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## 1 Introduction

This instruction manual is for users of the TRUST ISDN PC-CARD MODEM. This modem allows you to make a 64k connection with one ISDN line or a 128k connection with two ISDN lines.

## 2 Safety

Carefully read the following instructions before use:

- The Trust ISDN 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 wire or the plug is damaged or has become worn.
  - \* The device has come into contact with rain, water or another liquid.

## 3 Installation

### 3.1 Uninstalling old drivers and devices

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 Installation in Windows 9x / Windows ME / Windows 2000 / Windows XP

**Note:** *The latest driver can be downloaded from [www.trust.com/12773](http://www.trust.com/12773). Check whether a new driver is available and use this for the installation.*

**Note:** *Make sure all other programs are closed during the installation.*

The driver must be installed before connecting the Trust ISDN PC-Card Modem to your computer. Follow the instructions given below:

1. Start Windows.
2. Insert the CD-ROM containing the drivers and applications into your CD-ROM drive. The Trust Software Installer will start automatically (see figure 1). If the Trust Software Installer does not start automatically, go to 'Start' - 'Run...'. Type [D:\SETUP.EXE] in the command line and click on 'OK' to start the Trust Software Installer.

**Note:** *In the example, 'D' is used to indicate the CD-ROM drive. Check to see which letter is used to represent your CD-ROM drive.*

3. Click on the 'ISDN PC-CARD MODEM' button to start the installation of the driver (see figure 1).
4. Follow the on-screen instructions to complete the installation.
5. Restart your computer after the installation.

**Note:** *For Windows 95, you **MUST** also install the ISDN Accelerator Pack v1.1. This will appear automatically after the driver has been installed in Windows 95. Follow the on-screen instructions to install this.*

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

### 3.3 Connecting the hardware in Windows 9x / Windows ME / Windows 2000 / Windows XP



**Note:** *During installation in Windows 2000 and Windows XP, you may receive a message saying that the driver has not been signed. This does not cause a problem for the functionality.*

**Note:** *The Trust ISDN PC-Card Modem is 'hot swappable'. This means that you can connect and remove the PC-Card whilst your computer is turned on.*

**Note:** *Have your Windows CD-ROM available whilst installing the hardware.*

1. Insert the plug (A) of the ISDN cable into the connection on the rear of the PC-Card (see figure 2).
2. Connect the plug (B) of the ISDN cable to your ISDN telephone socket (see figure 2).
3. Insert the PC-Card into a free PCMCIA slot on your computer (see figure 2).
4. Windows will detect new hardware and will automatically install the correct drivers. The following 4 components will be installed:
  - Trust ISDN PC-Card Modem (ISDN).
  - Trust ISDN PC-Card Modem (Modem).
  - Trust ISDN PC-Card Modem (Multi-function adapter).
  - Trust ISDN PC-Card Modem (Net).

**Note:** *In Windows 2000 and Windows XP, select the option to install the software automatically. A message will appear several times saying that the software has not been signed. In that case, select 'Continue Anyway'.*

5. After the hardware has been installed, an ISDN configuration program will appear for setting the ISDN protocol and your ISDN number.
6. Select "DSS1: Euro-ISDN" as the protocol (see figure 3).
7. Fill in the ISDN numbers to which your ISDN modem is connected. If you only have one number, you can leave the second field empty (see figure 4).

**Note:** *The ISDN configuration can be slightly different for each operating system.*

8. Restart your computer after installing and configuring the hardware. You have now completed the installation of the Trust ISDN PC-Card Modem. Continue to the next chapters.

## 4 Checking after the installation

After installing the Trust ISDN PC-Card Modem, the following are installed on your computer and can be checked:

Taskbar (see figure 5)

- Icon (A) for safely removing the PC-Card should be visible on the right-hand side of your taskbar.

- Icon (B) for displaying the ISDN line status should be visible on the right-hand side of your taskbar.

'Start – Settings – Control Panel'. Double-click on the 'System' icon and select the 'Device Manager' tab (see figure 6).

## TRUST ISDN PC-CARD MODEM

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- ISDN Adapter – Trust ISDN PC-Card Modem (ISDN).
- Modem – Trust ISDN PC-Card Modem (Modem).
- Multi-function adapters – Trust ISDN PC-Card Modem (MF).
- Network adapters – Trust ISDN PC-Card Modem (Net).

Start - Programs - Trust - ISDN PC-Card Modem (see figure 7)

- COM Port icon: Utility for altering the COM port settings.
- Config icon: Utility for changing the ISDN settings.
- Protocol Analyzer icon: Utility for checking the ISDN modem.
- Status icon: Utility for displaying the ISDN line status (also on the taskbar).

'Start – Settings – Control Panel'. Double-click on the 'System' icon (see figure 8).

- Trust ISDN PC-Card Modem Driver.

**Note:** *The information given above will vary when the installation has been altered by the user (for example, not everything has been installed or locations other than the default locations have been selected).*

**Note:** *Deviations may occur as a result of using new drivers available on the Internet.*

**Note:** *The location or name may vary in the 'Control Panel' for different operating systems.*

## 5 Use

### 5.1 Internet

You need to create a 'Dial-up' connection to make a connection with your Internet Service Provider (ISP). This is included in Windows and will usually start automatically 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.

You can also use the Windows 'Internet Wizard' which guides you step-by-step through the process of setting up an Internet connection. Follow the instructions below to manually create an Internet connection (Dial-up networking).

**Note:** *The settings may be slightly different for each operating system.*

1. Start the Windows Wizard for creating an Internet connection. This can be found at a different location for each Windows version:
  - **Windows 95 and Windows 98:**  
"Start – Programs – Accessories – Communication – Dial-up Networking".
  - **Windows ME:**  
"Start – Settings – Dial-up Networking".
  - **Windows 2000:**  
"Start – Settings – Network and Remote Access".
  - **Windows XP:**  
"Start – All Programs – Accessories – Communication – New Connection Wizard".
2. When starting the Wizard for the first time, a window will be displayed in which you can indicate your current location. Fill in your country and regional code.
3. Give your connection a name. From the list, select the line you wish to use to make a connection. You can choose from 3 options:

- ISDN-Line0 (Net)
- ISDN-Line1 (Net)
- Trust ISDN PC-Card Modem (Modem)

With the ISDN-Line0 or ISDN-Line1, you can make a 64k connection. If you select both lines with the 'Multilink' option, you can make a 128k connection. With the Trust ISDN PC-Card Modem (Modem) line, you can simulate an analogue line via the COM port.



4. Fill in the telephone number you received from your Internet Service Provider for dialling the Internet.
5. Click on 'Finish' to close the Wizard. An icon for your dial-up connection has now been made.
6. Right-click on the icon and select 'Properties' from the list.
7. If you selected ISDN-Line0 for your dial-up connection, then you can also add ISDN-Line1 in the 'Multilink' tab (Windows 95, Windows 98 and Windows ME) if you wish to dial using 2 lines for a 128k connection. In Windows 2000 and Windows XP, you can select both ISDN-Line0 and ISDN-Line1 for a multilink connection.
8. If necessary, you can also alter the settings in the other tabs, for example, if you have received both a primary and secondary DNS number from your Internet Service Provider, or if you wish to use a fixed IP address.
9. Click on 'OK' to close the settings window.
10. Double-click on your dial-up connection icon to connect to the Internet.
11. Fill in your user name and password that you received from your Internet Service Provider. You can now dial up by clicking on 'Connect'.
12. A new icon will appear in your taskbar when you have successfully connected to the Internet. If you double-click on this icon, a window will appear in which you can disconnect from the Internet, or interrupt the 2<sup>nd</sup> line and then activate it again.

**Note:** *If you wish to use both ISDN lines available with the ISDN PC-Card Modem, check whether your Internet Service Provider supports this multilink PPP connection.*

You can now use this dial-up connection for Internet browsers, such as Internet Explorer and e-mail programs, such as Outlook Express.

## 5.2 RVS-COM Application software

An optional ISDN communication program can be supplied with the ISDN PC-CARD. 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. This program is not necessary to use the Internet. The installation is started automatically by inserting the 'RVS-COM' CD-ROM in your CD-ROM drive. Follow the on-screen instructions. If you are asked for a code (key), this can be found either on the rear of the CD-ROM box or on a separate card, depending on the RVS-COM version.

## 6 Troubleshooting

<b>Method</b>	
1.	Read the solutions given below.
2.	Check for up-to-date FAQ's, drivers and instruction manuals on the Internet ( <a href="http://www.trust.com/12773">www.trust.com/12773</a> )



<b>Problem</b>	<b>Cause</b>	<b>Possible solution</b>
<b>The ISDN PC-Card modem is not detected.</b>	The PC-Card Service has not been installed.	Install PC-Card Service. Contact the manufacturer of your notebook or card reader.
	The PC-Card has not been inserted correctly.	Insert the PC-Card firmly into the PC-Card slot.
<b>A connection with the Internet cannot be made which is faster than 64k.</b>	The second line has not been added (multilink).	Manually add the second line (see chapter 5.1).
<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 have been made correctly. If necessary, contact your Internet Service Provider.
<b>The error message 'No Dial Tone' is displayed.</b>	The telephone line is in use.	Wait until the line is free.
	The line that you are using has not been connected correctly.	Check whether your ISDN line has been interrupted and whether it has been connected correctly. If nothing is wrong, contact your telephone company.
<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 telephone company for the correct communication protocol.

If you still have problems after trying these solutions, please contact one of the Trust Customer Care Centers. You can find more information at the back of this instruction manual. Please have the following information available:

- The article number. This is 12773;
- A good description of what does not work;
- A good description of when the problem occurs.