

UK

TRUST 56K V92 PC-CARD 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 via our Internet site at www.trust.com so that you can 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.

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1. Introduction

This instruction manual is for users of the TRUST 56K V92 PC-CARD MODEM. This high-speed, 56K PCMCIA modem gives you a fast connection for Internet and e-mail use.

The SuperVoice software provided also makes the Trust 56K V92 PC-CARD Modem ideal to use as a fax machine or, when used in combination with your sound card, as a speaker telephone.

1.1 V92 standard

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

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

- Improved data compression standard: V44 (V90 uses V42bis). This allows for better data compression during data transfer, resulting in a higher download speed. The increase in speed strongly depends of the nature of the data being transferred. For example, when downloading data that cannot be compressed very easily, such as pictures in jpg-format, the speed realized will equal the speed realized with V90.
- Increased upload speed (the maximum data transfer speed from your PC to the Internet) of 48 kbit/s. V90 is limited to 33.6 kbit/s.
- Faster 'connecting 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. This standard produces connecting times of between 5 and 10 seconds.
- The 'modem standby' property. This property allows data communication to be temporarily interrupted to accept incoming calls and to restart it again after the call has been ended.

Note: *When the V92 standard is released, it may take a few months before your local ISP (Internet Service Provider) supports the new standard. Contact your ISP for further information.*

1.2 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 [...].

Extra information will be shown as follows:

Note: *Extra information will be shown as follows.*

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".

1.3 Contents of the box

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

- Trust 56K V92 PC-CARD Modem
- RJ-11 telephone cable
- Transport box
- CD-ROM containing the drivers, applications and instruction manuals
- Multilanguage quick installation manual

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

1.4 Minimum system requirements

- Pentium 100 processor
- 16 MB RAM
- PCMCIA 2.1 type 2 Card slot
- 16 MB free hard disk space
- CD-ROM drive
- Windows 95, Windows 98, Windows ME, Windows NT4, Windows 2000 or Windows XP

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2. Safety

Carefully read the following instructions before use:

2.1 General information

- The Trust 56K V92 PC-Card Modem does not require any special maintenance. Use a slightly damp, clean cloth to clean the casing.
- Do not use aggressive substances, such as petrol or white spirit, to clean the device. These may harm the material.
- Do not submerge the device in liquid. This may be dangerous and will damage the device. Do not use this device near water.
- Make sure nothing is placed on the power cable. Do not use this device in an area where the cable can become worn or damaged as a result of people walking over it.
- Do not repair this device yourself. If you open this device, you may touch live components. This device must only be repaired by qualified personnel.
- Under the following circumstances, have the device repaired by qualified personnel:
 - * The cable or plug is damaged or worn.
 - * The device has come into contact with rain, water or another liquid.

2.2 Modems

1. The modem is intended for connecting to a standard analogue telephone line. Do not connect it to digital telephone systems, such as ISDN or ADSL. This may cause damage and is dangerous.
2. During a thunderstorm, it is recommended to remove the telephone cable from the telephone socket to prevent damage resulting from a lightning strike.

3. Installation

3.1 Removing old drivers and applications

The most common cause of faults during installation is the presence of a driver for a similar, old product. The best solution is to first remove all drivers related to old devices before installing the new driver.

1. Enter the Windows 'Safe Mode'. (Press F8 when starting Windows before the Windows start screen is displayed. Select 'Safe Mode'.)
2. Go to 'Start – Settings – Control Panel' and double-click on the 'Add/Remove Programs' icon.
3. Find all the programs for similar, old devices and remove these by clicking on the 'Add/Remove' button. When in the 'Safe Mode', it is possible for some programs to appear twice. In that case, remove all the programs which appear twice.
4. Restart the computer.

3.2 Installing the hardware

Note: *The Trust 56K V92 PC-CARD Modem is 'hot-swappable'. This means that you can insert and remove the modem whilst your computer is turned on.*

Follow the instructions below to install the Trust 56K V92 PC-CARD Modem:

1. Insert the Trust 56K V92 PC-CARD Modem into a free PCMCIA slot type II or III on your system.
2. Connect the telephone cable provided to the connection on the rear of the modem.
3. Connect the other end of the telephone cable to your analogue telephone socket.

Note: *The telephone cable provided has an RJ-11 plug for connecting to your telephone socket. Depending on the country you live in, you may need to purchase a telephone plug that you can connect the RJ-11 plug to. This is available from your local telephone shop.*

You have now completed the installation of the hardware. Continue to the next chapter for instructions on how to install the driver and the applications.

3.3 Installation in Windows 95, 98, ME, 2000 and XP

1. Start Windows.
2. Windows will detect new hardware and ask for the location of the driver.
3. Insert the CD-ROM containing the driver and the applications into your CD-ROM drive.

Note: *The Trust Software Installer may start automatically when the CD-ROM is inserted into your CD-ROM drive. You do not need to use this and may close it.*

4. Set Windows to search in a specific location. Give one of the paths below as the location:
 - [D:\Win95] for installation in Windows 95.
 - [D:\Win98] for installation in Windows 98.
 - [D:\WinMe] for installation in Windows ME.
 - [D:\Win2000] for installation in Windows 2000.
 - [D:\WinXP] for installation in Windows XP.

Note: *The letter 'D' is used in the example above to indicate your CD-ROM drive. Check which letter is used to indicate your CD-ROM drive.*

5. The driver for the Trust 56K V92 PC-CARD Modem will be found. Follow the instructions.
6. Restart your system after the driver has been installed.
7. The CD-ROM provided also contains an update program to make your modem suitable for V92. Run 'Setup.exe' from the CD-ROM to start the Trust Software Installer.
8. Click on 'V92 UPDATE 3.0' to start the program
9. You will be asked for the location of a '*.bin' file. This file is located on the CD-ROM in the folder 'D:\v92update'.
10. The firmware for the modem will now be updated.

3.4 Installing the software

Follow the instructions below to install 'SuperVoice 2.2i' onto your computer:

1. Start Windows.
2. Insert the CD-ROM containing the driver and applications into your CD-ROM drive.
3. The Trust Software Installer will start automatically. If it does not start automatically, go to 'Start – Run' and type [D:\Setup.exe] in the command line. Next, click on 'OK' (see figure 1).

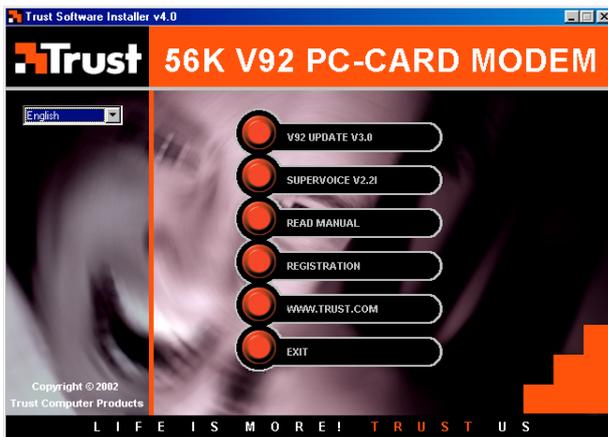


Figure 1: Trust Software Installer

Note: The language selection menu in the left-hand window is only used for selecting the language you wish to use to display the Trust Software Installer.

4. Click on 'SUPERVOICE 2.2I' to start the installation of this application.
5. Select the desired program language.

Note: The installation procedure of SuperVoice is only displayed in English. After the installation has been completed, the program, instruction manual and Help function, however, are displayed in the language you selected.

6. If so desired, specify another location for the program destination and click on 'Proceed' (see figure 2).



Figure 2: Specifying the installation location

7. SuperVoice will search for the COM port that the modem is connected to (see figure 3).

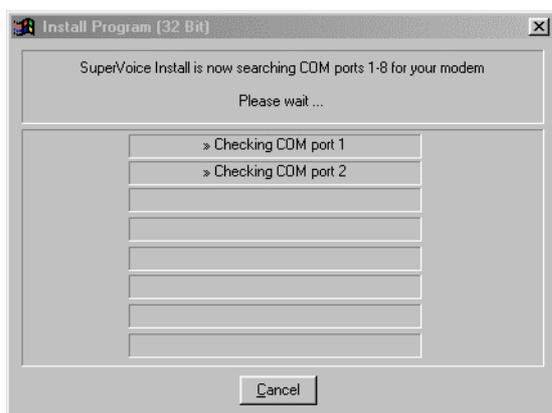


Figure 3: Searching for the modem

8. After the modem has been located, fill in your personal information and click on 'Proceed' (see figure 4).

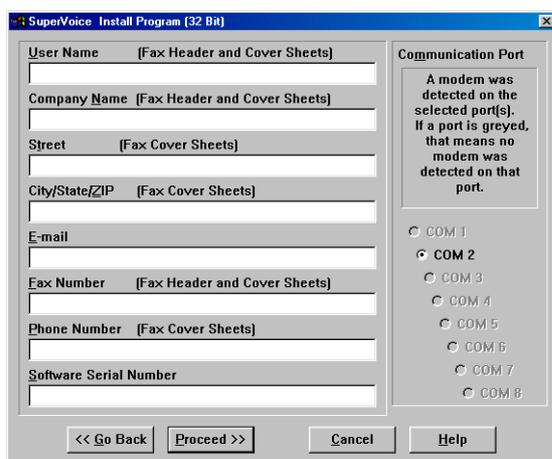


Figure 4: Inputting your personal information

9. A 'PIC Fax Printer' will be added after the installation. Click on 'OK' (see figure 5).



Figure 5: Adding a Fax Printer

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

4. Use

4.1 Testing the modem

Test the functionality of the Trust 56K V92 PC-Card Modem before using it. You can do this by viewing the PCI modem's diagnostic information. Follow the instructions below to test the functionality:

1. Go to 'Start - Settings – Control Panel' and double-click on the 'Modems' icon.
2. Click on the 'Diagnostics' tab and then select the COM port with the 'Trust 56K V92 USB Modem'.
3. Click on 'More data...'. If the communication between your modem and your computer is good, you will now see 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 Service Provider (ISP). This ISP will give you the information you need to access the Internet.

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

You can also use the Windows 'Internet Wizard' which guides you step-by-step through the process of setting up an Internet connection. See Windows Help for detailed information.

Note: *Redial if the Internet connection is very slow. In many areas, the quality of the telephone line is not always optimal, so that it may sometimes not be possible to communicate with your ISP at the maximum speed.*

4.3 SuperVoice 2.2i

SuperVoice is a program that allows you to add extra applications to your modem. With SuperVoice, you can use your modem 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 and print and also allows you to view and send faxes from Windows applications.
- **Telephone dialler:** which allows you to use the modem as a handsfree telephone in combination with a microphone, speakers or headphones which are connected to your sound card. 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 to and download data from your system.

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

To start the program, go to 'Start - Programs - SuperVoice' and select 'SuperVoice' from the menu. The SuperVoice button panel will now appear (see figure 6). It is easy to start any of the program's components from this panel.



Figure 6: Using the SuperVoice button panel

Please read the SuperVoice instruction manual for a description of the various functions available in this program. The instruction manual can be viewed by clicking on 'Start - Programs - SuperVoice' and then selecting 'Manual'.

Also see the detailed Help function provided with SuperVoice.

5. Conditions for achieving a 56K connection

Under certain conditions, your Trust 56K V92 PC-Card Modem can receive data at a maximum speed of 56,000 bits per second. If a 56,000 bps connection is not possible, the modem will automatically switch 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 Service Provider has a 56,000 bps compatible connecting station at the number that you call.
- You are connected to the Internet Service Provider via a modern (digital) telephone exchange. If necessary, ask your telephone company.
- You use a direct, analogue outside telephone line and do not use a connection via a 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 is 48,000 bps.

Note: *The speed will depend on the quality of the telephone line. The Trust 56K V92 PC-Card Modem will switch to a lower speed if the quality of the line is poor.*

6. Troubleshooting

Problem	Cause	Possible solution
The modem does not react.	There is an IRQ or I/O conflict.	Try other settings for the IRQ or COM port.
	The IRQ is shared.	Go to the HaM modem properties window and in the 'Preferences' tab, unselect the 'Enable IRQ Sharing' option.
	The driver has not been installed.	(Re)install the driver for the modem.
The modem makes a connection, but no information is displayed on the monitor.	The communication parameters have not been set correctly.	Check if all the communication settings (speed, data, stop and parity bits) were set correctly and if they correspond on both sides of the connection. Check whether the hardware flow control (default setting RTS/CTS) is active in both the modem and the software.
	The system is waiting for you.	Press <ENTER> several times. The remote system may be waiting at the other end to receive data from you before sending it.
The modem dials up, but does not make a connection.	Bad line.	Redial.
	Bad home telephone exchange.	Try a direct outside line.
	The wrong number is dialled.	Check the number. Check whether an extra number must be dialled for outgoing calls if an internal telephone exchange is used and check the wait character (,).
	The wrong communications standard is used.	Contact your Internet Service Provider 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 telephone line does not work.	Test the line with an ordinary phone and, if necessary, repair it.
	A home telephone exchange has an incompatible dial tone.	Use a direct outside line or deactivate the dial tone detection.
The modem encounters errors when connecting to a remote system.	A call interferes with the connection.	Make sure 'Call Waiting' is not active. The new V92 standard will support this. Check the Trust site for an upgrade.
	Bad line.	Redial.
Modem does not dial on V92.	Your ISP does not yet support the V92 standard.	Contact your ISP for more information.

Problem	Cause	Possible solution
The problem is not listed here.	The latest FAQ update is available on the Internet.	Go to www.trust.com/12771 for FAQ and other specific product information.
	Check the modem trouble-shooter on the Internet.	Go to www.trust.com/customer care/help/modem for general modem information.
	Check the Internet connection trouble-shooter on the Internet.	Go to www.trust.com/customer care/help/internet for general Internet connection information.

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Register your product at www.trust.com so that you are able to receive optimal guarantee and service support, such as up-to-date FAQ's and the latest drivers. 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 Centres (see the table at the back of this instruction manual). Please have the following information available: the article number (in this case 12771) and a good description of what is not working and precisely when the problem occurs.

7. Trust Customer Care Centers

www.trust.com	
Residents in the UK and Ireland should contact:	
From 8:00 - 16:00	UK Office Phone +44-(0)0845-6090036 Fax +44-(0)1376-514633
I residenti in Italia possono contattare:	
Orario: 9:00 - 13:00 / 14:00 - 18:00	Ufficio italiano Telefono +39-051-6635947 Fax +39-051-6635843
Les habitants de la France et de l'Afrique du Nord peuvent contacter :	
De 9:00 à 17:00	Bureau français Téléphone +33-(0)803-083080 Fax +33-(0)1-48630261
Kontaktadresse für Einwohner Deutschlands:	
Erreichbar: 9:00 - 17:00	Deutsche Geschäftsstelle Telefon 0800-00TRUST (0800-0087878) Fax +44-(0)2821-58873
Los habitantes de España pueden ponerse en contacto con:	
De las 9:00 a las 17:00 horas	Oficina española Teléfono +34-(0)902-160937 Fax +31-(0)78-6543299
Inwoners van Nederland kunnen contact opnemen met:	
Van 9:00 - 17:00 uur	Kantoor Nederland Telefoon 0800-BELTRUST (0800-23587878) Fax +31-(0)78-6543299
All other countries / Alle anderen Länder / Tous les autres pays Tutti gli altri paesi / Todos los demás países / Alle andere landen	
From: 9:00 - 17:00	European Head Office Phone +31-(0)78-6549999 Fax +31-(0)78-6543299