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TRUST 10/100 MB USB NETWORK ADAPTER

Instruction manual

Version 1.0

Thank you

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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 10/100 MB USB NETWORK ADAPTER'. Some knowledge of networks is recommended to install and use this product.

The 'TRUST 10/100 MB USB NETWORK ADAPTER' allows you to connect your computer to a network so that you have access to other computers.

The 'TRUST 10/100 MB USB NETWORK ADAPTER' can also be used together with your TV cable modem, so that you can access the Internet via your television cable.

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 [...].

Extra information will be shown as follows:

Note: *Install the device before installing the software.*

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 before reading the instruction manual. It should contain the following:

- Network adapter
- CD-ROM containing the driver and the software
- Multilanguage instruction manual

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 CPU
- Free USB port
- 16 MB RAM
- CD-ROM drive
- 4 MB free disk space
- Windows 98 / Windows 2000 / Windows ME / Windows XP

Check www.trust.com/12845 for the latest operating system support.

2. Safety

Carefully read the following instructions before use:

- The 'TRUST 10/100 MB USB NETWORK ADAPTER' does not require any special maintenance. Use a slightly damp, clean cloth to clean the device.
- 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. 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.

3. Network devices

You need a number of different components to create a network, such as a network adapter, cables and a hub.

3.1 Network adapter

A network adapter is a link between the software and the physical network. It enables computers to *communicate* with each other.

Network adapters are available in various designs: Add-on cards (PCI or ISA), PC Card (for notebooks) and USB, such as the Trust 10/100MB Network Adapter.

3.2 Connections

Network devices can use various connections to connect to the network, such as Coax, UTP/STP or both.

3.3 Cables

The correct cables are necessary to connect different systems to each other. Figure 1 shows a number of different cables.

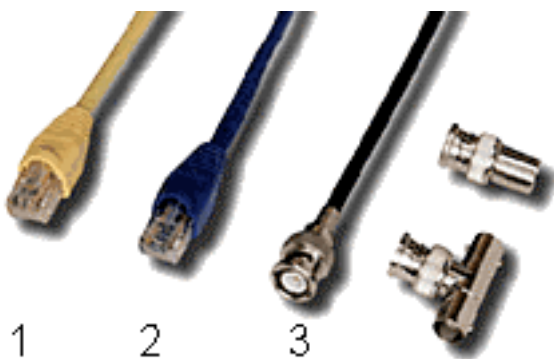


Figure 1: Examples of network cables

1. UTP / STP network cable
2. Cross-linked network cable
3. Coax network cable with a T-joint and a terminator



3.3.1 Coax network cable

This cable can be used to connect different computers to each other. A T-joint should be fitted to every network card. The first and last computer in the network should have a terminator on the T-joint. The maximum speed of a Coax network is 10MB.

Coax network cables are not used with Trust Network products.

3.3.2 UTP / STP network cable

This cable is used for 10MB and 100MB networks. A hub should be used to connect computers to each other. This type of cable should also be used with the Trust 10/100MB Network Adapter.

3.3.3 Cross-linked network cable

Use this cable to connect two computers directly to each other. It is not possible to extend this network. The maximum speed of the network can be either 10MB or 100MB.

3.4 Hub

A network in which a hub is used is called a star network. When there is a fault in the cable, only one system will be affected and not the whole network.

Various hubs are available, such as internal and external hubs with 4, 5, 8, 16 or more ports. Hubs are also available in speeds of 10Mb, 100MB or 10/100MB (Switch hub).

Hubs can be connected to each other using an 'up-link' port to create a network with other systems.

4. Functions

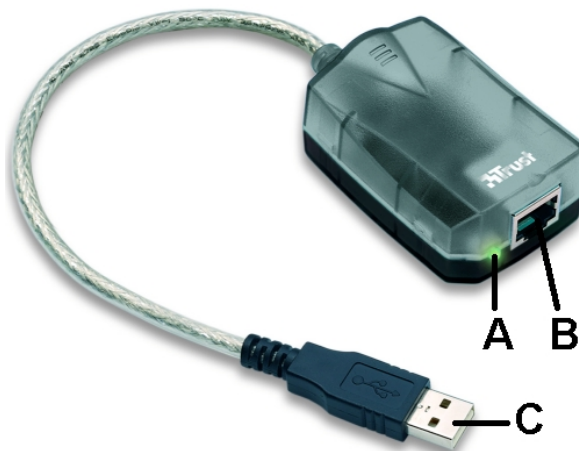


Figure 2: Trust 10/100MB USB Network Adapter

A	Indicator	Indicates that there is a network connection.
B	RJ45 connection	Connection for the UTP/STP network cable.
C	USB connection	Connection for the USB port on the computer.

Table 1: Functions of the Trust 10/100MB Network Adapter

5. Installation

5.1 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 and then select 'Safe Mode' from the menu which is displayed).
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.

5.2 Installation

Note: The latest driver can be downloaded from www.trust.com/12845. Check whether a new driver is available and use this for the installation.

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

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

5.2.1 Windows 98

1. Plug the 10/100 MB USB Network Adapter into a free USB port on your computer or a USB hub which has already been connected to your computer.
2. Windows will detect new hardware. Figure 3 will appear.



Figure 3: Installation in Windows 98

3. Click on 'Next' to continue. Figure 4 will appear.



Figure 4: Installation in Windows 98

4. Select "Search for the best driver of your device. (Recommended)." and click on 'Next'. Figure 5 will appear.



Figure 5: Installation in Windows 98

5. Type [D:\Driver\Win98] as the location of the driver and click on 'Next'. Figure 6 will appear.



Figure 6: Installation in Windows 98

6. Click on 'Next' to start the installation. Figure 7 will appear after the installation.

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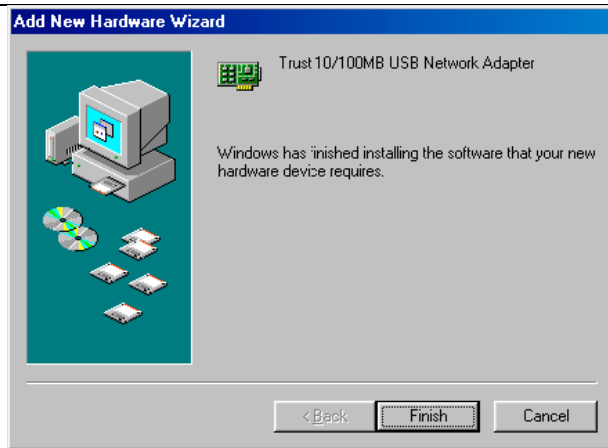


Figure 7: Installation in Windows 98

7. Click on 'Finish' to complete the installation. You will now be asked whether you wish to restart your computer. Always restart your computer, so that the new settings can be activated.

Continue to chapter 5.3 "Checking after the installation" to see whether the Trust 10/100MB USB Network Adapter has been installed correctly.

5.2.2 Windows ME

1. Plug the 10/100 MB USB Network Adapter into a free USB port on your computer or a USB Hub which has already been connected to your computer.
2. Windows will detect new hardware. Figure 8 will appear.



Figure 8: Installation in Windows ME

3. Select "Specify the location of the driver (Advanced)" and click on 'Next'. Figure 9 will appear.

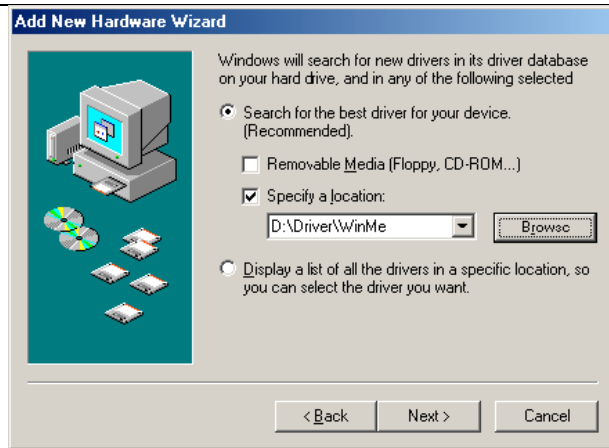


Figure 9: Installation in Windows ME

4. Select "Specify a location:" and type [D:\Driver\WinMe]. Click on 'Next' to continue. Figure 10 will appear.



Figure 10: Installation in Windows ME

5. Click on 'Next' to continue. Figure 11 will appear after the installation has been completed.

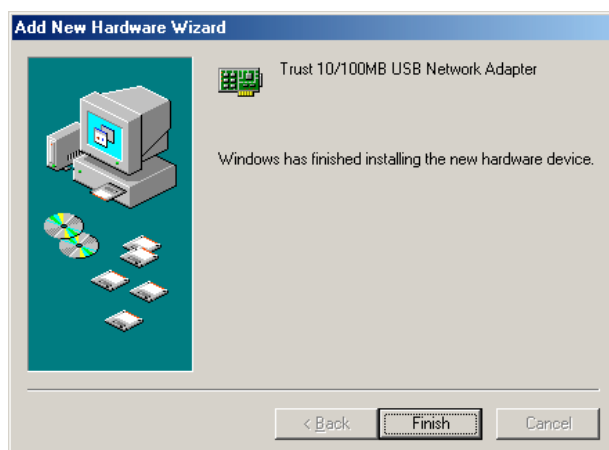


Figure 11: Installation in Windows ME

6. Click on 'Finish' to complete the installation of the driver. You will now be asked whether you wish to restart your computer. Always restart your computer, so that the new settings can be activated.

Continue to chapter 5.3 "Checking after the installation" to see whether the Trust 10/100MB USB Network Adapter has been installed correctly.

5.2.3 Windows 2000

1. Plug the 10/100 MB USB Network Adapter into a free USB port on your computer or a USB hub which has already been connected to your computer.
2. Windows will detect new hardware. Figure 12 will appear.

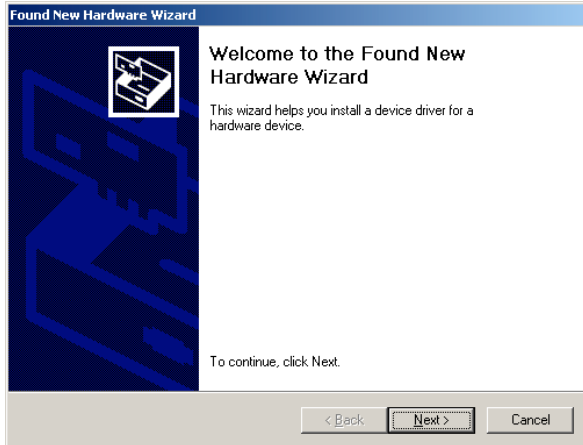


Figure 12: Installation in Windows 2000

3. Click on 'Next' to continue with the installation. Figure 13 will appear.



Figure 13: Installation in Windows 2000

4. Select "Search for a suitable driver for my device (recommended)" and click on 'Next'. Figure 14 will appear.

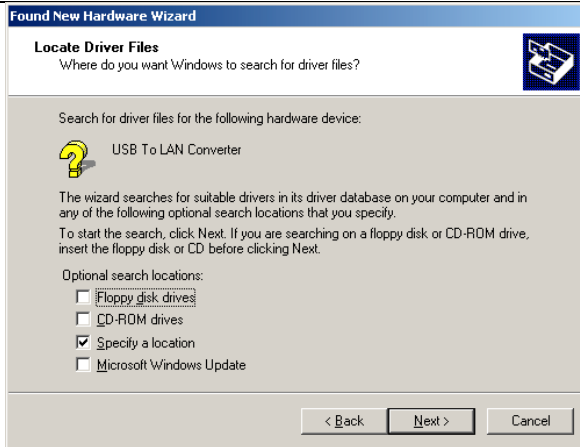


Figure 14: Installation in Windows 2000

5. Select 'Specify a location' and click on 'Next'. Figure 15 will appear.



Figure 15: Installation in Windows 2000

6. Type [D:\Driver\Win2000] as the location of the driver and click on 'OK' to continue. Figure 16 will appear.

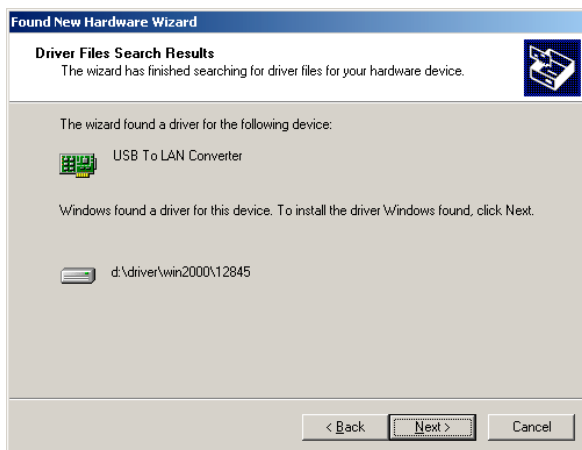


Figure 16: Installation in Windows 2000

7. Click on 'Next' to continue. Figure 17 will appear.

During the installation of the driver in Windows 2000, you may receive a message stating that the driver has not been digitally signed (see figure 17).

TRUST 10/100 MB USB NETWORK ADAPTER

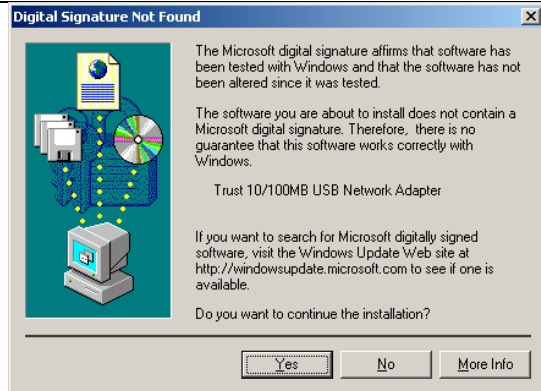


Figure 17: Installation in Windows 2000

You can ignore this message, because it does not affect the functionality of the driver. It only means that the driver had not (yet) been fully certified by Microsoft at the time this instruction manual was written. Click on 'Yes' to continue with the installation. Figure 18 will appear after the installation.

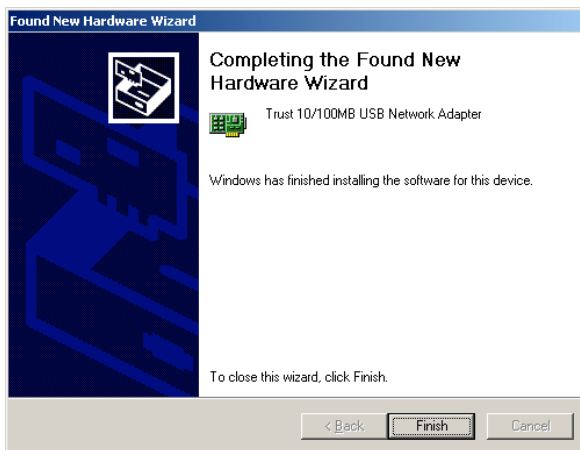


Figure 18: Installation in Windows 2000

8. Click on 'Finish' to complete the installation.

Continue to chapter 5.3 "Checking after the installation" to see whether the Trust 10/100MB USB Network Adapter has been installed correctly.

5.2.4 Windows XP

1. Plug the 10/100 MB USB Network Adapter into a free USB port on your computer or a USB hub which has already been connected to your computer.
2. Windows will detect new hardware.

Since Windows XP has a driver for this device, it will be installed as: 'ADMtek ADM8511 USB To Fast Ethernet Converter'.

You can check this under 'Network adapters' in the 'Device Manager'

'Start – Settings – Control Panel'. Double-click on the 'System' icon and select the 'Device Manager' tab.

- Network adapters – ADMtek ADM8511 USB To Fast Ethernet Converter

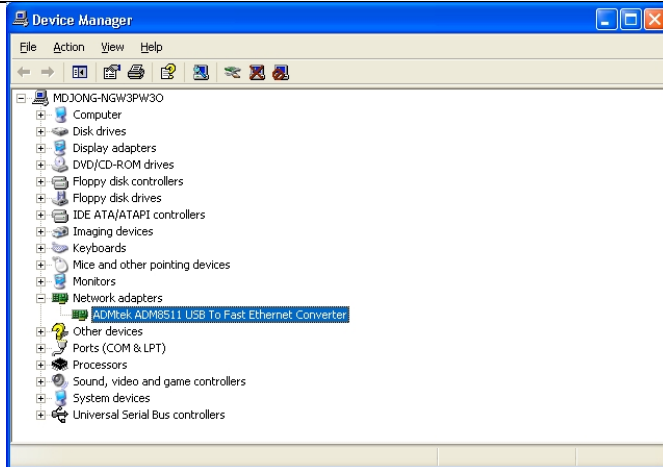


Figure 19: Windows XP Device Manager

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5.3 Checking after the installation

After installing the device and the driver, the following is installed on your computer and can be checked: 'Start – Settings – Control Panel'. Double-click on the 'System' icon and select the 'Device Manager' tab. - Network adapters – Trust 10/100MB Network Adapter

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.*

6. Network settings

This chapter explains the Windows network settings. Procedures are not described in detail, however. For more information, please refer to the instruction manual, the Windows Online Help or contact Microsoft.

6.1 Games and Network

Most computer games that are now released support 'Multiplayer'. This means that more than one player can play the game via a network. Please refer to the instruction manual provided with the game for information concerning 'Multiplayer'. The instruction manual will also state which protocols the game supports and how these must be installed.

6.2 Protocols

A protocol is a type of language which computers use to communicate with each other. Each protocol has its own specific properties. A short description is given below of the most common protocols:

IPX / SPX: This protocol is mainly used in Novell networks and also with games.

TCP / IP: This protocol is used for Windows networks and the Internet. This protocol is also used for games.

Use the following series for fixed TCP/IP addresses: 192.168.0.0 to 192.168.255.255, subnet mask = 255.255.0.0

NOTE: *Other TCP/IP settings are also used on the Internet. If you use a different address series than those given above, your Internet connection may not function correctly.*

NETBEUI: This protocol is easy to use and is mainly used in Microsoft networks. This protocol is ideal for sharing files and printers.

6.3 Sharing files and printers

A number of settings must be made to allow other computers access to files on your computer and/or your printer. This service should be installed. See Windows Help for more information.

6.3.1 Sharing files

In a network, a hard disk or directory is accessible via a share. A hard disk or directory must first be 'shared' to become accessible. The sharing of files and printers must first be activated before shares can be made.

You must indicate this in the Windows network settings. You then make a hard disk or directory shareable by indicating this in its properties.

Click on the 'Network Neighbourhood' icon on the desktop to access a shared hard disk or directory. A drive letter can be assigned to a share so that it can be accessed directly from each application. You can set the letter in the share's properties.

6.3.2 Sharing printers

Printers are shared in a similar way to files. You indicate that the printer is shared in its properties. Only then will the printer be available on the network.

Everybody who wishes to use a shared printer must install that printer's driver. It must also be indicated that it is a network printer and not a local printer.

6.4 Warning

The TCP/IP protocol is also used for the Internet. If you have set up a TCP/IP and switched on file and printer sharing, it is possible that somebody could access your hard disk and/or printer via the Internet.

To prevent this problem, switch off file and printer sharing or remove 'Client for Microsoft Network'. (Make sure that the TCP/IP protocol and your network card are installed.)

6.5 Windows 98 and Windows ME

6.5.1 Network identification

1. Go to the 'Control Panel' (Start – Settings – Control Panel).
2. Double-click on the 'Network' icon. Figure 20 will appear.

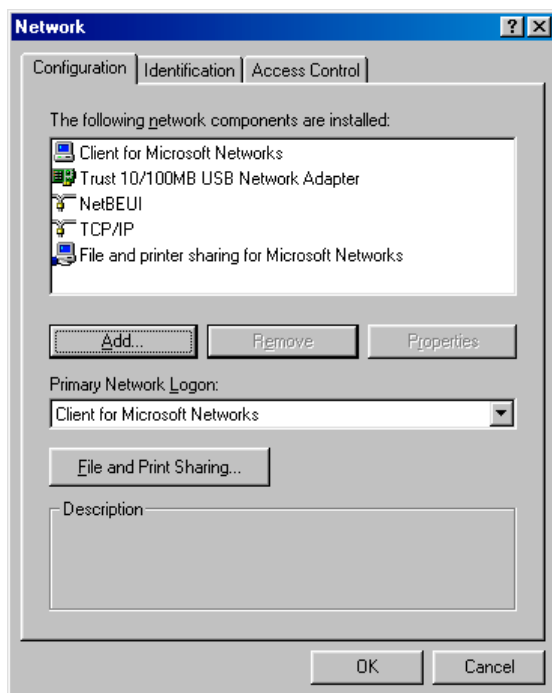


Figure 20: Network settings



3. Click on the 'Identification' tab.
4. Change the settings and click on 'OK'.

6.5.2 Adding and removing a protocol

A protocol is a language your computer uses to communicate with other computers. See chapter 6.2 or Windows Help for more information.

1. Go to the 'Control Panel' (Start – Settings – Control Panel) and double-click on the 'Network' icon. Figure 20 will appear.
2. Click on 'Add', select 'Protocol' and, from the list, select the protocol you wish to install.
3. From the list (see figure 20), select the protocol that you wish to remove and click on 'Remove'.

6.5.3 TCP/IP settings

Follow the instructions below to give each computer in a network a fixed TCP/IP address.

1. Open the 'Network' window.
2. Select 'TCP/IP' (see figure 20).
3. Click on 'Properties'.
4. Click on the 'IP Address' tab. Figure 21 will appear.

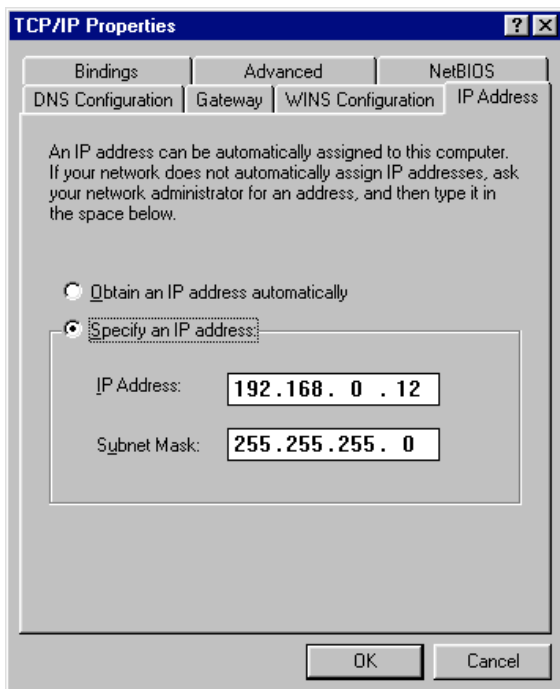


Figure 21: TCP/IP settings

5. Select 'Specify an IP address' to use a fixed TCP/IP address.
6. Give a TCP/IP address. This address must be unique in the network. Only change the last figure for other computers in the network. This number must be between 1 and 254.
7. For 'Subnet Mask', fill in 255.255.0.0
This address must be the same for every computer in the network.
8. Click on 'OK' to return to the 'Network' window.

6.6 Windows 2000

6.6.1 Network identification

Follow the instructions below to set or change your computer name and/or workgroup name:

1. Go to the 'Control Panel' (Start – Settings – Control Panel).
2. Double-click on the 'Network and Dial-up Connections' icon. Figure 22 will appear.

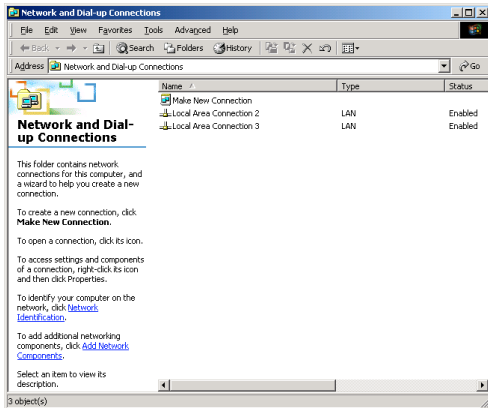


Figure 22: Network and Dial-up connections

3. Click on 'Network Identification'. Figure 23 will appear.

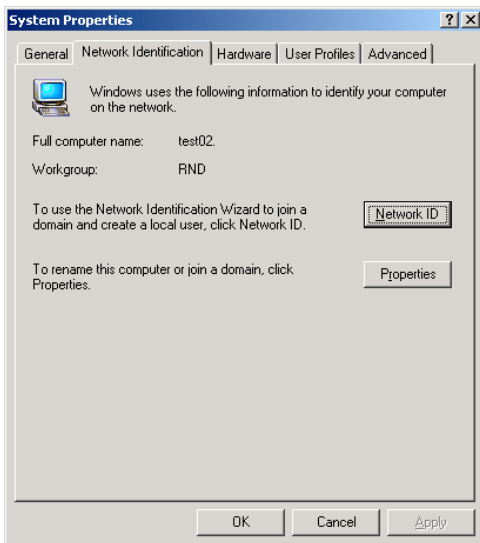


Figure 23: Network identification

4. Click on 'Properties' to change your computer's name and/or workgroup name.

Note: Your computer name must not contain any spaces.

5. Click on 'OK' to accept the changes.
6. Click on 'OK' to restart the computer.

Your network identification has now been changed.



6.6.2 Adding and removing a protocol

A protocol is a language your computer uses to communicate with other computers. See chapter 6.2 or Windows Help for more information.

Follow the instructions below to add or remove a protocol.

1. Open 'Network and Dial-up Connections' (Start – Settings – Control Panel).
2. Double-click on the 'Local Area Connection x' icon which is connected to the Trust 10/100MB USB Network Adapter.
3. Click on 'Properties' in the window that appears.
4. Click on 'Install' to install network components, such as Client, Service or Protocol.
5. Click on 'Uninstall' to remove the marked item.

6.6.3 TCP/IP settings

Follow the instructions below to give each computer in the network a fixed TCP/IP address.

1. Open 'Network and Dial-up Connections' (Start – Settings – Control Panel).
2. Double-click on the 'Local Area Connection x' icon which is connected to the Trust 10/100MB USB Network Adapter.
3. Click on 'Properties' in the window that appears.
4. Select 'Internet Protocol (TCP/IP)' and click on 'Properties'.
5. Mark the 'Use the following IP address' option.
6. Give a TCP/IP address for 'IP-Address'.
This address must be unique in the network. Only change the last figure for other computers in the network. Advice: 192.168.0.x; x = 1 - 254
7. For 'Subnet Mask', fill in 255.255.0.0
This address must be the same for every computer in the network.
8. Click on 'OK' to continue.
9. Click on 'Close' to confirm the settings.

6.7 Windows XP

6.7.1 Adding and removing a protocol

A protocol is a language your computer uses to communicate with other computers. See chapter 6.2 or Windows Help for more information.

Follow the instructions below to add or remove a protocol:

1. Open 'Network Connections' (Start – Control Panel).
2. Double-click on the 'Network Connections' icon. Figure 24 will appear.

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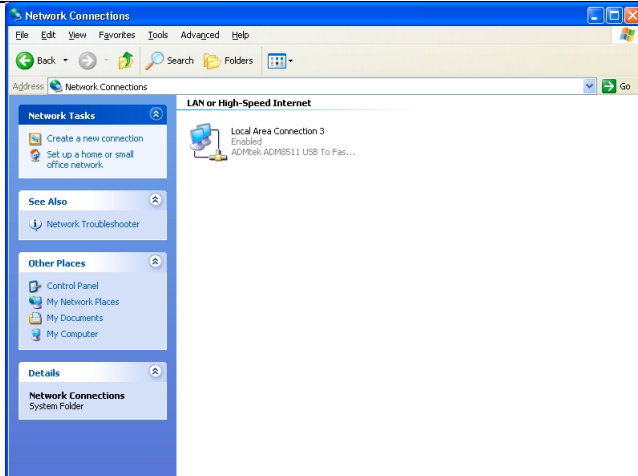


Figure 24: Adding a protocol

3. Right-click on the 'Local Area Connection' icon and click on 'Properties'. Figure 25 will appear.

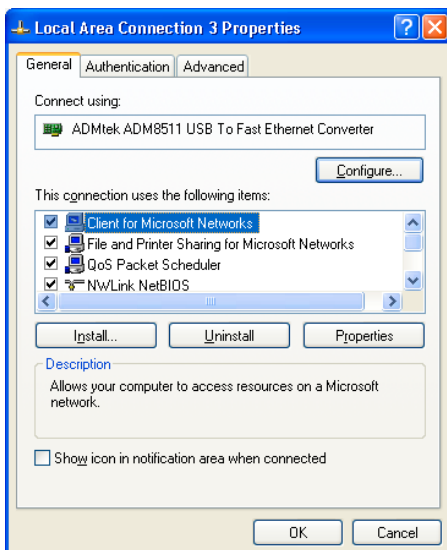


Figure 25: Adding a protocol

4. Click on 'Install..'. Figure 26 will appear.

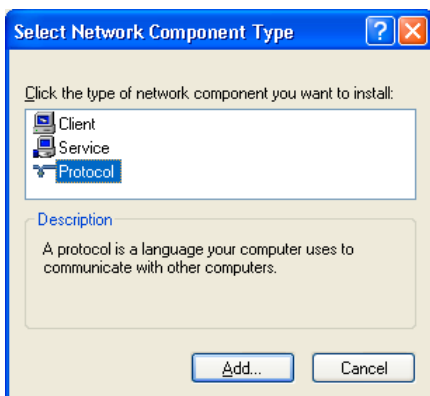


Figure 26: Adding a protocol

5. Click on 'Protocol' and then 'Add'. Figure 27 will appear.

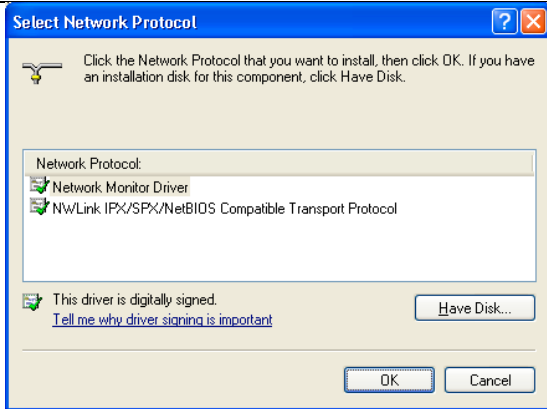


Figure 27: Adding a protocol

6. Click on the network protocol that you wish to install and click on 'OK'. Figure 25 will appear.
7. The new protocol will be added to the list.
8. Repeat steps 1 to 6 to add more protocols. Click on 'OK' once you have added all the protocols you wish to add (see figure 25).
9. Restart Windows XP to activate your new network settings.

You may also wish to remove a network protocol. If you wish to remove a protocol, click on 'Uninstall' instead of 'Install' (in point 4) to remove the marked protocol.

NetBEUI protocol

Carry out the following if you wish to install the Netbeui protocol.

1. Copy the nbfs.sys file from your Windows XP CD-ROM (VALUEADD\MSFT\NET\NETBEUI) to the C:\WINDOWS\SYSTEM32\DRIVERS directory.
2. Copy the netnbf.inf file from your Windows XP CD-ROM (VALUEADD\MSFT\NET\NETBEUI) to the C:\WINDOWS\INF directory.

Next, follow points 1 to 9 given in chapter 6.7.1.

6.7.2 TCP/IP settings

Follow the instructions below to give each computer in the network a fixed TCP/IP address.

1. Open 'Network Connections' (Start – Control Panel).
2. Double-click on the 'Network Connections' icon. Figure 24 will appear.
3. Right-click on the 'Local Area Connection' icon and click on 'Properties'. Figure 25 will appear.
4. Select 'Internet Protocol (TCP/IP)' and click on 'Properties'. Figure 28 will appear.

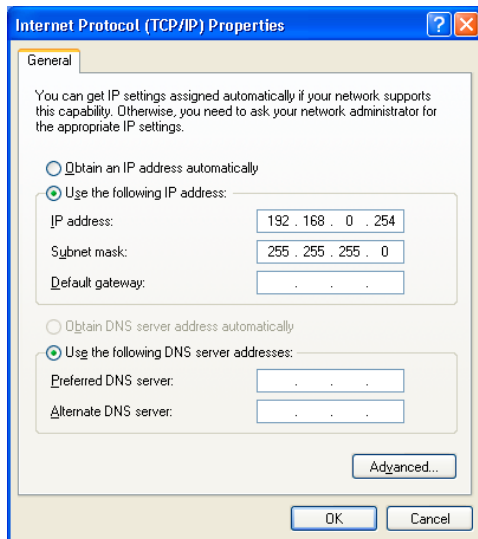


Figure 28: TCP/IP settings

5. Give a TCP/IP address for 'IP-Address'.
This address must be unique in the network. Only change the last figure for other computers in the network. Advice: 192.168.0.x; x = 1 - 254
6. For 'Subnet Mask', fill in 255.255.0.0
This address must be the same for every computer in the network.
7. Click on 'OK' to continue.
8. Click on 'Close' to save the settings.

6.7.3 Network settings

Follow the instructions below to set or change your computer name and/or workgroup name:

1. Go to the 'Control Panel' (Start – Control Panel).
2. Double-click on the 'System' icon. Figure 29 will appear.

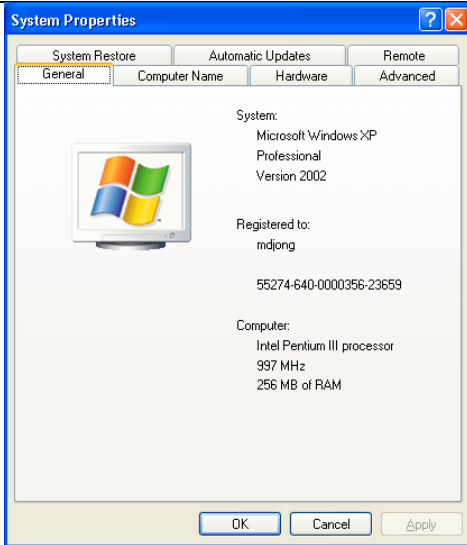


Figure 29: Network settings

3. Click on the 'Computer Name' tab. Figure 30 will appear.

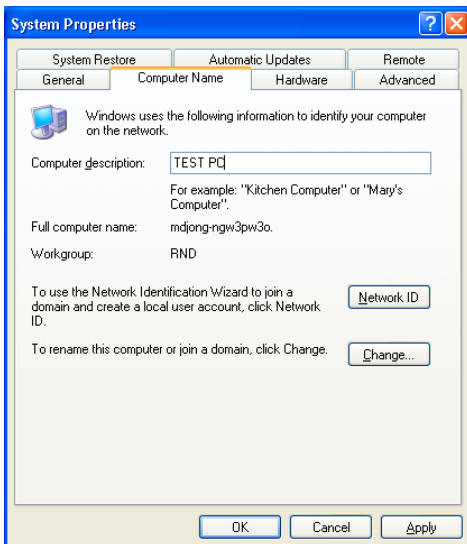


Figure 30: Network settings

4. If required, change the description of the computer. Click on 'Change...'. Figure 31 will appear.



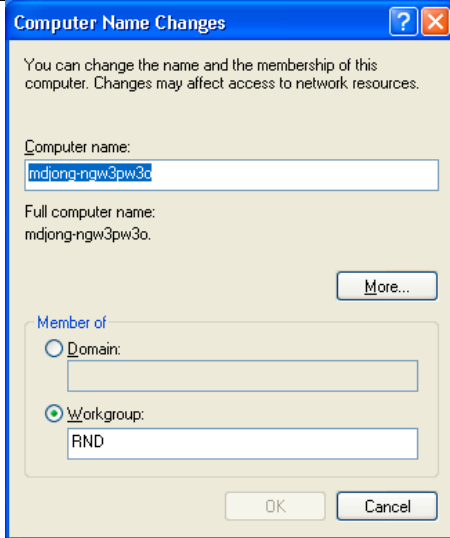


Figure 31: Network settings

5. The computer name and the name of the workgroup can be changed in the window that appears.

Note: *Your computer name must not contain any spaces.*

6. Click on 'OK' after you have changed the options you wish to alter.

7. Restart Windows XP to activate the changes.

7. Troubleshooting

Method

1. Read the solutions given below.
2. Check for up-to-date FAQ's, drivers and instruction manuals on the Internet (www.trust.com/12845)

**UK**

This chapter is intended to help solve any possible problems.

7.1 It is not possible to make a connection

If the computer cannot make a connection with the server or another computer, first check the following points:

1. Have the drivers for the Trust 10/100MB USB Network Adapter been installed correctly? The drivers cannot be installed if the adapter is faulty or has not been inserted into the USB port correctly.
2. Have the correct drivers been selected for the network that you wish to use? Ask your Network Administrator for more information about the network.
3. Have the correct values for the type of package and the IP-address been input?
4. Insert the RJ45 plug as far as possible into the adapter.
5. Does the network hub work? Try to make a connection via another workstation which is connected to the same hub.
6. Does the connection run via a hub? Two computers cannot be connected directly to each other via a UTP or STP cable. They can only be connected directly to each other via a 'Cross-link' cable (see chapter 3.3).

7.2 Cannot make a connection in Windows 98 / Windows ME

Also see the instruction manual provided with Microsoft Windows for more information.

Check the following:

1. Have the NetBEUI protocol and 'Client for Microsoft networks' been installed? Check the network properties. These components are necessary to make a connection. If necessary, add these components by clicking on 'Add'.
2. Is the NetBEUI protocol bound to the driver for the Trust 10/100MB USB Network Adapter? Select 'Bindings' in the 'Network Properties' window. This is only necessary if the connection has been manually broken. This connection is made automatically in Windows 98 when a new network card is installed.
3. Do both systems have the same workgroup name? The workgroup name must be known by the server. If necessary, change the name. Contact the Network Administrator if you do not know the name of your workgroup. The name of a workgroup may not be the same as another computer name in the same network.

7.3 The Novell NetWare server has not been found

Check the following:

1. Has the correct package been selected? Most Novell networks use Ethernet_802.3. Ask your System Administrator for information about the correct type of package.
2. Has the IPX/SPX protocol and the 'Client for Novell networks' been installed in Windows 98?

7.4 Other problems

Problem	Cause	Possible solution
No driver can be found	The wrong file location has been given.	Give the correct location of the driver for your operating system.
A connection cannot be made with the network	The network cable has not been connected after installing the driver.	Connect the network cable to the network card and the rest of the network.
	The protocols have been set up incorrectly.	Set up the protocols correctly. See the instruction manual included on the CD-ROM.
No communication is possible with another computer.	The network cable has not been connected.	Connect the network cable to the network card and the hub.
	The wrong network cable has been used.	Use a UTP/STP cable.
	The network cable has been inserted into the wrong port on the hub.	Insert the cable into a standard port on the hub and not the up-link port.
	The cable has been connected directly from network card to network card.	Only use a 'cross-linked' network cable.
	The wrong protocol has been used.	Select the correct protocol. See the chapters of the appropriate Windows version for more information.
	File and printer sharing have not been selected (only for Windows 9x).	Select file and printer sharing. See Windows Help for more information.
	The workgroup names are not the same.	Select the correct workgroup name. See 'Network Identification' for the appropriate operating system.
Windows does not detect a new device after connecting the USB Network Adapter.	The computer's USB port does not work.	Try a different port or connect the device to a different computer.
	The USB Network Adapter is not connected to the USB port.	Connect the USB Network Adapter to a USB port.
	The USB Network Adapter is connected to a USB HUB which does not have a power supply.	Connect the USB Network Adapter to a USB HUB which has a power supply or to a USB port on your computer.
The computer becomes jammed when using the USB connection.	The USB port has shared an IRQ with another device.	Remove cards from the computer or divide the IRQ's differently.
The problem is not listed here.	The latest FAQ update is available on the Internet.	Go to www.trust.com/12845 for FAQ and other product information.

Table 2: Troubleshooting



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

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 of the printed installation manual, contains more information. Please have the following information available:

- The article number. This is 12845.
- Your hardware information.
- Your operating system and the version.
- A good description of what does not work.
- A good description of when the problem occurs.



8. Specifications

Settings	<ul style="list-style-type: none"> • Plug and Play for Windows 98 / Windows ME / Windows 2000 & Windows XP
Network type	<ul style="list-style-type: none"> • Normal Ethernet 10 Mbps • Fast Ethernet 100 Mbps (in accordance with the 100TX-standard) <p>Max. network speed is 12 Mbps (= max. speed of USB port)</p>
Connection	USB
Performance improvements	<ul style="list-style-type: none"> • Full duplex • Automatic selection of the fastest connection
Media connection	<ul style="list-style-type: none"> • RJ45 plug with cable (STP/UTP) for 10 Mbps / 100 Mbps
Indicators	<ul style="list-style-type: none"> • Green to indicate a connection

Table 3: Specifications

9. 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)825-083080 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