

**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](http://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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 UK

## 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 makes the Trust 56K V92 PC-CARD Modem ideal for use as a fax machine or, when used in combination with your sound card, as a speaker telephone.

### 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:* Extra information is preceded by "Note".

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:

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

### 1.3 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 98 / Windows ME / Windows 2000 / Windows XP
- Check [www.trust.com/13298](http://www.trust.com/13298) for the latest operating system support.

## 2. Safety

Carefully read the following instructions before use.

### 2.1 General information

Carefully read the following instructions before use.

- The Trust 56K V92 PC-Card Modem does not require any special maintenance. Use a slightly damp, soft 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 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 must be connected to a standard analogue telephone line. Do not connect it to digital telephone systems, such as ISDN or ADSL. This can cause damage and may be dangerous. Contact your ISDN or ADSL provider to find out the possibilities for connecting the modem to your connection.

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

**Note:** The latest driver can be downloaded from [www.trust.com/13298](http://www.trust.com/13298). 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. Continue with the installation.

**Note:** In the examples, the CD-ROM drive is indicated by "D:". This may be different for your computer.

### 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 device. 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. Click on '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. An exception to this is Windows 2000. In Windows 2000, it is recommended to first stop the modem activity in the menu bar.

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 an adapter 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 98 / Windows ME / Windows 2000 / Windows 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. Enter the path:  
- [D:\Driver]

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

5. The driver for the Trust 56K V92 PC-CARD Modem will be found. Follow the instructions to install the driver.
6. Restart your system after the driver has been installed.

### 3.4 Checking after the installation

Checking after the installation

After installing the device and the driver, the following are installed on your computer and can be checked: 'Start – Settings – Control Panel'. Double-click on the 'System' icon and select the 'Device Manager' tab.

- Modem – Trust 56K V92 PC-CARD modem
- PC Card (PCMCIA – Trust 56K V92 PC-CARD modem – Socket 2

**Note:** *The socket number given above may be different. This depends on the PCMCIA slot which the modem is inserted into.*

**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).*

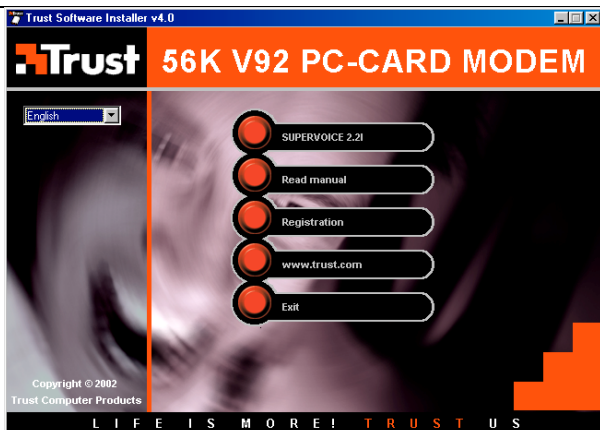
**Note:** *Deviations may also occur as a result of using new drivers available on the Internet.*

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

### 3.5 Installing the software

Follow the instructions below to install SuperVoice 2.2i on 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, click on 'Start – Run', type [D:\Setup.exe] in the command line and 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.

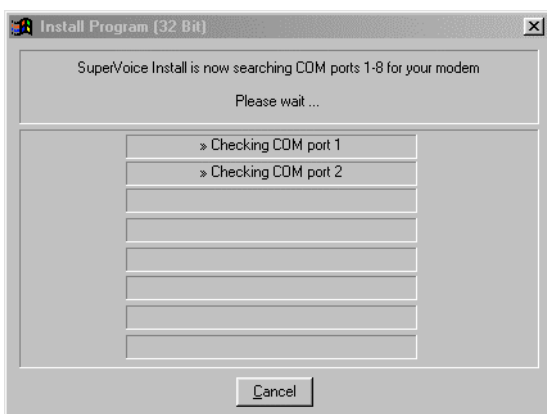
**Note:** The installation procedure of SuperVoice is only displayed in English. After the installation has been completed, the program, instruction manual and Help function, however, are displayed in the language you selected.

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).

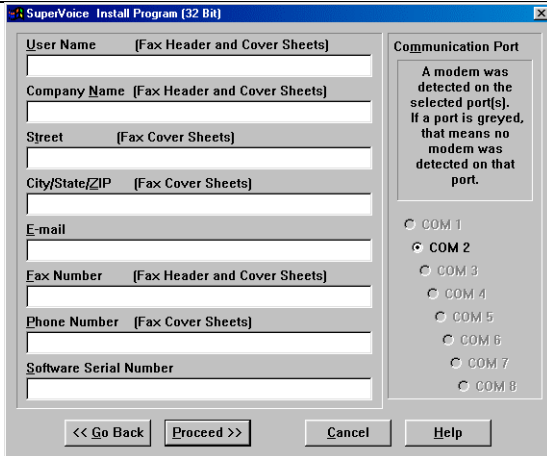


**Figure 3: Searching for the modem**

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

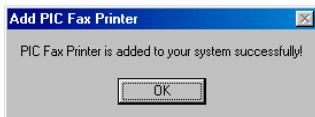


## Trust 56K V92 PC-CARD Modem



**Figure 4: Inputting your personal information**

9. A 'PIC Fax Printer' is 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.

### 3.6 Testing the modem

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

1. Click on 'Start - Settings – Control Panel' and double-click on the 'Modems' icon.
2. Select the 'Diagnostics' tab and then select the COM port with the 'Trust 56K V92 PC-Card 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.

### 3.7 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 automatically prepares 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 good, so optimal communication with your ISP may not be possible at all times.*



## 4. Use

### 4.1 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, click on '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 you dial.
- 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.

**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 line is bad.

## 6. 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/13298](http://www.trust.com/13298)



Problem	Cause	Possible solution
<b>The modem does not react.</b>	There is an IRQ or I/O conflict.	Try other settings for the IRQ or COM port.
	The IRQ is shared.	Open the HaM modem properties window (figure 1) and, in the 'Preferences' tab, unselect the 'Enable IRQ Sharing' option.
	The driver has not been installed.	(Re)install the driver for the modem.
<b>The modem makes a connection, but no information is displayed on the monitor.</b>	The communication parameters have not been set correctly.	Check if all communication settings (speed, data, stop and parity bits) have been set correctly and if they correspond on both sides of the connection. Check whether the hardware flow control (default setting RTS/CTS) have been activated in both the modem and the software.
	The system is waiting for you.	Press the <ENTER> button several times. The remote system may be waiting at the other end to receive data from you before sending it.
<b>The modem dials up, but does not make a connection.</b>	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.
<b>The error message 'No Dial Tone' is displayed.</b>	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.
	The home telephone exchange has an incompatible dial tone.	Use a direct outside line or deactivate the dial tone detection.
<b>The modem encounters errors when connecting to a remote system.</b>	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.
<b>The modem does not dial on V92.</b>	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's on the Internet.	Go to <a href="http://www.trust.com/13298">www.trust.com/13298</a> for FAQ's and other specific product information.
	Check the modem trouble-shooter on the Internet.	Go to <a href="http://www.trust.com/customer care/help/modem">www.trust.com/customer care/help/modem</a> for general modem information.
	Check the Internet connection trouble-shooter on the Internet.	Go to <a href="http://www.trust.com/customer care/help/internet">www.trust.com/customer care/help/internet</a> for general Internet connection information.

**Table 1: Troubleshooting**

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 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 13298.
- 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.



## 7. Specifications

<b>Connection</b>	PCMCIA
<b>Chip set</b>	Intel
<b>Windows Plug &amp; Play [yes/no]</b>	Yes
<b>Windows support</b>	Windows 98 / Windows ME / Windows 2000 / Windows XP
<b>V21 &amp; V22bis 300/1200/2400 bps [yes/no]</b>	Yes
<b>V23 / 1200/75 bps [yes/no]</b>	Yes
<b>V32bis 14K4 bps [yes/no]</b>	Yes
<b>V34 28K8 bps [yes/no]</b>	Yes
<b>V34 bis 33K6 bps [yes/no]</b>	Yes
<b>56 kbps support [ V.90 / K56Flex / X2]</b>	Yes
<b>V.92 support [yes/no]</b>	No
<b>MNP 5 / V42bis data compression [yes/no]</b>	Yes
<b>V44 data compression [yes/no]</b>	Yes
<b>V80 Compatible for video conferences [yes/no]</b>	Yes
<b>Fax compatible [yes/no]</b>	Yes
<b>Fax class compatible [1 / 2 / 2.0 / ...]</b>	Class 1
<b>Speakerphone function [yes/no]</b>	Yes, using the sound card.
<b>Product size [HxWxD (mm)]</b>	5 x 54 x 85 mm
<b>Gross weight (kg)</b>	0.3

Table 2: Technical specifications

## 8. Trust Customer Care Centers

<b>24 Hours free support: WWW.TRUST.COM</b>	
<b>Residents in the UK and Ireland should contact:</b>	
Mon - Fri From 8:00 - 16:00	<b>UK Office</b> Phone +44-(0)0845-6090036 Fax +31-(0)78-6543299
<b>I residenti in Italia possono contattare:</b>	
lun - ven 9:00 - 13:00 / 14:00 -18:00	<b>Ufficio italiano</b> Telefono +39-051-6635947 Fax +39-051-6635843
<b>Les habitants de la France et de l'Afrique du Nord peuvent contacter :</b>	
Lundi-vendredi De 9:00 à 17:00	<b>Bureau français</b> Téléphone +33-(0)825-083080 Fax +31-(0)78-6543299
<b>Kontaktadresse für Einwohner Deutschlands:</b>	
Mo – Fr 9:00 - 17:00	<b>Deutsche Geschäftsstelle</b> Telefon 0800-00TRUST (0800-0087878) Fax +31-(0)78-6543299
<b>Los habitantes de España pueden ponerse en contacto con:</b>	
lun – viernes De las 9:00 a las 17:00 horas	<b>Oficina española</b> Teléfono +34-(0)902-160937 Fax +31-(0)78-6543299
<b>Siedziebę w Polsce powinno skontaktować się;</b>	
Od pon do pią w godz 09:00-17:00	<b>biuro Polsce</b> Tel +48-(0)22-8739812 Fax +31-(0)78-6543299
<b>Inwoners van Nederland kunnen contact opnemen met:</b>	
ma – vr 9:00 - 17:00 uur	<b>Kantoor Nederland</b> Telefoon 0800-BELTRUST (0800-23587878) Fax +31-(0)78-6543299
<b>All other countries / Alle anderen Länder / Tous les autres pays Tutti gli altri paesi / Todos los demás países / Alle andere landen</b>	
Mon - Fri From 9:00 - 17:00	<b>European Head Office</b> Phone +31-(0)78-6549999 Fax +31-(0)78-6543299

