
1. Only use this device in a dry environment.
2. Do not try to repair this device yourself.
3. Under the following circumstances, remove the plug from the power socket and have the device repaired by qualified personnel:
  - a) The wire or the plug is damaged or has become worn.
  - b) Fluid has entered the device.
  - c) The device has been dropped and/or the casing has been damaged.
4. Position the device so that the cables cannot be damaged.

### **2.2 ISDN**

1. The ISDN modem is designed to be connected to a digital ISDN network. Therefore, do not connect it to a normal analogue telephone system. This may cause damage and is dangerous.
2. During a thunderstorm, it is recommended to remove the ISDN telephone cable from the ISDN socket to prevent damage resulting from a lightning strike.

### 3. Installing the Trust ISDN USB Modem & Phone System

#### 3.1 Connecting



**Figure 1: Connections for the Trust ISDN USB Modem & Phone System**

1. Insert the plug from the power adapter into connection (A) at the rear of the modem (see figure 1).
2. Insert the power adapter into the wall socket. All the LED's on the modem will be lit and will then go out one by one, except for the PWR LED, which remains lit.
3. Insert the ISDN telephone cable into connection (C) at the rear of the modem.
4. Insert the other end of the ISDN telephone cable into the ISDN telephone socket.
5. Connect your analogue telephone and/or fax machine to the connections (D and E) on the modem.
6. Insert the USB cable provided into connection (B) at the rear of the modem.
7. Insert the other end of the USB cable into a free USB port on your computer.

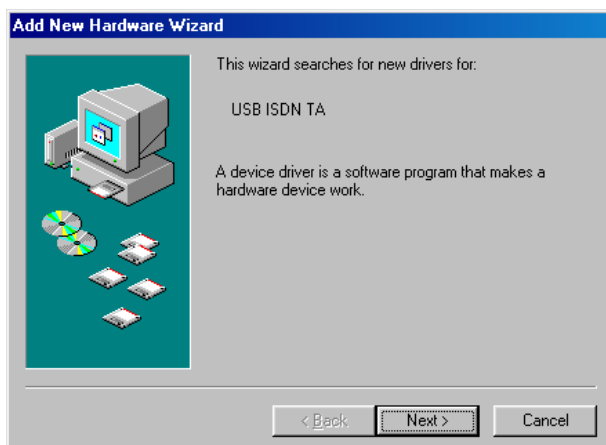
**NOTE:** The power adapter does not have to be connected if you do not use the analogue telephone outputs (D and E) and only use the ISDN line (C) for the Internet.

**NOTE:** If you connect the modem to a USB HUB, then this HUB must have its own power supply.

See the following chapters for instructions on how to install the ISDN Modem & Phone System in Windows 98, Windows ME and Windows 2000.

#### 3.2 Installation in Windows 98

1. Start Windows.
2. Windows will detect new hardware (see figure 2).



**Figure 2: New hardware detected**

3. Insert the CD-ROM containing the drivers into your CD-ROM drive. Click on 'Next'.

4. Select the option for Windows to search for the best driver and click on 'Next' (see figure 3).



**Figure 3: Search for the best driver**

5. Select the option to search a specific location and give the location as [D:\Win98] (see figure 4).



**Figure 4: Specifying a location for the driver**

6. Click on 'Next'. The driver for the ISDN Modem & Phone System will be found at the location given.
7. Click on 'Next' again. The driver will now be installed.
8. Click on 'Finish' to complete the installation.
9. Restart your computer.

You have now completed the installation of the driver. Continue to chapter 4 for instructions on how to install the necessary applications.

### **3.3 Installation in Windows ME**

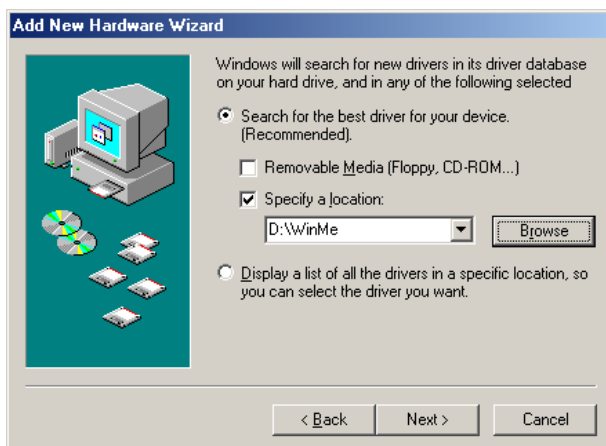
1. Start Windows ME.
2. Windows will detect new hardware (see figure 5).





**Figure 5: New hardware detected**

3. Insert the CD-ROM containing the drivers into your CD-ROM drive.
4. Select the option to search a specific location and click on 'Next'.
5. Select the option to specify a location and give the location as [D:\WinMe] (see figure 6).



**Figure 6: Specifying a location for the driver**

6. Click on 'Next'. The driver for the ISDN Modem & Phone System will be found at the location given.
7. Click on 'Next' again. The driver will now be installed.
8. Click on 'Finish' to complete the installation.
9. Restart your computer.

You have now completed the installation of the driver. Continue to chapter 4 for instructions on how to install the necessary applications.

### 3.4 Installation in Windows 2000

1. Start Windows 2000.
2. Windows will detect new hardware (see figure 7).





Figure 7: New hardware detected

3. Insert the CD-ROM containing the drivers into your CD-ROM drive. Click on 'Next'.
4. Select the option for Windows to search for a suitable driver and click on 'Next' (see figure 8).



Figure 8: Searching for a suitable driver

5. Select the option to search a specific location and click on 'Next' (see figure 9).

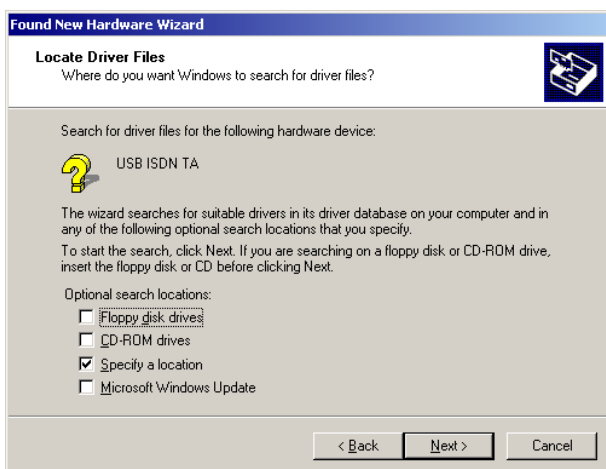
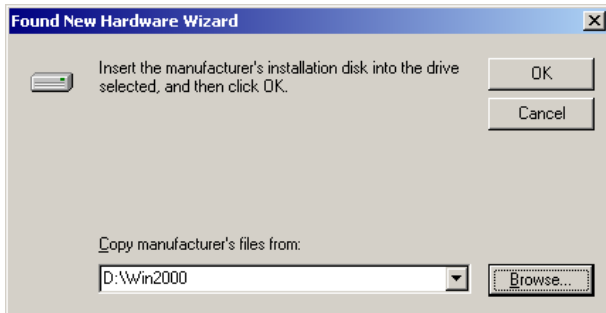


Figure 9: Specifying a location

6. Give the location as [D:\Win2000] and click on 'OK' (see figure 10).



**Figure 10: Specifying the file location**

7. The driver will be found at the location given. Click on 'Next'.
8. Windows 2000 will display a message saying that the Trust ISDN Modem & Phone System has not been digitally signed by Microsoft. Click on 'Yes' to accept and continue with the installation.
9. Windows 2000 will display a message saying that the driver for the Trust NDIS WAN Miniport Adapter has not been digitally signed by Microsoft. Click on 'Yes' to accept and continue with the installation.
10. Click on 'Finish' to complete the installation.

You have now completed the installation of the driver. Continue to the following chapter for instructions on how to install the necessary applications.

## 4. Installing the applications

The applications provided must be installed in order to be able to use all the functions available with the Trust ISDN Modem & Phone System. Follow the instructions given below.

### 4.1 Trust ISDN Utility

The ISDN Utility provided contains a diagnostic program which can perform a test to check the operation of the modem and which checks whether there is a stable connection with the ISDN network. The ISDN Utility also contains a configuration program which can be used to program the modem's various switchboard functions. The software is installed as follows:

1. Start Windows.
2. Insert the CD-ROM containing the drivers and applications into your CD-ROM drive.
3. Click on 'Start' and select 'Run'.
4. In the command line, type [D:\Setup.exe] and click on 'OK' to start the Trust Software Installer (see figure 11).

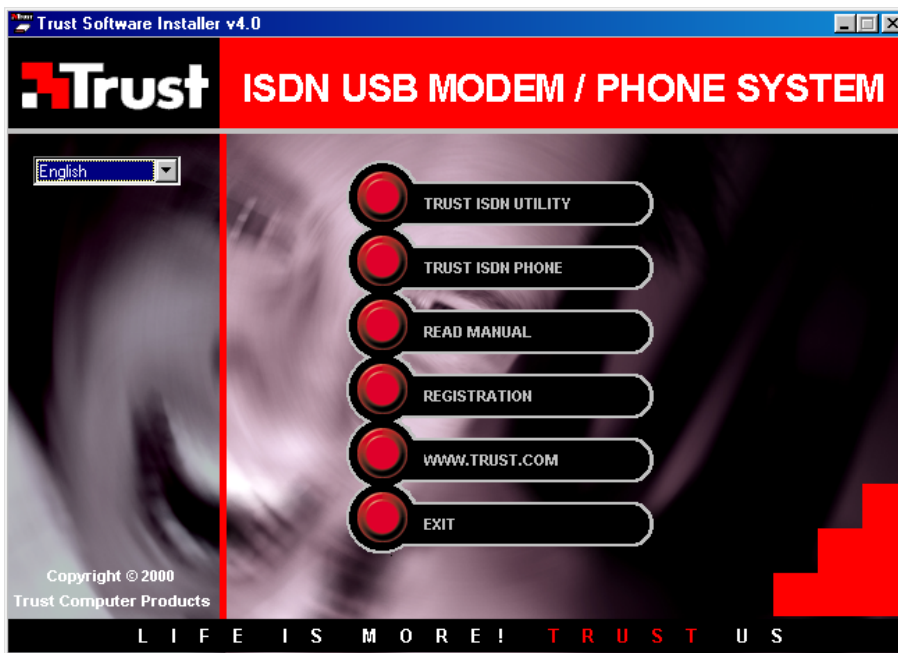
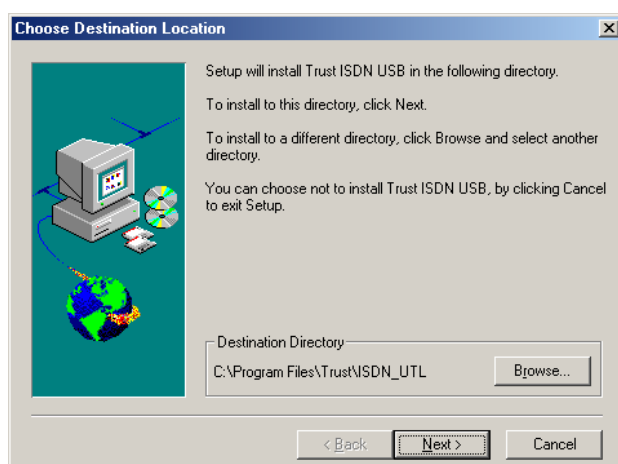


Figure 11: Trust Software Installer

5. In the left-hand window, select the language that you wish to use during the installation.
6. Click on the 'TRUST ISDN UTILITY' button to start the installation of this program.
7. Click on 'Next' (see figure 12).



**Figure 12: Installing the Trust ISDN Utility**

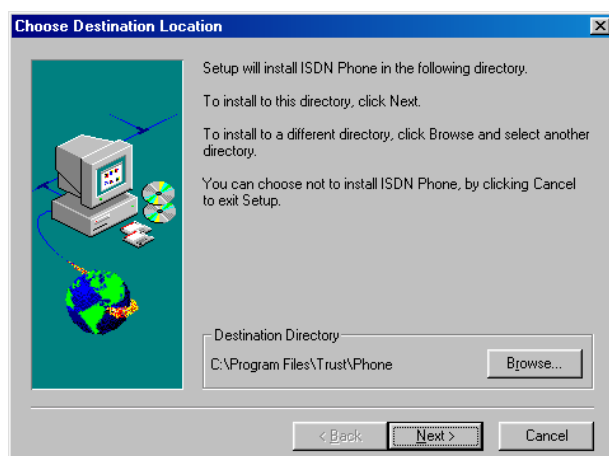
8. Click on 'Next' again. The ISDN Utility will now be installed at the location indicated.
9. Click on 'Finish' to complete the installation.

You have now completed the installation of the Trust ISDN Utility.

## 4.2 Trust ISDN Phone

Follow the instructions given below to install the software:

1. If necessary, repeat steps 1 to 5 of chapter 4.1 to start the Trust Software Installer (see figure 11).
2. Click on the 'TRUST ISDN PHONE' button to start the installation of this program.
3. Click on 'Next' to continue with the installation (see figure 13).



**Figure 13: Installing the Trust ISDN Phone**

4. Click on 'Next' again. ISDN Phone will now be installed at the location indicated.
5. Click on 'Finish' to complete the installation.

You have now completed the installation of the software for the Trust ISDN Phone.

## 4.3 RVS-COM application software (optional)

An optional ISDN communication program can be supplied with the ISDN USB Modem & Phone System. This program can be used 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 make telephone calls using this software. This program is not necessary to use the Internet.

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

If you are asked for a code (key), this can be found either on the back of the CD-ROM box or on a separate card, depending on the version of RVS-COM.

## 5. Instructions for use

### 5.1 Indicators

There are a number of indicators on the front of the ISDN USB Modem & Phone System (see figure 14). These can be used to see whether the modem has made a connection. See the table below for the description of the functions of these LED indicators:

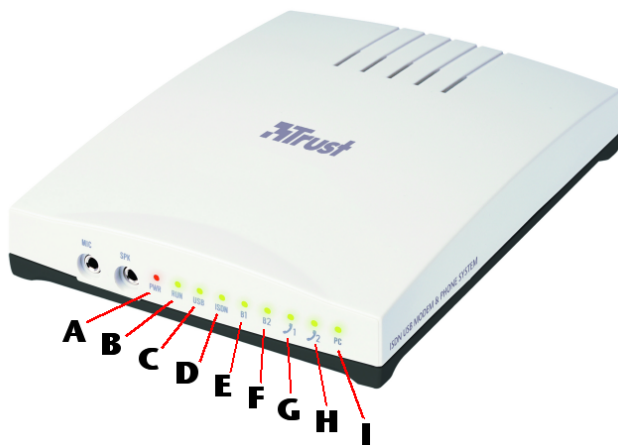


Figure 14: Indicators

LED	Description	Function
A	PWR	Is lit if when the power adapter is connected.
B	RUN	Flashes to indicate that the ISDN USB Modem & Phone System works correctly.
C	USB	Is lit when the USB port is connected to your computer. Flashes when the USB is in the download status.
D	ISDN	Is lit when the ISDN modem is connected to the ISDN network (D channel is active).
E	B1	Is lit as soon as there is a 64k connection (single "B1" line). Flashes during data transfer.
F	B2	Is lit as soon as there is a 64k connection (single "B2" line). Flashes during data transfer.
G	Phone 1	Is lit when the analogue telephone port 1 is in use.
H	Phone 2	Is lit when the analogue telephone port 2 is in use.
I	PC	Is lit when an application on your computer uses the ISDN USB Modem & Telephone System.

## 5.2 Internet

You may have to make a 'Dial-up' connection in order to connect to your ISP (Internet Service Provider). This is included in Windows 98, Windows ME and Windows 2000 as standard and is usually automatically installed when you double-click on the Internet icon.

See Windows Help for more information.

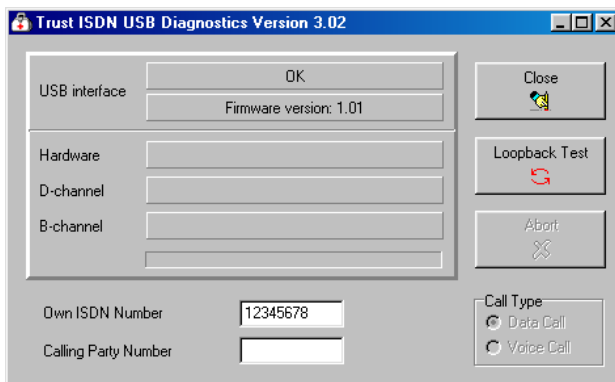
Some Internet providers provide a complete software package for Internet access which makes your computer suitable for Internet use.

**NOTE:** First, check whether your Internet provider supports the multilink PPP connection if you wish to use both of the ISDN lines available with the ISDN USB Modem & Phone System.

## 5.3 Diagnostic program

If you are not able to make a connection or if the modem does not react, it is recommended to start the diagnostic software provided. If this has not already been installed, follow the instructions given in chapter 4.1. The diagnosis program is stated as follows:

1. Go to 'Start - Programs - Trust - ISDN Utility' and select 'Diagnostic Program' from the list (see figure 15).

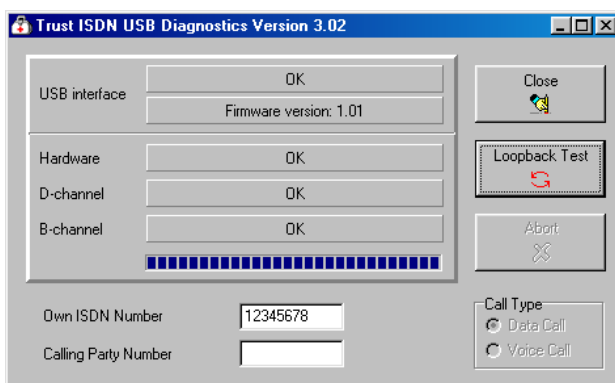


**Figure 15: Diagnostic / Test program**

2. 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.

3. Click on the 'Loopback Test' button to start the diagnosis. If all the tests are successful, figure 16 will appear. If 'OK' was not given for one of the tests, check whether the driver has been correctly installed and whether the modem is connected to the ISDN network.



**Figure 16: Diagnosis successful**

## 5.4 Configuration program

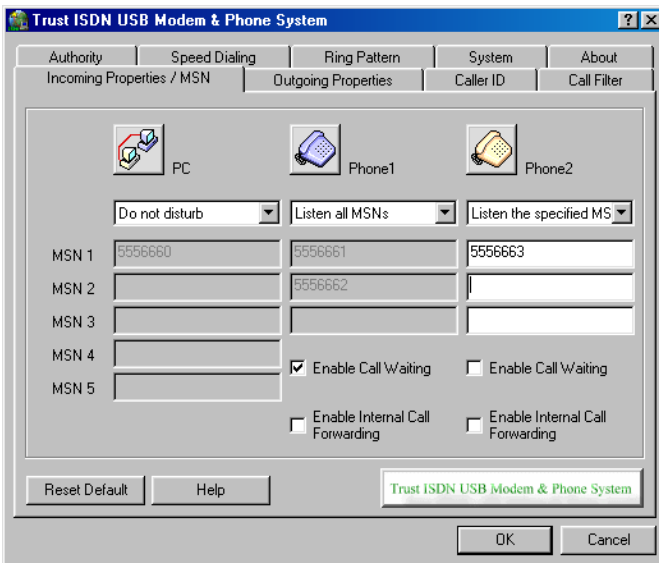
The configuration program can be used to program the various switchboard functions of the ISDN Modem & Phone System. The settings are saved in the modem so that they still work when the computer is turned off.

**Note:** *The power adapter must be connected to use the telephone switchboard.*

Go to 'Start - Programs - Trust - ISDN Utility' and select 'Configuration Program' from the list to start the program. See the chapters below for the description of the various tabs:

### 5.4.1 Incoming Properties / MSN

Multiple Subscriber Number (MSN) means that you can subscribe more than one telephone number to a single ISDN line. In this tab (figure 17), you can subscribe more than one telephone number to each line.



**Figure 17: Incoming Properties / MSN**

For each line, you can also indicate whether all telephone numbers are redirected (Listen all MSNs) or whether only the numbers specified are redirected (Listen the specified MSNs). You can select 'Do not disturb' if you do not wish to redirect any incoming calls.

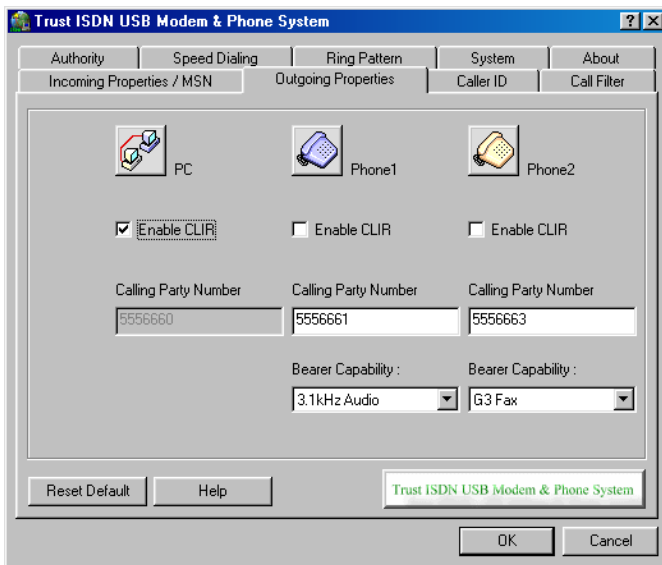
Activate the 'Enable Call Waiting' option if you wish to be notified of a second incoming call during a call via one of the analogue lines. You will then hear two short beeps.

Activate the 'Enable Internal Call Forwarding' option if you wish to redirect an incoming call from one line to another line.

### 5.4.2 Outgoing Properties

In this tab (figure 18), you can specify which telephone number is sent as 'Calling Party Number' (CPN) with outgoing calls. This telephone number will then be displayed at the location of the person you call.





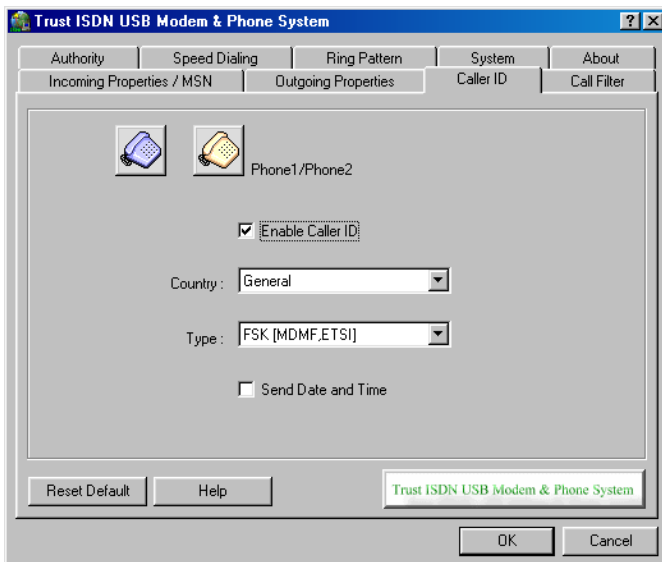
**Figure 18: Outgoing Properties**

Activate the 'Enable CLIR' (Calling Line Identification Restriction) option if you do not wish your telephone number to be displayed at the location of the receiving party.

For 'Bearer Capability', select the '3.1 kHz Audio' option if an analogue telephone is connected. Select the 'G3 Fax' option if a G3 fax machine is connected to the analogue port.

### 5.4.3 Caller ID

The Trust ISDN USB Modem & Phone System supports 'Caller ID' on the analogue lines. If you activate the 'Enable Caller ID' option (see figure 19), the information relating to the person who calls you will be displayed.



**Figure 19: Caller ID**

There are a number of country specific standards for the Caller ID signal. Give your country in the 'Country' box.

### 5.4.4 Call Filter

In this tab, you can give the telephone numbers of specific callers who you wish to block. Activate the 'Enable Call Filter' option (see figure 20) and enter the telephone numbers in the fields below. Each incoming call from the numbers given will then be blocked.

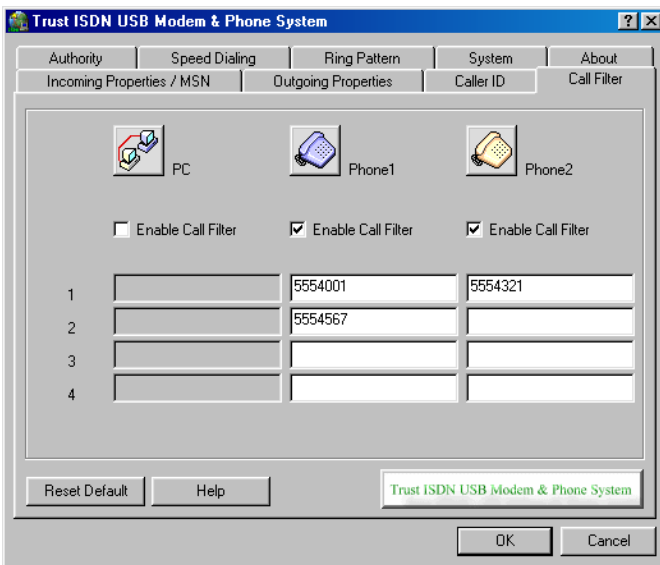


Figure 20: Call Filter

### 5.4.5 Authority

In this tab (see figure 21), you can make sure that certain numbers cannot be called using the connected analogue telephones. You can specify telephone numbers up to a maximum length of 4 figures. Each dialled telephone number that begins with the numbers specified will be blocked.

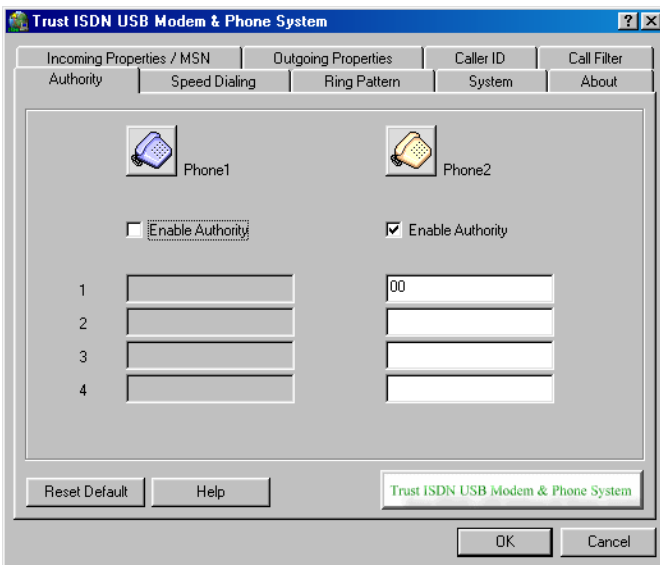


Figure 21: Authority

Example: If you specify the numbers '00' (international access code), then it will not be possible to make international calls using the connected analogue telephones.

### 5.4.6 Speed Dialling

In this tab (see figure 22), give the telephone numbers that you dial regularly. This will save you time when dialling.

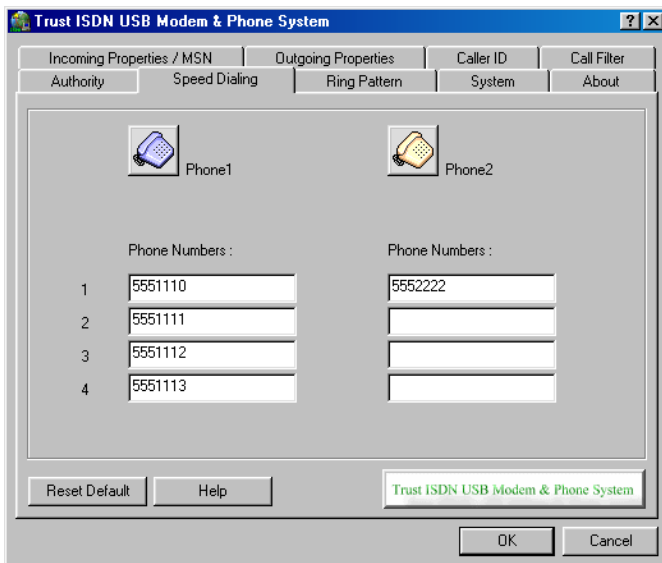


Figure 22: Speed Dialling

#### 5.4.7 Ring Pattern

In this tab (see figure 23), you can assign a different ring pattern to each telephone number of your ISDN line so that you can hear immediately which number is being called. You can also assign a ring pattern to a telephone call which is placed on hold.

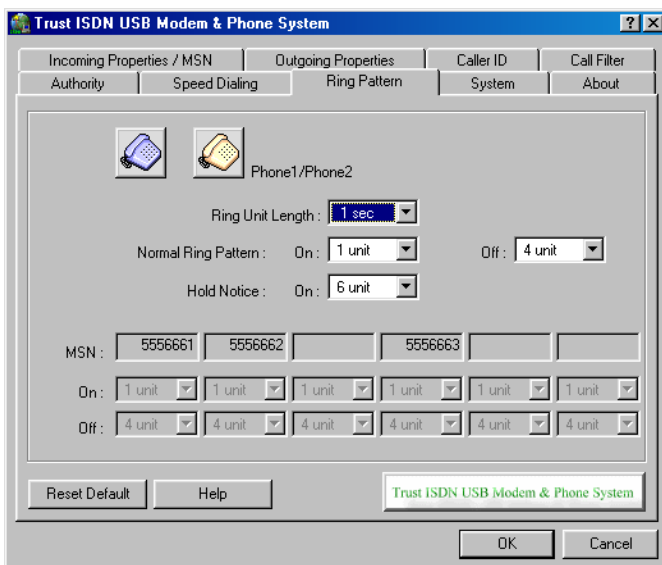
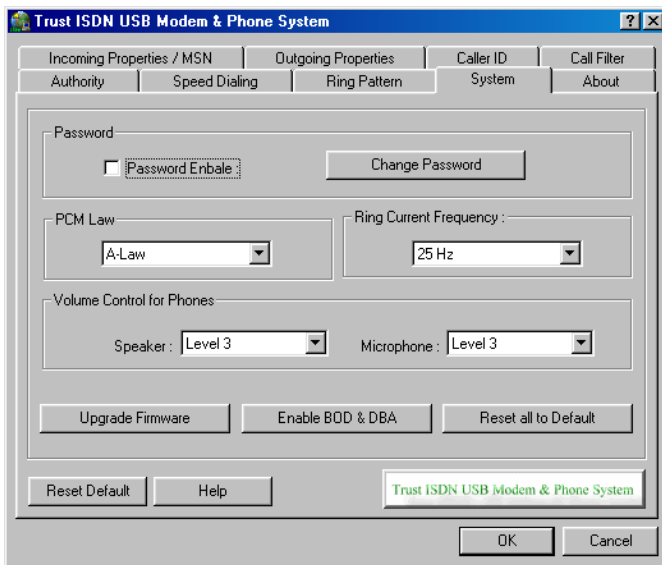


Figure 23: Ring Pattern

#### 5.4.8 System

In this tab (see figure 24), you can specify a password to protect your settings. Activate the 'Password Enable' option and then click on 'Change Password' to specify a password.

**Note:** A password cannot be longer than 4 figures. It is not possible to use letters.



**Figure 24: System**

With 'Volume Control for Phones', you can set the speaker and microphone volume of the analogue telephone.

If a new version of the company software of this program becomes available, it can be installed by clicking on the 'Upgrade Firmware' button and then specifying the file location.

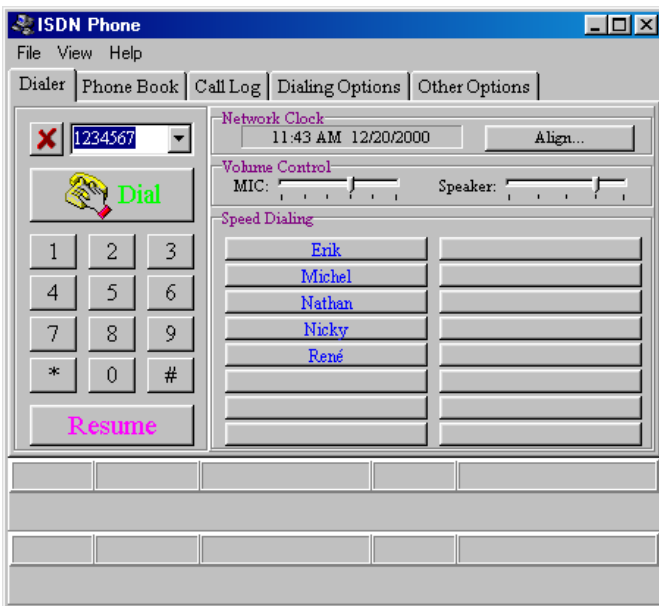
### 5.5 ISDN Phone program

With this program, you can use the ISDN USB Modem & Telephone System as an ISDN telephone. To do so, connect your speakers and microphone to the connections (F and G) at the front of the modem (see figure 1).

Go to 'Start - Programs - Trust' and select 'ISDN Phone' from the list to start the program. See the chapters below for the description of the various tabs:

#### 5.5.1 Dialler

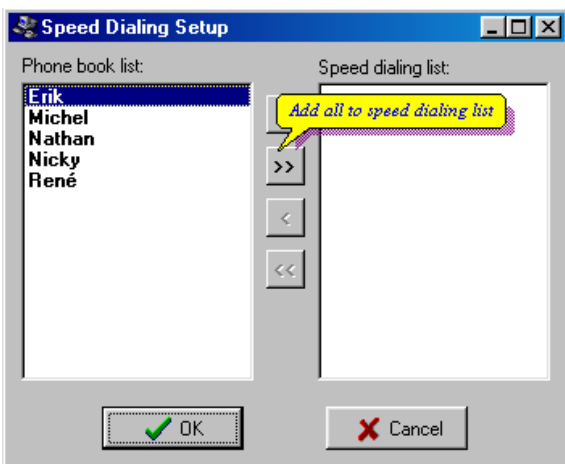
In this tab (figure 25), you can make a telephone call by dialling a number and then clicking on the 'Dial' button. A new window will appear which includes the information relating to the person you are calling. The information is only displayed if you have saved it in the telephone book (see chapter 5.5.2). Click on the 'Hang Up' button to end the call.



**Figure 25: Dialer**

With 'Volume Control', you can set the speaker and microphone volume.

With 'Speed Dialing', you can assign a regularly dialled telephone number to each button. Right-click on one of the buttons to assign a number to it. In the next window (see figure 26), select a name from the telephone book and click on the single arrowhead to add this to the right-hand window. Next, click on 'OK' to assign the selected name to the speed dial button.

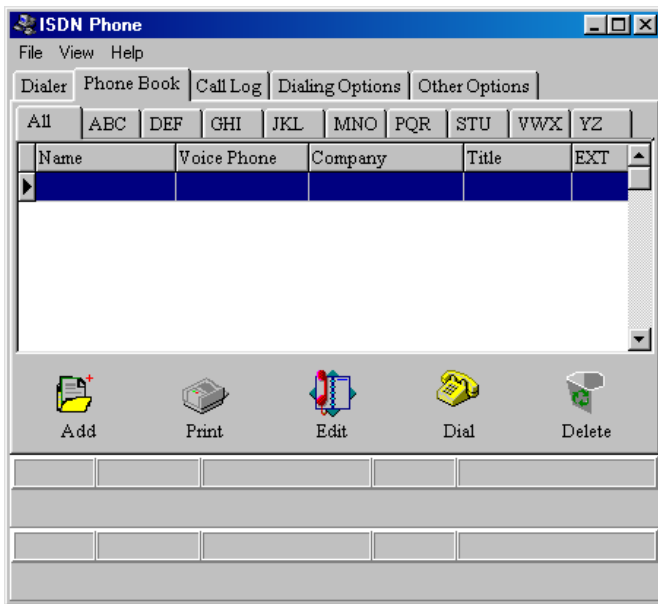


**Figure 26: Assigning speed dial buttons**

The name of the person from the telephone book is displayed on the speed dial button. If you now click on the speed dial button, this number will be dialled automatically.

### 5.5.2 Phone Book

In this tab (see figure 27), you can save the telephone numbers of all the people you know in the telephone book. These names are automatically arranged in alphabetical order in the various tabs available in this window.



**Figure 27: Phone Book**

Click on the 'Add' icon to add a new name and telephone number to the telephone book. A new window will appear where you can fill in all the personal information.

Click on the 'Print' icon if you wish to print the information of the person selected in the telephone book.

**Note:** A printer must be connected to your system in order to be able to use the 'Print' option.

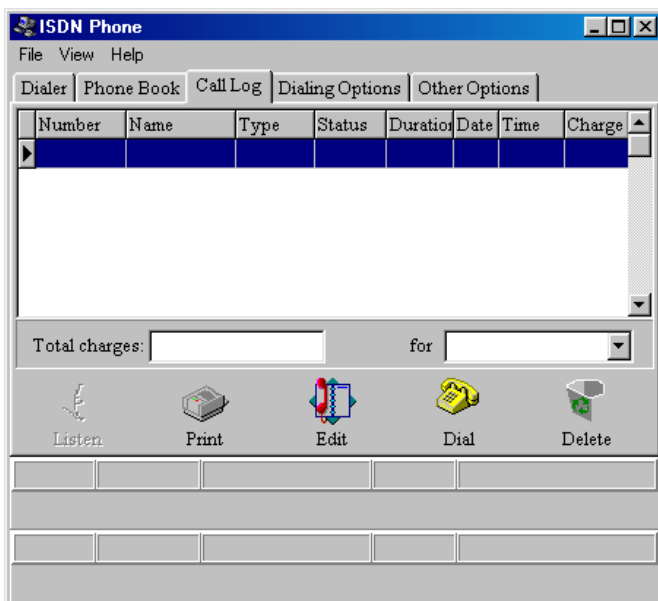
Click on the 'Edit' icon if you wish to alter the personal information of the person selected in the telephone book.

Click on the 'Dial' icon to call the person selected in the telephone book.

Click on the 'Delete' icon if you wish to delete the person selected from the telephone book.

### 5.5.3 Call Log

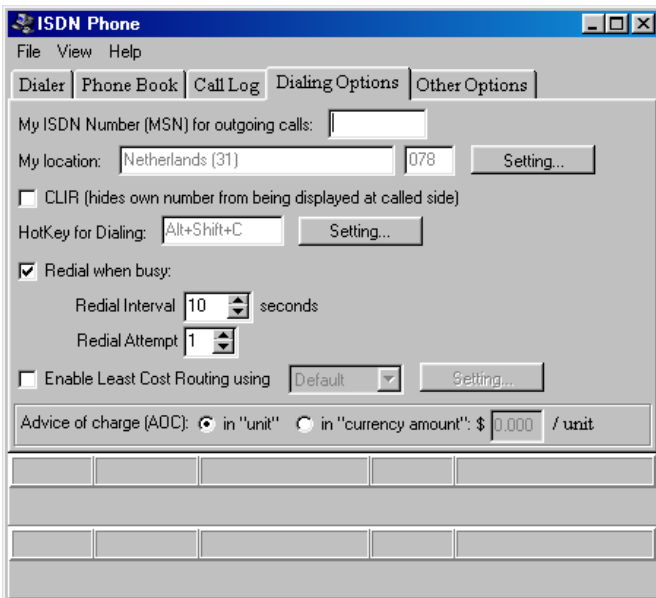
In this tab (see figure 28), a summary is displayed of all the telephone calls made.



**Figure 28: Call Log**

### 5.5.4 Dialling Options

In this tab (see figure 29), you can alter the settings for making calls using the ISDN USB Modem & Phone System.



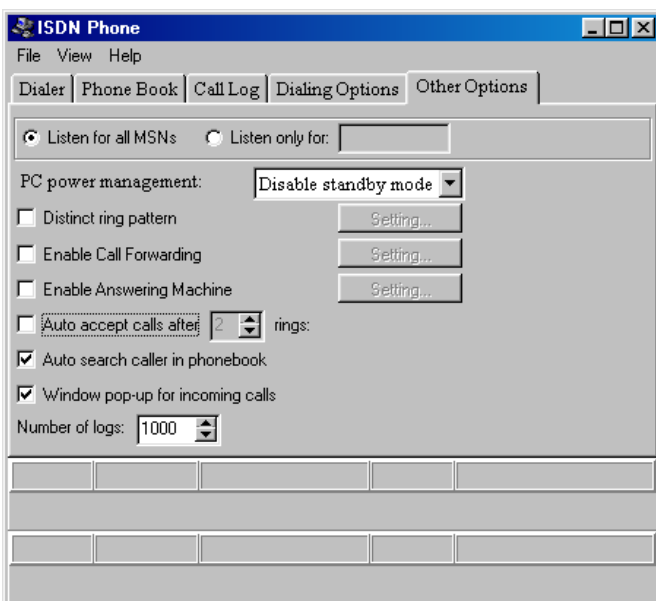
**Figure 29: Dialling Options**

For 'My ISDN Number (MSN) for outgoing calls', fill in the telephone number that you wish to use for your ISDN speaker telephone. This number will then also be displayed at the location of the person you call.

Place a tick in the 'CLIR' check box if you do not wish your number to be displayed at the location of the person you call.

### 5.5.5 Other Options

In this tab (see figure 30), you can alter the different settings of your ISDN speaker telephone.



**Figure 30: Other Options**

Select the 'Listen for all MSNs' option if you want the ISDN speaker telephone to react to all your ISDN line's MSN telephone numbers.

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Select the 'Listen only for:' option if you want the ISDN speaker telephone to only react to the specified MSN telephone number.

For 'PC Power Management', you can alter the energy saving settings.

Place a tick in the 'Distinct ring pattern' check box and then click on the 'Setting' button if you wish to change the ring pattern of the ISDN speaker telephone.

Place a tick in the 'Enable Call Forwarding' check box and then click on the 'Setting' button to redirect your ISDN speaker telephone to a different telephone.

Place a tick in the 'Enable Answering Machine' check box and then click on the 'Setting' button to turn on the answering machine.



## 5.6 Programming via analogue telephones

As an addition to the configuration program (see chapter 5.4), it is also possible to use an analogue telephone, which is connected to one of the analogue ports, to program the functions of the ISDN USB Modem & Phone System. See the table below for the possible programming functions:

**Note:** *If the password function is switched off, the grey coloured field can be omitted. The default password is 0000.*

**Note:** *If correctly programmed, you will hear 2 short beeps. If incorrectly programmed, you will hear more than 6 short beeps.*

Function	Button	ID	Button	1 <sup>st</sup> field	Button	2 <sup>nd</sup> field	Button	3 <sup>rd</sup> field	Button	Comment
<b>Password setup</b>	*	98	*	Old pass	*	New pass	#			
<b>Password enabling</b>	*	97	*	Pass	*	Flag	#			Flag=0: disable password Flag=1: enable password
<b>Factory default</b>	*	96	*	Pass	*	Id	#			Id=0: default setting
<b>Special function setup</b>	*	95	*	Pass	*	Function Id	*	Flag	#	Fun Id=1, PCM Law, Flag=0: A-Law, Flag=1: $\mu$ Law  Fun Id=2, Bearer capability, Flag=0: 3.1kHz audio, Flag=1: speech Flag=2: G3 Fax  Fun Id=3: Ring Signal, Flag=0: 25Hz Flag=1: 16Hz Flag=2: 50Hz
<b>Caller ID setup</b>	*	94	*	Pass	*	Function Id	*	Parameter	#	Fun Id=0, Enabling Flag=0: disable Flag=1: enable  Fun Id=1, Caller ID Type Parameter = 0~4  Fun Id=2, Caller ID Country

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Function	Button	ID	Button	1 <sup>st</sup> field	Button	2 <sup>nd</sup> field	Button	3 <sup>rd</sup> field	Button	Comment
										Parameter = 0~99
<b>MSN setup</b>	*	89	*	Pass	*	Function Id	*	Number	#	Id=1~3, MSN1~3 Setup Number Length <= 20 If length = 0, Clear Setting
<b>MSN Listen Enable</b>	*	88	*	Pass	*	Flag	#			Flag=0: Listen all MSNs Flag=1: Listen to specified MSNs Flag=2: Do not disturb
<b>Calling party number setup</b>	*	87	*	Pass	*	Number	#			Number Length <= 24 If Length = 0, Clear Setting
<b>Speed dialling number setup</b>	*	86	*	Pass	*	Set Id	*	Speed Dialling Number	#	Id = 1~4 Number Length <= 24 If Length = 0, Clear Setting
<b>Authority setup access code</b>	*	85	*	Pass	*	Set Id	*	Restrict Number	#	Id = 1~4 Number Length <= 4 If Length = 0, Clear Setting
<b>Call filter setup</b>	*	84	*	Pass	*	Function Id	*	Number	#	Id = 1~4 Number Length <= 20 If Length = 0, Clear Setting
<b>Ring pattern (alert on/off length) setup</b>	*	83	*	Pass	*	Function Id	*	Parameter	#	Id=0, Ring unit Parameter=0~99 (0.1s) Default is 10 (1s) Id=5, Hold notice Parameter=00~99 Ring Unit, Default is 0 Id=1~3, MSN 1~3 Id=4, Default Ring

Function	Button	ID	Button	1 <sup>st</sup> field	Button	2 <sup>nd</sup> field	Button	3 <sup>rd</sup> field	Button	Comment
										Pattern=x1x2 1<=x1x2<=9 Ring Unit x1=ring on, x2=ring off Default is x1=1, x2=4
<b>Function enabling</b>	*	82	*	Pass	*	Function Id	*	Flag	#	Id=1, CLIR Flag=0: Disable Flag=1: Enable on time Flag=2: Enable always Id=2, No Call Waiting Id=3, Authority Setup Id=4, Call Filter Id=5, Internal Call Forwarding Flag=0: Disable Flag=1: Enable
<b>Volume control setup</b>	*	81	*	Pass	*	Function Id	*	Flag	#	Id=1, Mic Volume Flag = 0(low)~5(high) Id=2, Speaker Volume Flag = 0(low)~4(high)

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## 5.7 Using the telephone functions

The number buttons (0~9), the # button and the \* button of an analogue telephone connected to the ISDN USB Modem & Telephone System can be used to activate the various telephone functions. See the table below for the description of the various functions:

Function	Description
External call	To dial an outside line, the same number can be dialled as with a normal telephone switchboard.
Speed dialling	Use the code below if you wish to call a programmed telephone number via one of the speed dial buttons:  ( * 5 ID )  ID is a speed dial button from 1 to 4.  <b>Example:</b> If the 4 <sup>th</sup> speed dial button is 5551113, the number 5551113 will be called automatically by dialling the code ( * 54 ).
Redial	Use the code below to redial a number.  ( * 01 )
Hold/Retrieve	Use the code below to place a call on hold. Use the code again to carry on the call:  ( * # )
Call waiting	If you are making a call and the 'Call Waiting' option is turned on, you will hear 2 beeps when a second call is received. You can switch between the 2 calls using the 'Hold/Retrieve' function ( * # ).
Suspend/Resume	If you have two or more ISDN devices connected to your ISDN line (for example, the ISDN USB Modem & Phone System and an ISDN telephone), you can suspend a call with one device and continue the call using the other device.  The code below must be dialled in order to suspend a call with the telephone which is connected to the ISDN USB Modem:  ( * * Call ID # )  Call ID does not have to be used but can be a number up to 8 figures in length.  You can continue a call by dialling the code with the same Call ID.  <b>Example:</b> If you pick up a call in the living room and wish to continue the call in a different room, you can dial the following code on the telephone in the living room:  ( * * 12345 # )  Hang up the telephone and go to the telephone in the other room. Now dial the code above again on this telephone to continue the call.

## 6. Uninstalling the modem

It is only necessary to uninstall the modem if you no longer wish to use it. Follow the steps below to uninstall the modem:

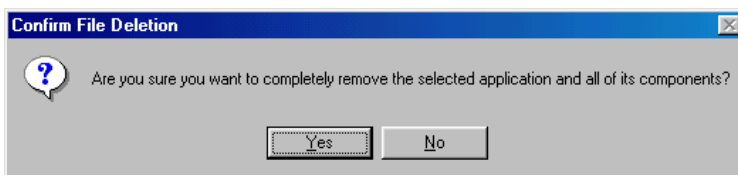
**Note:** *The uninstall program for the modem can only be started if the Diagnostic program has been installed. Follow the steps given in chapter 4.1 to install this program.*

1. Disconnect the ISDN USB Modem & Phone System from the USB port on your computer.
2. Go to 'Start - Programs - Trust - ISDN Utility' and select 'Uninstall DRV & UTL' from the list.



**Figure 31: Uninstalling the ISDN Modem**

3. Place a tick in both check boxes and click on 'OK' (see figure 31).
4. Click on 'Yes' to confirm the uninstallation (see figure 32).



**Figure 32: Confirming the uninstallation**

5. The modem will now be removed. Click on 'Finish' to complete the uninstallation (see figure 33).

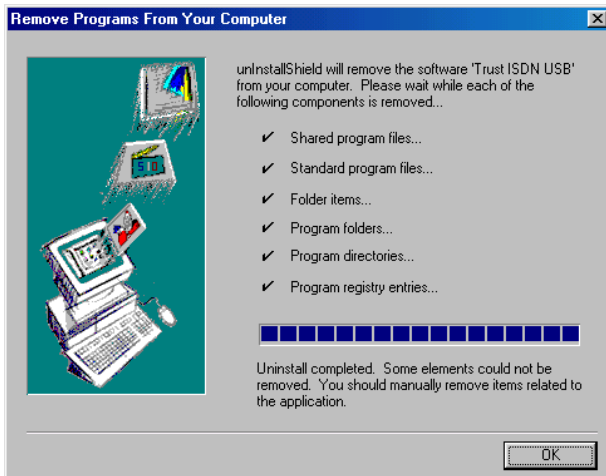


Figure 33: Uninstallation completed

The USB Modem has now been successfully removed from your computer. Click on 'Yes' to restart your computer.

## 7. Troubleshooting

Problem	Cause	Possible solution
<b>The modem does not react.</b>	The computer's USB port is not active.	Check whether the port has been activated in your computer's BIOS.
<b>Windows does not detect a new device after connecting the modem. The modem does not work.</b>	Old drivers are still installed.	See chapter 6 for instructions on how to uninstall the modem.
<b>The modem makes a connection, but no information is displayed on the monitor.</b>	The communication parameters have been incorrectly set.	Check whether all the communication settings (speed, data, stop and parity bits) have been set correctly and are the same on both sides of the connection.
	The system is waiting for you.	Press the <ENTER> button several times. The system may be waiting at a distance until it receives data from you before sending it.
<b>The modem dials up, but does not make a connection.</b>	The wrong number is dialled.	Check the number.
	The wrong communication protocol is used.	Contact your service provider for the correct communication settings.
<b>The error message 'No Dial Tone' is displayed.</b>	The telephone line is in use.	Wait until the line is free.
<b>The message 'The CAPI2032.DLL file cannot start. Check the file to determine the problem' is displayed when starting the diagnostic program.</b>	The ISDN USB Modem has not been connected.	Connect the modem and try again.

	The driver has not been installed correctly.	Remove the current driver (see chapter 6) and reinstall it.
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Check the FAQ's on the Internet ([www.trust.com](http://www.trust.com)). You can also register your product at [www.trust.com](http://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 other Trust products. You will also have the chance of winning some spectacular prizes.

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

- The article number. This is 12220 (12221 for UK version).
- Your hardware information.
- Your operating system and version number.
- A good description of what does not work.
- A good description of when the problem occurs.

## 8. Maintenance

The ISDN USB Modem & Phone System 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 outer casing 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 device unusable.

## 9. Specifications

ISDN connection	S/T connection ITU-T I.430
ISDN standard	DSS1 (Euro ISDN)
Protocol B channel	PPP asynchronous-synchronous 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.

## 10. Trust Customer Care Centers

<b>Inhabitants of Great Britain and Ireland should contact:</b>	
	<b>Great Britain Office</b>
From:	Internet <a href="http://www.trust.com">www.trust.com</a>
9:30 a.m. -	E-mail <a href="mailto:customercare.uk@trust.com">customercare.uk@trust.com</a>
5.00 p.m.	Fax +44-(0)1376-514633
	Tel. +44-(0)1376-500000
<b>Inhabitants of Italy should contact:</b>	
	<b>Italian Office</b>
From:	Internet <a href="http://www.trust.com">www.trust.com</a>
9.00 a.m. -	E-mail <a href="mailto:customercare.it@trust.com">customercare.it@trust.com</a>
1.00 p.m. /	Fax 051-6635843
2.00 p.m. -	Tel. 051-6635947
6.00 p.m.	
<b>Inhabitants of France and North Africa should contact:</b>	
	<b>French Office</b>
From:	Internet <a href="http://www.trust.com">www.trust.com</a>
9:00 a.m. -	E-mail <a href="mailto:customercare.fr@trust.com">customercare.fr@trust.com</a>
5.00 p.m.	Fax +33-(0)1-48174918
	Tel. +33-(0)803-083080
<b>Inhabitants of Germany should contact:</b>	
	<b>German Office</b>
From:	Internet <a href="http://www.trust.com">www.trust.com</a>
9:00 a.m. -	E-mail <a href="mailto:customercare.de@trust.com">customercare.de@trust.com</a>
5.00 p.m.	Fax 02821-58873
	Tel. 0800-00TRUST (=0800-0087878)
<b>Inhabitants of Spain should contact:</b>	
	<b>Spanish Office</b>
From:	Internet <a href="http://www.trust.com">www.trust.com</a>
9:00 a.m. -	E-mail <a href="mailto:customercare.es@trust.com">customercare.es@trust.com</a>
5:00 p.m.	Fax +31-78-6543299
	Tel. +31-902 160937
<b>Inhabitants of the Netherlands should contact:</b>	
	<b>Dutch Office</b>
From:	Internet <a href="http://www.trust.com">www.trust.com</a>
9:00 a.m. -	E-mail <a href="mailto:customercare@trust.com">customercare@trust.com</a>
5:00 p.m.	Fax 078-6543299
	Tel. 0800-BELTRUST (=0800-23587878) or 078-6549999
<b>Inhabitants of all other European countries should contact:</b>	
	<b>European Head Office</b>
From:	Internet <a href="http://www.trust.com">www.trust.com</a>
9.00 a.m. -	E-mail <a href="mailto:support@trust.com">support@trust.com</a>
5.00 p.m.	Fax +31-78-6543299
	Tel. +31-78-6549999