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1 Introduction

This manual is intended for users of the 'TRUST 215A SPEEDLINK ADSL PCI WEB MODEM'. This ADSL PCI modem is intended for Internet via ADSL over an analogue telephone line, also known as 'Annex A'. Some basic knowledge is required in order to build in this PCI card.

2 Safety

Before use, first read the following directions carefully:

- This modem needs no special maintenance.
- On no account should the equipment be submerged in any liquid. This will damage the product. Do not use this equipment in the proximity of water.
- Do not attempt to repair the product yourself.

3 Approval

-  This product complies with all essential requirements and other relevant stipulations of the pertinent European directives. The Declaration of Conformity (DoC) is available on www.trust.com/13711/ce

4 Requirements for functionality

Before you can make a connection with the Internet, you must have the following (if in doubt, consult your Internet Service Provider):

- Activated PSTN/POTS ADSL line (Annex A - ADSL via analogue telephone line)
- Activated ADSL account
- User name and password, in the event use is made of PPPoA or PPPoE connection.
- VPI / VCI values
- Network (internet) protocol
- Encapsulation
- ADSL splitter/filter (for simultaneous internet and telephone calling)

Note: *Without the above information, your ADSL modem is not able to function, and there is no point in beginning with the installation of this modem.*

Note: *The TRUST 215A SPEEDLINK ADSL PCI WEB MODEM will only work on an Annex A ADSL line, ADSL via analogue line.*

5 Getting acquainted with ADSL

ADSL runs over your existing analogue telephone line or digital ISDN line. This means that the ADSL signal and your current telephone or ISDN signal both enter your home through one and the same wire. These two signals must be separated from each other if you want to be able to continue using your telephone. This separation of the two signals takes place via a splitter/filter. A filter ensures that the telephone signal is filtered out of the ADSL/telephone connection. Without a filter, you will hear the ADSL data traffic over the telephone line. The splitter/filter provides you with two connections, i.e. for telephone and ADSL. The splitter/filter is located as the first appliance on the line as it enters your home. From the splitter, one connection runs to the ADSL modem, and the other to EITHER your existing analogue telephone or exchange OR in the case of ISDN, to your present ISDN (NT1) adapter.

Depending on the subscription that you have taken with your Internet Service Provider or ADSL line supplier, you may or may not have received this splitter/filter. Without a splitter/filter, your telephone is unable to be used when you are connected with the Internet. If necessary, you can purchase a splitter/filter in a telephone store (e.g. Primafoon in The Netherlands).

ADSL can be divided into three groups:

- Annex A – ADSL via analogue line, also known as PSTN line.
- Annex B – ADSL via ISDN.
- Annex C – Mainly used in Japan, and not in Europe.

Depending on the subscription offered by your Internet Service Provider (ISP) you will be using either Annex A or B. Consult your ISP for the type of ADSL line that applies in your case.

For Annex A you should use the TRUST 215A SPEEDLINK ADSL PCI WEB MODEM.

Your subscription is enabled through the services of two parties, the ISP and the ADSL line supplier. However, this may differ per country, and sometimes a single supplier takes responsibility for all services (ISP and ADSL line) as a bundled package. In many cases, as a user you will hardly notice any of this. You should direct any questions regarding your subscription to your ISP.

The settings for your ADSL modem are largely dependent on the ADSL line supplier. Your ISP also knows these settings. It is also very possible that two different ISPs make use of the same ADSL line supplier. In this case, certain settings will be identical for these ISPs. Given the fact that there are more ISPs than ADSL line suppliers, we have taken up a number of the most prominent ADSL line suppliers in the Trust Speedlink ADSL Web Modem settings. This way, you simply have to select the correct ADSL line supplier, instead of having to fill-in the settings by hand. This procedure is described in section 7.1. Check with your ISP to establish which ADSL line supplier is used.

In the event that your ADSL supplier is not listed in the installation software, or they have changed their settings, then you will need to apply the correct settings by hand. In total, there are 4 settings that are decisive for successful contact with your ISP (plus the other requirements mentioned in section 4).

These are:

- Network (internet) protocol: (PPPoA, PPPoE, Bridged/Routed internet)
- VPI value: (a value between 0 and 255) (0 <x> 255)
- VCI value: (a value between 32 and 65535) (32 <x> 65535)
- Encapsulation protocol: (LLC/SNAP, VCMUX)

This procedure is described in section 7.2. Consult your ISP for the correct settings.

Note: *Even if you have always used an ISDN line for your telephone calls, it is not necessarily the case that your ADSL subscription automatically is Annex B, and nor is it the opposite case. Always consult your ISP for the type of ADSL line that applies in your case.*

6 De-install old drivers and products

The most common cause of installation problems is the presence of a residual driver for a comparable 'old' product that has been removed. The best solution is to first remove all related drivers for these products before installing the new driver. Take care that you only remove drivers from 'old', comparable products that are no longer in use.

1. Activate the Safe Mode of Windows (during system start-up, repeatedly press F8, and select Safe Mode from the menu that will appear after a short time.)
2. Activate Start – Settings – Control Panel – Software.
3. Search for all old programs for products of a similar type, and remove these (add/delete button). Through Safe Mode it is possible that you may even find multiple entries for the same device. In that case, remove the multiple entries.
4. Restart the computer.

Note: *Do not delete your analogue or ISDN modem drivers.*

Note: *Preserve any existing dial-up connections via the analogue or ISDN modem, so that you can search for information on the Internet during installation, if necessary.*

7 Build the ADSL PCI modem into the PC.

Note: *Ensure that the computer is switched off, and the computer's power plug is removed from the mains power socket, before you begin to build the ADSL PCI modem into your PC.*

1. Make sure the computer is switched off.
2. Remove the power plug from the mains power socket.
3. Open the case of the computer.
4. If present, remove the metal cover plate at the rear of a free PCI slot (this slot is coloured white.)
5. Insert the ADSL PCI modem into the free slot.
6. Screw the ADSL PCI modem to the case using a screw provided with the computer case.
7. Close the case of the computer.
8. Insert the computer's power plug into the mains power socket.

The ADSL PCI modem is now correctly built into your computer. Continue with section 8 to install and configure the driver.

8 Install driver

Note: *If the Windows installation wizard starts when the computer starts up, click 'Cancel'. The installation must run from the CD-ROM as described in this section.*

As described earlier in section 5, 'Getting acquainted with ADSL', there are two ways to configure the ADSL modem.

In section 8.1, the 'automatic' method for installing and configuring is described. In this method, you select from a list of Internet Service Providers with their own pre-programmed settings, which are needed to establish a connection with the Internet. Should the correct Internet Service Provider not be present in the list, then you should proceed further with section 8.2. Here, the 'manual' method of installing and configuring is described.



Note: The latest versions of the drivers can always be found on www.trust.com/13711. Check beforehand whether a new version is available, and if so, use this for the installation. The current version of your driver is printed on the Trust installation CD-ROM.

Note: During installation, ensure that all other programs are closed.

Note: During installation under Windows XP you may get a message that an unsigned driver has been detected. This is not a problem for correct functionality.

Note: In the text we use 'D:\' to indicate the CD-ROM station; however, this may differ per computer.

Note: If your computer is running Windows 98, make sure you have the Windows 98 CD-ROM available during installation.

8.1 Automatic driver installation under Windows 98, Me, 2000 and XP

1. Turn the computer on, and wait for Windows to start up.
 2. During start-up, Windows will inform you that it has found new hardware. Click on the 'Cancel' button as often as necessary until this message disappears.
 3. Now place the CD-ROM in the computer's CD-ROM station. The installation program will automatically be started. Should this fail to happen, do the following:
 - a) Select 'Run' in the Windows Start menu.
 - b) Type '[D:\SETUP.EXE]' and click 'OK' to start the Trust software installation program.
 4. The Trust installation screen appears. See figure 1.
 5. Select a language in which you want the Trust installation screen to be displayed.
 6. Click on 'Install driver' to start installation of the ADSL modem driver.
 7. The installation will be started. A window will open similar to that in figure 2.
 8. Select 'Auto installation' and click on 'Next'. The 'Country Selection' window will appear. See figure 3.
 9. Select your country of residence. Should your country not appear in the list, go directly to section 8.2.
 10. Click on 'Next'. The 'Select ISP' window will appear. See figure 4. In the event that only one ISP is included in the list for your country, then this selection window will NOT appear, and you can proceed further with the step 12.
 11. Select your Internet Service Provider. Should the ISP not appear in the list, go directly to section 8.2.
 12. Click on 'Next'. Depending on the ISP you have selected, the window 'Set password' will appear. See figure 5. Should this window not appear, continue with step 14.
 13. Fill in the User Name and Password (twice) that was given to you by your ISP. Click on 'Next'.
 14. The window 'Finish' will appear. See figure 6. This window gives a summary of the settings that will be applied.
 15. Click on 'Finish' to complete the installation.
- Note:** If you are running Windows 98, proceed further to step 16 to complete the installation. If you are running Windows Me, 2000 or XP, the installation of the ADSL modem driver is now already complete.
16. A window will appear with the prompt 'Install finished reboot Windows now!!'.
 17. Click on 'OK'. The computer will be restarted.
 18. While re-starting, the computer will again detect and install the ADSL PCI modem as Trust hardware. At the end of this procedure the prompt window will appear 'System Settings Change'.

19. Click on 'Yes' to again re-start the computer, and thereby complete the Windows 98 installation of the modem.

Assuming the details given during the installation were correct, your ADSL PCI modem is now ready to make a connection with the Internet. Proceed further with section 10 to verify that the ADSL PCI modem has been correctly installed and configured.

8.2 Manual installation of the driver

Tip: *If you have arrived in this section from section 8.1, first restore the window 'Type Selection' (figure 2) to your screen, by clicking on 'Back' repeatedly until it appears.*

Every Internet Service Provider has their own standard settings, also known as 'service'. There are many variants, that all require a different configuration. Consult your service provider to establish which service they use. A number of Internet Service Providers and the relevant configuration settings are given in table 1, at the end of section 8.

<u>Alternative services</u>	<u>Section</u>
1. PPPoA	(8.2.1)
2. PPPoE	(8.2.2)
3. Bridged ethernet over ATM	(8.2.3)
4. Routed ethernet over ATM	(8.2.4)

8.2.1 PPPoA (RFC2364)

To establish an Internet connection via PPPoA, a user name and password are required. The IP address, subnet mask and DNS address are automatically supplied by the ISP.

<u>Required details:</u>
<ul style="list-style-type: none"> ▪ User name ▪ Password ▪ Encapsulation VCMUX or LLC/SNAP ▪ VPI value: 0 - 255 ▪ VCI value: 32 - 65535

1. Place the CD-ROM in the computer's CD-ROM station. The installation program will automatically be started. Should this fail to happen, do the following:
 - a.) Select 'Run' in the Windows Start menu.
 - b.) Type '[D:\SETUP.EXE]' and click 'OK' to start the Trust software installation program.
2. The Trust installation screen appears. See figure 1.
3. Select a language in which you want the Trust installer to be displayed.
4. Click on 'Install driver' to start installation of the ADSL modem driver.
5. The installation wizard starts up. Select 'Manual Installation'. See figure 2.
6. Click on 'Next'. The 'Encapsulation' window will appear, as shown in figure 7.
7. In the 'Encapsulation' menu, select 'PPPoA LLC' or 'PPPoA VCMUX' (depending on your ISP).
8. Fill in the VPI and VCI values given by your ISP.
9. In most cases, the 'Handshake' protocol can be left as the default of 'Autosense G.dmt first'.
10. Click on 'Next'. The 'Password Setting' window will appear, as shown in figure 5.

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11. Fill in the User Name and Password (twice) that was given to you by your ISP.
12. Click on 'Next'. The window 'Finish' will appear. See figure 6. This window gives a summary of the settings that will be applied.
13. Click on 'Finish' to complete the installation.

Note: *If you are running Windows 98, proceed further to step 14 to complete the installation. If you are running Windows Me, 2000 or XP, the installation of the ADSL modem driver is now already complete.*

14. A window will appear with the prompt 'Install finished reboot Windows now!!'.
15. Click on 'OK'. The computer will be restarted.
16. While re-starting, the computer will again detect and install the ADSL PCI modem as Trust hardware. At the end of this procedure the prompt window will appear 'System Settings Change'.
17. Click on 'Yes' to again re-start the computer, and thereby complete the Windows 98 installation of the modem.

8.2.2 PPPoE (RFC2516)

Just as with 'PPPoA', this service makes use of a user name and password. Here also, the IP address, subnet mask and DNS address are automatically supplied by the ISP.

Required details:

- User name
- Password
- Encapsulation VCMUX or LLC/SNAP
- VPI value: 0 - 255
- VCI value: 32 - 65535



1. Place the CD-ROM in the computer's CD-ROM station. The installation programme will automatically be started. Should this fail to happen, do the following:
 - a.) Select 'Run' in the Windows Start menu.
 - b.) Type '[D:\]SETUP.EXE]' and click 'OK' to start the Trust software installation program.
2. The Trust installation screen appears. See figure 1.
3. Select a language in which you want the Trust installer to be displayed.
4. Click on 'Install driver' to start installation of the ADSL modem driver.
5. The installation wizard starts up. Select 'Manual Installation'. See figure 2.
6. Click on 'Next'. The 'Encapsulation' window will appear, as shown in figure 7.
7. In the 'Encapsulation' menu, select 'PPPoE LLC' or 'PPPoE VCMUX' (depending on your ISP).
8. Fill in the VPI and VCI values given by your ISP.
9. In most cases, the 'Handshake' protocol can be left as the default of 'Autosense G.dmt first'.
10. Click on 'Next'. The 'Password Setting' window will appear, as shown in figure 5.
11. Fill in the User Name and Password (twice) that was given to you by your ISP.
12. Click on 'Next'. The window 'Finish' will appear. See figure 6. This window gives a summary of the settings that will be applied.
13. Click on 'Finish' to complete the installation.

Note: *If you are running Windows 98, proceed further to step 14 to complete the installation. If you are running Windows Me, 2000 or XP, the installation of the ADSL modem driver is now already complete.*

14. A window will appear with the prompt 'Install finished reboot Windows now!!'.
15. Click on 'OK'. The computer will be restarted.
16. While re-starting, the computer will again detect and install the ADSL PCI modem as Trust hardware. At the end of this procedure the prompt window will appear 'System Settings Change'.
17. Click on 'Yes' to again re-start the computer, and thereby complete the Windows 98 installation of the modem.



8.2.3 Bridged ethernet over ATM (RFC1483, RFC2684)

Just as with 'PPPoA', this service makes use of a user name and password. The IP address, subnet mask and DNS address are automatically supplied by the ISP.

<p>Required details:</p> <ul style="list-style-type: none"> ▪ Encapsulation: VCMUX or LLC/SNAP ▪ VPI value: 0 - 255 ▪ VCI value: 32 - 65535 	
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1. Place the CD-ROM in the computer's CD-ROM station. The installation programme will automatically be started. Should this fail to happen, do the following:
 - a.) Select 'Run' in the Windows Start menu.
 - b.) Type '[D:\SETUP.EXE]' and click 'OK' to start the Trust software installation program.
2. The Trust installation screen appears. See figure 1.
3. Select a language in which you want the Trust installer to be displayed.
4. Click on 'Install driver' to start installation of the ADSL modem driver.
5. The installation wizard starts up. Select 'Manual Installation'. See figure 2.
6. Click on 'Next'. The 'Encapsulation' window will appear, as shown in figure 7.
7. In the 'Encapsulation' menu, select '1483 Bridge LLC' or '1483 Bridge VCMUX' (depending on your ISP).
8. Fill in the VPI and VCI values given by your ISP.
9. In most cases, the 'Handshake' protocol can be left as the default of 'Autosense G.dmt first'.
10. Click on 'Next'. The window 'Finish' will appear. See figure 6. This window gives a summary of the settings that will be applied.
11. Click on 'Finish' to complete the installation.

Note: *If you are running Windows 98, proceed further to step 14 to complete the installation. If you are running Windows Me, 2000 or XP, the installation of the ADSL modem driver is now already complete.*

12. A window will appear with the prompt 'Install finished reboot Windows now!!'.
13. Click on 'OK'. The computer will be restarted.
14. While re-starting, the computer will again detect and install the ADSL PCI modem as Trust hardware. At the end of this procedure the prompt window will appear 'System Settings Change'.
15. Click on 'Yes' to again re-start the computer, and thereby complete the Windows 98 installation of the modem.

8.2.4 Routed ethernet over ATM (RFC1483, RFC2684)**Required details:**

- Encapsulation: VCMUX or LLC/SNAP
- VPI value: 0 - 255
- VCI value: 32 - 65535
- IP address
- Gateway address
- Subnet mask address

Identical to 'bridged ethernet', except with a fixed IP address. The installation procedure follows the same line as section 8.2.3, with the exceptions that (1) you should select either '1483 Routed LLC' or '1483 Routed VCMUX'; and (2) you need to input the IP address, subnet mask and gateway into the Windows network settings. Consult the 'INTERNET SHARING' manual on the CD-ROM for how to configure your fixed IP address in the Windows network settings.

Country:	ISP:	VPI:	VCI:	Internet protocol:	Encapsulation :
Netherlands	ADSL van KPN	8	48	PPPoA	VCMUX
	Planet Internet	8	48	PPPoA	VCMUX
	Hetnet	8	48	PPPoA	VCMUX
	BBNED economy	0	35	Bridged ethernet over ATM	LLC
	BBNED business	0	35	PPPoA	VCMUX
	BabyXL	0	34	Bridged ethernet over ATM	LLC
Belgium	Belgacom ISDN	0	35	PPPoA	LLC
	Belgacom PSTN	8	35	PPPoA	LLC
	Tiscali Belgium ISDN	0	35	PPPoA	LLC
	Tiscali Belgium PSTN	8	35	PPPoA	LLC
Germany	T-Online	1	32	PPPoE	LLC
	Deutsch Telecom	1	32	PPPoE	LLC
	Tiscali Germany	1	32	PPPoE	LLC
Italy	Tele Italia	8	35	PPPoA	VCMUX
	Telia	8	35	Bridged ethernet over ATM	LLC
	Tiscali Italy	8	35	PPPoA	VCMUX
Switzerland	Swisscom	8	35	PPPoA	LLC
Spain	Tiscali Spain	1	32	PPPoA	VCMUX
United Kingdom	Tiscali UK	0	38	PPPoA	VCMUX

Country:	ISP:	VPI:	VCI:	Internet protocol:	Encapsulation:
France	France Telecom	8	35	PPPoA	VCMUX

Table 1: ISP settings



9 Explanation of Protocols

This section gives an explanation regarding the various protocols and the naming conventions in use. This section might offer some clarification when you are uncertain which protocols you may need.

In order to establish a connection to the Internet via ADSL, various protocols are available. Each party often refers to these protocols by a different name. For example, it may be that your ISP or ADSL line supplier refers to the PPPoA protocol with the name 'RFC2364', or as in the software resident in the modem, 'NDISWAN'. Your ISP will inform you which protocol is required.

Refer to tables 2 and 3 below for the correct names of the various protocols.

Protocol:	Driver name:		Includes protocol:			
	NDISLAN	NDISWAN	PPPoA	PPPoE	Bridged/Routed ethernet	IP
RFC1483, RFC2684	X				X	
RFC2364		X	X	X		
RFC2516		X		X		
RFC1577						X

Table 2: description of protocols

Given that during the manual installation the names NDISLAN and NDISWAN will appear in connection with the modem software, and that these names are very unlikely to be known to the ISP, a brief explanation is given in table 3, which protocols these drivers include, with the most common names.

Driver name:	PPPoA / RFC2364	PPPoE / RFC2364 / RFC2516	Bridged/Routed ethernet / RFC1483
NDISLAN			X
NDISWAN	X	X	

Table 3: general naming convention for protocols

10 Post-installation check

In this section, two alternative ways to check the correct installation of the ADSL PCI modem are discussed.

10.1 Checking via Windows

Following complete installation of the product and programs, you should check that the following have been added to your system:

Configured without user name and password (Bridged and Routed Ethernet):

1. Desktop:
 - TRUST 215A SPEEDLINK ADSL PCI WEB MODEM Control Panel (see sec. 10.2)
2. Start – Settings – Control panel:
 - 215A ADSL PCI WEB MODEM
 - Software – 215A SPEEDLINK ADSL PCI WEB MODEM LAN Adapter
 - System – Device Manager – Network – 215A SPEEDLINK ADSL PCI WEB MODEM LAN Adapter
3. Start – Programs – TRUST 215A SPEEDLINK ADSL PCI WEB MODEM –
 - ADSL autolog
 - ADSL Control Panel
 - ADSL Help
 - ADSL Taskbar
 - Uninstall 215A SPEEDLINK ADSL PCI WEB MODEM
4. Taskbar: Icon

Configured with user name and password (PPPoA and PPPoE):

1. Desktop:
 - TRUST 215A SPEEDLINK ADSL PCI WEB MODEM Control Panel (see sec. 10.2)
 - TRUST 215A SPEEDLINK ADSL PCI WEB MODEM (dial-up networking)
2. Start – Settings – Control panel:
 - 215A ADSL PCI WEB MODEM
 - Software – TRUST 215A SPEEDLINK ADSL PCI WEB MODEM WAN Adapter
 - System – Device Manager – Network: 215A SPEEDLINK ADSL PCI WEB MODEM WAN Adapter
3. Start – Programs – TRUST 215A SPEEDLINK ADSL PCI WEB MODEM –
 - ADSL autolog
 - ADSL Control Panel
 - ADSL Help
 - ADSL Taskbar
 - Uninstall 215A SPEEDLINK ADSL PCI WEB MODEM
4. Taskbar: Icon

Note: *The details above may appear different, depending on the network selection (Internet Protocol)*

Note: *Differences may also arise due to the use of updated drivers from the Internet.*

Note: *The locations, or names of functions in the control panel may be different, depending on your operating system.*

10.2 Check ADSL PCI Modem Control Panel

This utility enables you to check the status of the ADSL line. Start the program by double-clicking the '215A ADSL PCI WEB MODEM Control Panel' shortcut icon on your PC desktop. A window will open similar to that in figure 8.

The maximum speed for uploading and downloading information is shown in this window. Receive Rate = Download speed (information from Internet to computer)
Transmit Rate = Upload speed (information from computer to Internet)

The table below shows the various status reports that can appear, together with the meaning, likely cause, and possible solution.



Status	Meaning	Cause	Possible solution
'Attempting to Activate Line.' A red cross visible on the line.	ADSL line connection is just starting, or the line is not connected to your ADSL modem.	ADSL line connection is just starting, or the line is not connected to your ADSL modem.	Connect the ADSL line to the ADSL port on the modem.
'Training'; 'Channel Analysis'; 'Exchange'	From disconnected to operational, the ADSL line goes through these three stages.	-	-
'Line Down'	No ADSL signal over the line.	Line is disconnected, or incorrectly connected.	Check the connection.
		ADSL line is not yet activated.	Consult your provider as to whether the line has been activated.
'ADSL Connection Established' 2 green lines for 'out' and 'back'.	Your ADSL line is connected to the DSLAM. This means your ADSL line is good.	-	-

Table 4: overview ADSL PCI Modem Control Panel

11 Connection to telephone line

This section describes how to connect the modem to the incoming telephone line. For a schematic overview, please refer to figure 9.

1. From the incoming telephone line to the splitter/filter (in the event you want to keep your telephone working).
2. From the splitter/filter Telephone jack to your telephone.
3. From the splitter/filter ADSL jack to the ADSL modem. See figure 9.

Note: *Your ADSL modem will also work even when there is no splitter/filter placed on the incoming line. In that case, it will no longer be possible to use the telephone.*

12 Establish connection to the Internet

Every configuration is somewhat different in the way the connection to the Internet is established. In this section, each of the various ways is described.

12.1 Internet via PPPoA/PPPoE (NDISWAN / RFC2364/RFC2516)

When your Internet connection has to be made using NDISWAN, you need to setup a dial-up connection. This requires correctly configured dial-up networking.

To send and receive e-mail messages, you also need to have a connection to your mail service provider. In most cases, these settings are the same as those for your Internet connection. If you have multiple e-mail accounts, then you can easily download the mail for the e-mail account involved. In order to send messages, you need to be logged-in to your mail service Provider. Consult the settings recommended by your provider.

12.1.1 Settings for dial-up networking

Windows XP / 2000

1. Open the Windows Control Panel.
2. Double-click on 'Network and Dial-up Connections'.
3. Click using the right mouse button on 215A SPEEDLINK ADSL PCI WEB MODEM
4. Select 'Properties'.
5. Select the tab 'Options'.
6. Here, set the option 'Break connection automatically' to 'Never'.

Windows 98 / Me

1. Open the Windows Control Panel.
2. Double-click on 'Dial-up Networking'.
3. Click using the right mouse button on 215A SPEEDLINK ADSL PCI WEB MODEM.
4. Select 'Properties'.
5. Select the tab 'Connection'.
6. Here, uncheck the box for 'break connection when not in use'.

12.1.2 Establish connection

1. Double-click the shortcut '215A SPEEDLINK ADSL PCI WEB MODEM' on your Windows desktop. Now select 'Connect'. The connection to your ISP will now be made.
2. Open your Internet browser, for example MS Internet Explorer or Netscape Navigator.
3. You are now online.

12.1.3 Check

If you fail to obtain a connection with the Internet, check your Internet settings.

1. Go to 'Internet Options' from the Control Panel.
2. Click on tab 'Connections'.
3. Select 'Always dial my default connection'. Be sure to select the correct dial-up connection as default, whenever there is more than one connection showing in the list.

4. Click on 'Apply'.

Tip: *If you want the connection to be automatically made whenever the computer is turned on, drag the shortcut from your desktop to the following folder: 'C:\Windows\Start Menu\Programs\Startup'. The next time you start your PC, the dial-up connection screen will automatically appear. Select the option 'automatic'. Subsequently, whenever you start the PC, you will automatically be online.*



12.2 Internet via Bridged/Routed Ethernet (NDISLAN / RFC1483)

If your ISP makes use of Bridged/Routed Ethernet, you have a continuous connection to the Internet, and it is therefore not necessary to make or start a dial-up connection. You can go straight to starting your Internet browser.

Do ensure that the settings for Internet access are correctly made.

1. Go to 'Internet Options' from the Control Panel.
2. Click on tab 'Connections'.
3. Select 'Never dial a connection'.
4. Click on 'Apply'.
5. Click on button 'LAN Settings...'
6. Uncheck the option 'Use a proxy server for your LAN'.
7. Click on 'OK' and then on 'Apply'.
8. Click on 'OK' to leave this screen.

Should there be no connection, consult the information from your ISP for the correct network settings. Some providers are known to work with IP addresses that must be manually filled in.

12.3 Checking the Internet connection

Double-click on the ADSL icon showing in the Windows taskbar. A Window will appear in which you can see the status of your ADSL connection. Online is 'ADSL connected', offline is 'disconnected'.

ADSL Icon = 

Note: *When all checks seem to have failed, run one more time through all the settings, and also check once more with your ISP whether all the details and settings given in sections 6 and 8 are correct.*

13 Removal of driver

The driver is easy to remove, with the use of the uninstall program supplied. This removes both the driver, and all the settings that have been made. Proceed as follows, to remove the driver in the correct way:

1. Select: Start – Programs – TRUST 215A ADSL PCI WEB MODEM
2. Select 'Uninstall TRUST 215A ADSL PCI WEB MODEM'.
3. The removal of the driver and settings begins automatically.
4. Follow the instructions that appear on the screen.

14 Troubleshooting

Procedure

1. Read solutions given below.
2. Check current FAQ, drivers and manuals on Internet www.trust.com/13711



Problem	Cause	Possible solution
After building-in the modem, Windows does not detect any new hardware.	Modem is not inserted in a PCI slot.	Verify that the modem IS inserted in a white PCI slot.
	The PCI slot used is not working.	Check the drivers for the PCI slots in Windows Device Manager. For more information: www.trust.com/customer-care/help/general
The PCI slot is flagged with '!' in Windows 'Device Manager'.	The PCI slot has an IRQ conflict with other hardware in your computer.	Try to optimise your PC's configuration, and free up some IRQ addresses. For extra help, refer to: www.trust.com/customer-care/help/general
'Trust 215A SpeedLink ADSL PCI Web Modem' is flagged with a '!' in Windows 'Device Manager'.	The driver is not correctly installed.	Remove the driver. See section 13. Now re-install the driver. See section 8.
Cannot establish a connection with the internet	Incorrect ADSL supplier selected during the installation.	Remove the driver (see section 13) and then re-install it. Use the manual installation type (see section 8.2). Apply the settings as supplied by the provider.
	Incorrect settings applied (VCI, VPI).	Check whether all settings are correct. Refer to table 1 in section 8.2.
	Incorrect encapsulation setting. (LLC/SNAP, VCMUX)	Check whether all settings are correct. Refer to table 1 in section 8.2.

TRUST 215A SPEEDLINK ADSL PCI WEB MODEM

Problem	Cause	Possible solution
	Incorrect protocol installed (RFC1483, RFC2364, RFC2516).	Check whether all settings are correct. Refer to table 1 in section 8.2.
	You are using an Annex A mode4m on an Annex B (ISDN) line, or other way round.	Check the ADSL line as laid to your home, with your ADSL line supplier.
	Incorrect settings for establishing a connection with the internet This depends on the protocol used.	In Internet Options – Connections, configure the correct settings. See section 7.
Problems with Internet settings.	Many causes possible.	Make an Internet connection using an analogue or ISDN modem, and consult the following troubleshooter: www.trust.com/customer-care/help/internet
Cannot send e-mail.	You have multiple e-mail accounts with different providers.	Providers will prevent e-mails from being sent when you are not logged in to their system. Establish a connection with the other provider using your analogue modem or ISDN connection.
	E-mail settings incorrect.	Check the e-mail settings against the values recommended by your ISP.
	Solution not in this list.	Surf to the Trust Internet Problem Solver, or contact the ISP involved.
Noise on the telephone whenever Internet connection and telephone used both at the same time.	A good filter is not present.	Use a separate filter between the telephone and the telephone jack of the splitter (obtainable at a telephone store).
You cannot receive incoming telephone calls while you are on the Internet.	You have not used a splitter/filter.	Use the splitter/filter that was supplied with your ISP subscription, or buy a separate splitter/filter (obtainable at a telephone store).



If, after having attempted all these solutions, you still have problems, please contact one of the Trust Customer Care Centers. On the rear cover of this manual you will find more information. You should in any case have the following information ready:

- The article number, 13711;
- A good description of exactly what is not working;
- A good description of exactly when the problem occurs.

15 Conditions of guarantee

- Our products carry a 2-year factory guarantee, starting on the date of purchase.
- In case of defect, return the product to your dealer with an explanation of the defect, proof of purchase and all accessories.
- During the period of guarantee, your dealer will replace the product with a comparable model, if available. Should this not be available, the product will be repaired.
- For missing components such as manual, software or other parts, please contact our helpdesk.
- The guarantee ceases to apply in the event of tampering with a product, mechanical damage, misuse, modifications to the product, repair by third parties, carelessness and using the product for a purpose other than the intended.
- Exclusions to the guarantee:
 - Damage caused by accidents or disasters, such as fire, flood, earthquake, war, vandalism or theft;
 - Incompatibility with other hardware or software that are not mentioned in the minimum system requirements;
 - Accessories such as batteries and fuses (when applicable);
 - On no account is the manufacturer responsible for any incidental or consequential damage, including loss of income or other commercial losses, arising from the use of this product.