TRENDNET

User's Guide

TFM-560U

TABLE OF CONTENTS

ABOUT THIS GUIDE

This manual provides instructions and illustrations on how to use your USB 2.0 Modem, including:

● Chapter 1, **Introduction**, provides the general information on the modem.

● Chapter 2, **Hardware Installation**, describes the hardware installation procedure for the modem.

● Chapter 3, **Software Installation**, helps you to install the driver for the modem.

● Chapter 4, **Troubleshooting**

Please note that the illustrations or setting values in this manual are **FOR YOUR REFERENCE ONLY**.   The actual settings and values depend on your system and network.   If you are not sure about the respective information, please ask your network administrator or MIS staff for help.

1

INTRODUCTION

Congratulations on purchasing your TFM-560U High Speed USB 2.0 Data/Fax/Voice Modem.

The TFM-560U High Speed USB 2.0 Fax Modem delivers fast access to the Internet with more efficient upload and download speeds. The V.92/V.44 standard modem offers the highest possible data transfer rates and reliable fax transmissions.   The modem utilizes the latest V.92 standard providing Internet connection features such as Quick Connect, Modem-on-Hold, and 48Kbps upload rates.

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Package Contents

Unpack the package and check all the items carefully, and be certain that you have:

♦ One TFM-560U

♦ One Multi-language Quick Installation Guide.

♦ One Utility CD-ROM with User's Guide

♦ One AC Power Adapter suitable for your country's electric power service.

♦ One RJ-11 Telephone Cable

If any item contained is damaged or missing, please contact your local dealer immediately. Also, keep the box and packing materials in case you need to ship the unit in the future.

System Requirements

♦ CPU: Pentium 233MHz or above

♦ Memory: 32MB or above

♦ Hard Drive Space: 4MB or above

♦ USB Port: USB 2.0/ 1.1

General Features

- ➢ Compliant with USB 2.0 and USB 1.1 Specifications
- ➢ Compliant with V.92, V.90, V.44 Standards
- ➢ Supports V.44 and V.92 Quick Connect, PCM Upstream and Modem-On Hold Features
- ➢ Up to 56Kbps Data Download Speed and 48Kbps Data Upload Speed
- ➢ Hosts Signal Processing for both controller and data -pump
- ➢ Voice/Telephone Answering Machine support via Sound Card
- ➢ Video Phone ready (Interface to H.324 Video Conferencing Support)
- ➢ Compatible with Windows 98SE/ME/2000/XP/2003 Server
- ➢ Support ITU-T T.31 Class 1 fax with transfer rate up to 14.4kbps.
- ➢ USB Bus-Powered method and Low Power consumption
- ➢ Includes Data/Fax/Voice Communication Software
- ➢ LED Display
- ➢ 3-Year Warranty

Product View

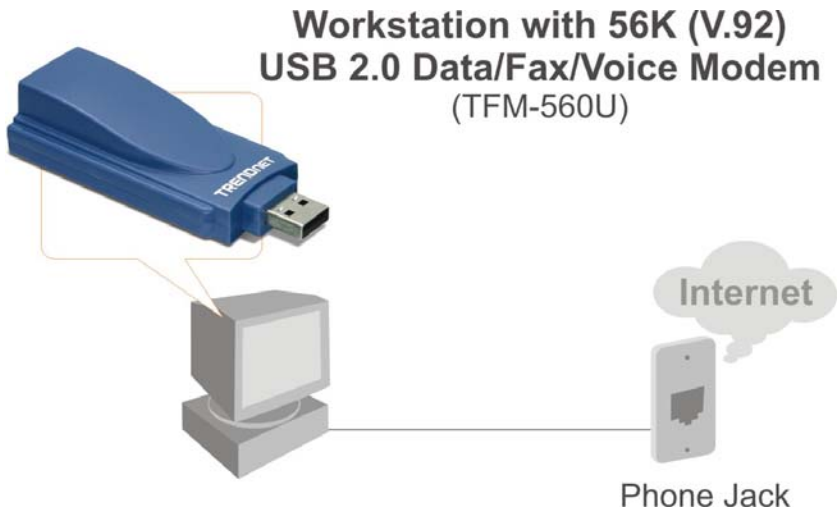This section describes the externally visible features of the modem.

Front View

Rear View

2

HARDWARE INSTALLATION

Networking Application

The following diagram explains the application of your modem.

Workstation with 56K (V.92) USB 2.0 Data/Fax/Voice Modem (TFM-560U)

Internet

Phone Jack

Installing the Modem

Follow these steps for a trouble-free start of your USB 2.0 Modem operations.

1. Turn the computer on.

2. Find an available USB 1.1/2.0 port of PC.

3. Plug the modem into the USB port carefully until the modem is properly seated.

4. Plug one end of telephone cord into the **RJ11** jack at the modem's bracket. Plug another end of the telephone cord into the telephone wall jack

5. Up to now, the hardware installation had been finished. If you have successfully installed your Modem, please continue to next **Chapter 3 Software Installation.** If you encounter problems, please refer to **Chapter 4 Troubleshooting** section**.**

NOTE: The telephone wall jack must use with an ANALOG phone line (the type found in most homes). Many offices are equipped with digital phone lines. Using different phone line might damage the unit.

3

SOFTWARE INSTALLATION

This chapter describes the software utilities for the USB2.0 Modem.
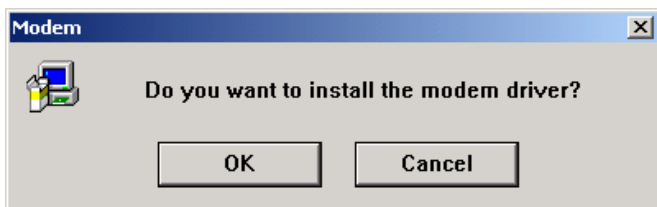
Installing Modem in Windows 98

1. After you complete the modem hardware installation and turn on your PC, Windows system will automatically detect your new added devices. Windows system will prompt you with an Add New Hardware Wizard. Click **Cancel.**
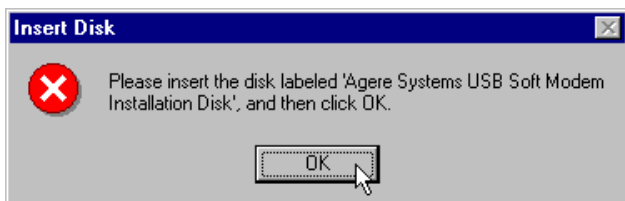
2. Insert the **Modem Driver** CD-ROM into the CD-ROM drive, run **F:\driver\Win98\Setup.exe** ("F" represents the CD-ROM drive) Click **OK.**
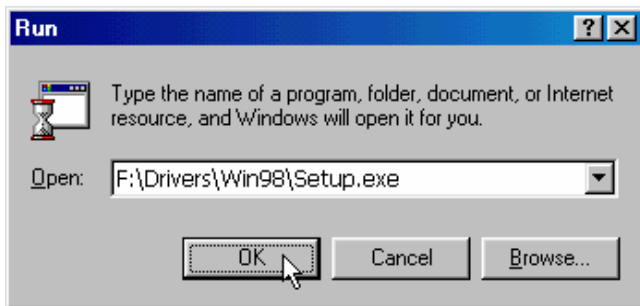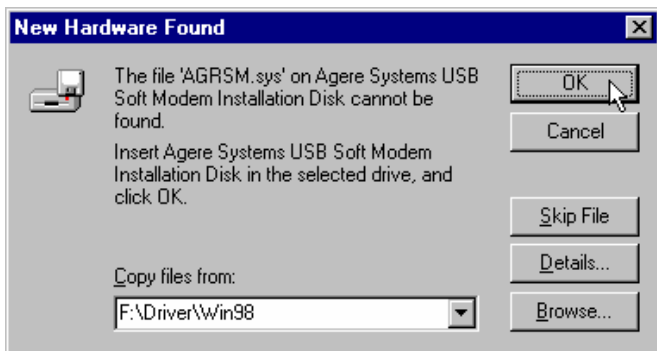

3. And then, a prompt screen will ask you to ensure to install the modem driver. Click **OK**.   The setup utility will copy the files to windows system.

Modem

Do you want to install the modem driver?

OK   Cancel

4. click **OK** to continue

Insert Disk

Please insert the disk labeled 'Agere Systems USB Soft Modem Installation Disk', and then click OK.

OK

5. Click **Browse** to specify **F:\Driver\Win98** directory, then click **OK**.

New Hardware Found

The file 'AGRSM.sys' on Agere Systems USB Soft Modem Installation Disk cannot be found.

Insert Agere Systems USB Soft Modem Installation Disk in the selected drive, and click OK.

Copy files from:

F:\Driver\Win98
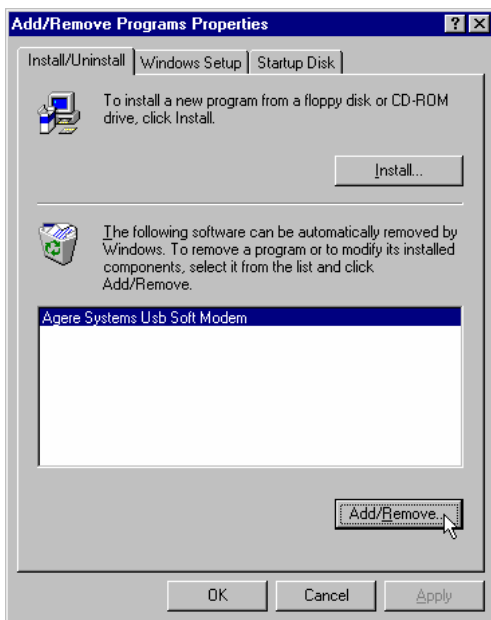
OK
Cancel
Skip File
Details...
Browse...

6. If there is no error message while the system is installing, your modem has been set up properly and functionally.
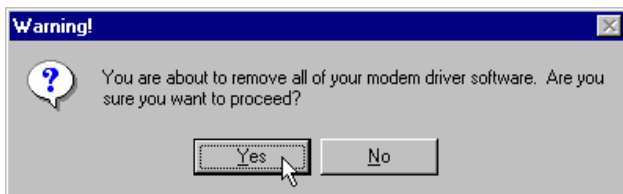
Uninstalling Modem in Windows 98

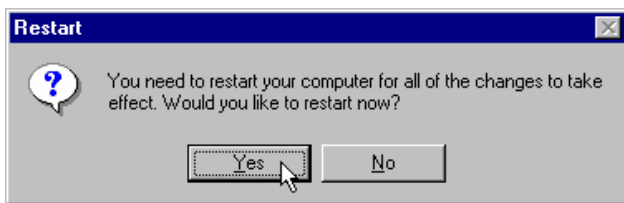1. Open **Control Panel** window, then click **Add/Remove Programs** icon.

2. Choose **Agere Systems Usb Soft Modem** device **in stall/Uninstall** tab, then click on **Add/Remove**

3. Click **Yes** to ensure to remove **Agere Systems Usb Soft Modem** device and its drivers.

4. Click **Yes** to restart your computer for all of the changes to take effect.
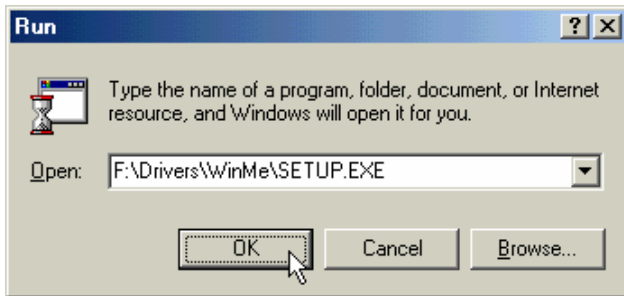
Installing Modem in Windows ME

1. After you complete the modem hardware installation and turn on your PC, Windows system will automatically detect and install your new added devices. Windows system will prompt you with an Add New Hardware Wizard. Click **Cancel.**

2. Insert the **Modem Driver** CD-ROM into the CD-ROM drive, run **F:\driver\WinMe\SETUP.EXE** ("F" represents the CD-ROM drive).   Then Click **OK**.

3. And then, a prompt screen will ask you to ensure to install the modem driver. Click **OK**. The setup utility will copy the files into windows system.
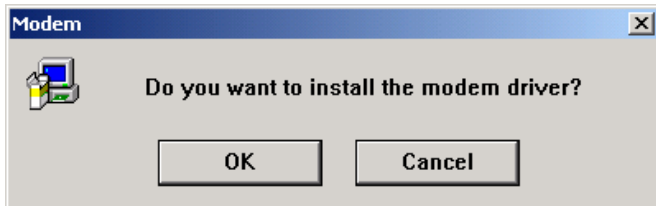
4. If there is error message while the system is installing, your modem has been set up properly and functionally.

Uninstalling Modem in Windows ME

1. Open **Control Panel** window, then click on **Add/Remove Programs** icon Open **Control Panel** window, then click on add/Remove Programs icon.
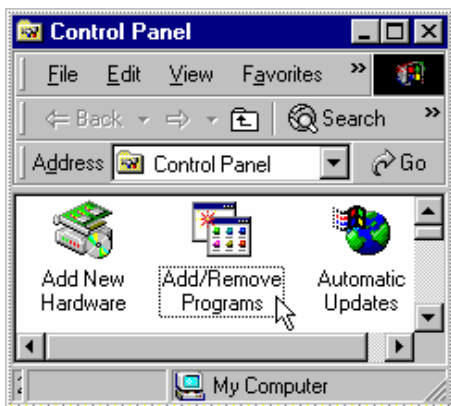
2. Choose **Agere Systems Usb Soft Modem** device in **Install/Uninstall** tab, then click on **Add/Remove..**.
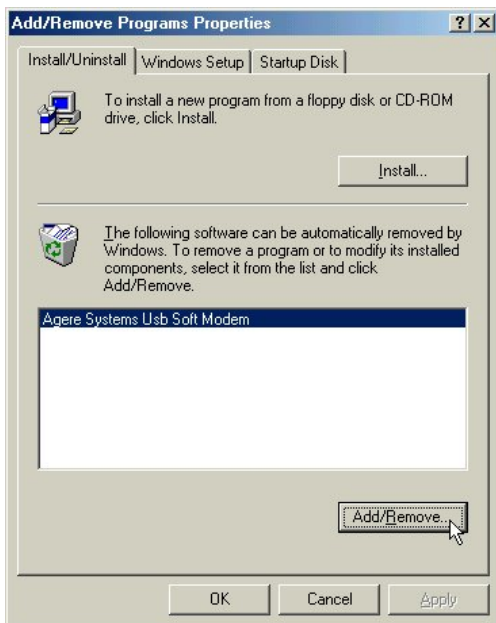
3. Click **Yes** to ensure to remove **Agere Systems Usb Soft Modem** device and its drivers.

```
Warning!                                              ⊠
   ?    You are about to remove all of your modem driver software.  Are you
        sure you want to proceed?
                    [    Yes   ]        No
```

4. Click **Yes** to restart your computer for all of the changes to take effect.

```
Restart                                               ⊠
   ?    You need to restart your computer for all of the changes to take
        effect. Would you like to restart now?
                    [    Yes   ]        No
```

Installing Modem in Windows 2000

1. After you complete the modem hardware installation and turn on your PC, Windows system will automatically detect your new added devices. Windows system will prompt you with an Add New Hardware Wizard.   Click Cancel.

2. Insert the **Modem Driver** CD-ROM disk attached with your modem into the CD-ROM drive device, then run **<CD-ROM letter>:\driver\Win2K&XP\Setup.exe** as shown in figure. Then click on **OK.**
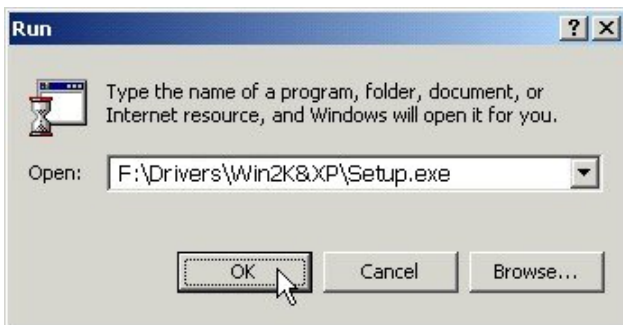

3. And then, a prompt screen will ask you to ensure to install the Modem driver.   Click OK. The setup will copy the files into your windows system.
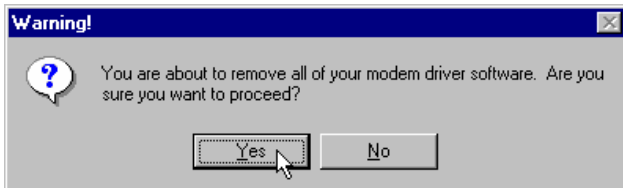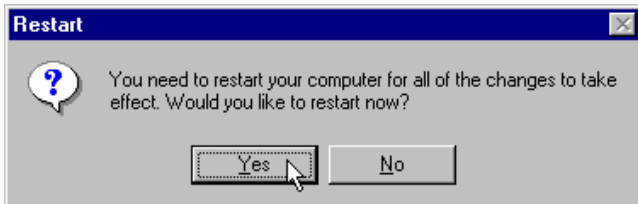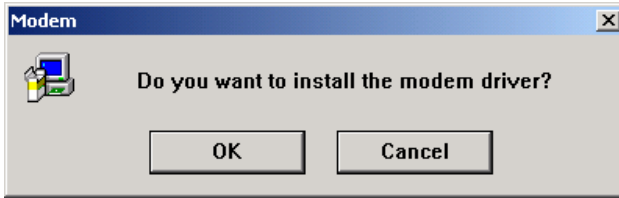
4. The prompt screens will be warning you that the digital signature of programs have not found as shown in figure.   Click **Yes.**
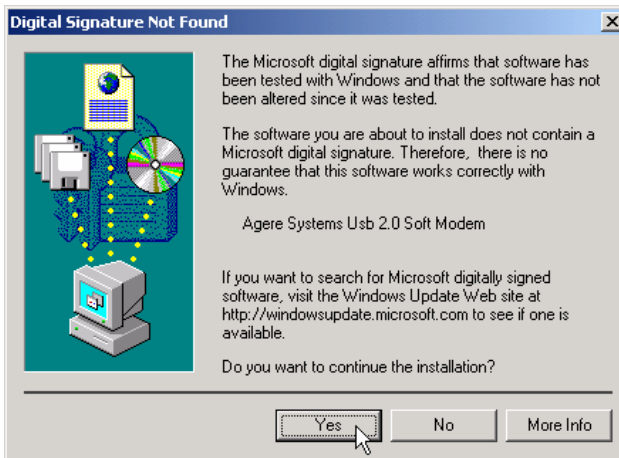
5. If there is no error message while the system is installing, you modem has been set up properly and functionally.

Uninstalling Modem in Windows 2000

1. Open Control Panel window and choose Add/Remove Programs icon.
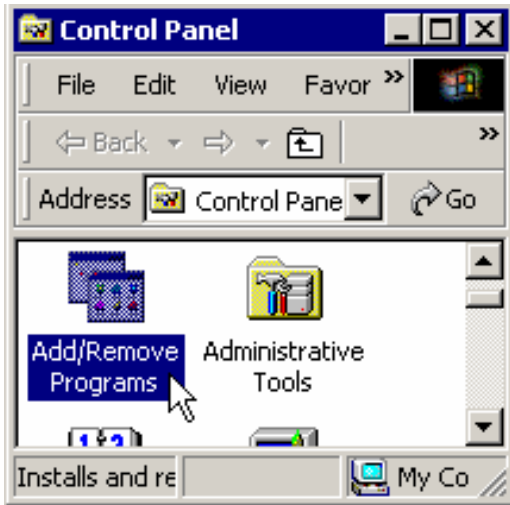
2. Select **Agere Systems Usb 2.0 Soft Modem** device in **Change or Remove Programs** tab, then click on **Change/Remove**.

3. Click **Yes** to ensure to remove **Agere Systems Usb 2.0 Soft Modem** device and its drivers.

4. Click **Yes** to restart your computer for all of the changes to take effect.
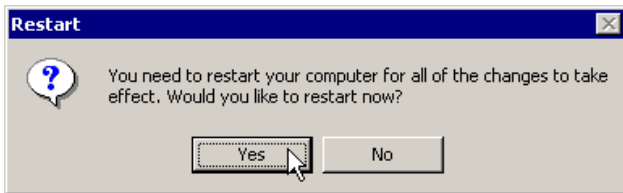

Installing Modem in Windows XP

1. After you complete the modem hardware installation and turn on your PC, Windows system will automatically detect and install your new added devices. Windows system will prompt you with an Add New Hardware Wizard.   Click **Cancel**

2. Insert the **Modem Driver** CD-ROM disk attached with your modem into the CD-ROM drive device, Then run **<CD-ROM letter>:\Driver\Win2K&XP\SETUP.EXE** to upgrade the modem driver as shown in figure.   Then click **OK**.
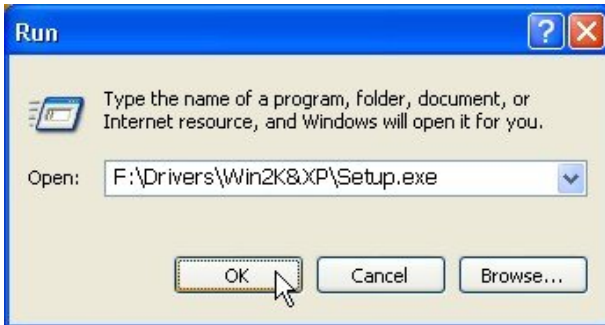
3. And then, a prompt screen will ask you to ensure to install the modem driver. Then click **OK**. The setup utility will copy the files into your windows system.
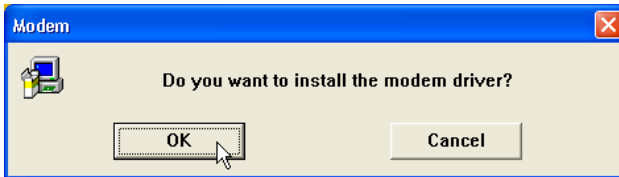
Modem — Do you want to install the modem driver?

OK Cancel

4. The prompt screens will be warning you that the digital signature of programs have not found as shown in figure.   Click **Yes**.

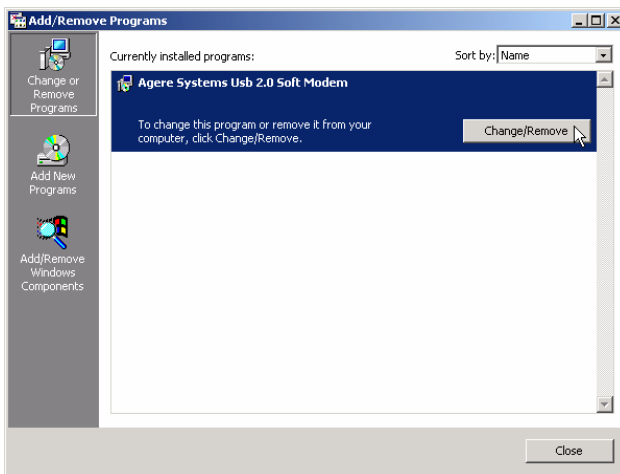**Hardware Installation**

The software you are installing for this hardware:

Agere Systems Usb 2.0 Soft Modem

has not passed Windows Logo testing to verify its compatibility with Windows XP. (Tell me why this testing is important.)

Continuing your installation of this software may impair or destabilize the correct operation of your system either immediately or in the future. Microsoft strongly recommends that you stop this installation now and contact the hardware vendor for software that has passed Windows Logo testing.

Continue Anyway STOP Installation

5. If there is no error message while the system is installing, your modem has been set up properly and functionally.

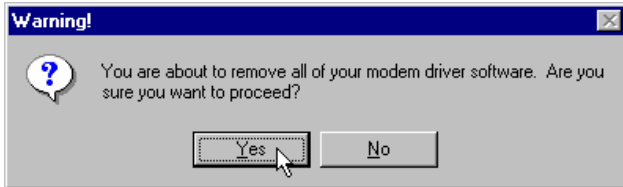## *Uninstalling Modem in Windows XP*

1. Open **Control Panel** window, then click on **Add or Remove Programs** icon.
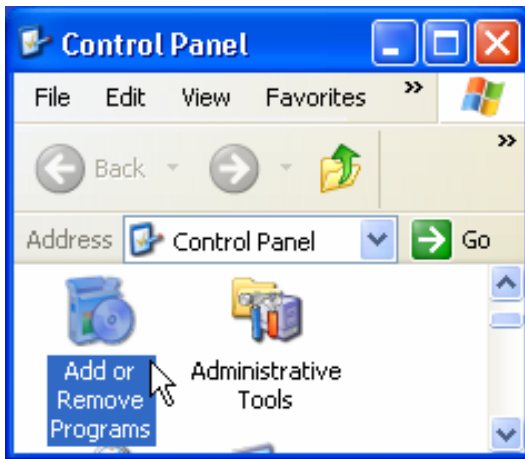
2. Choose **Agere Systems Usb 2.0 Soft Modem** device in **Change or Remove Programs** tab, then click on **Change/Remove**.

3. Click **Yes** to ensure to remove **Agere Systems Usb 2.0 Soft Modem** device and its drivers.

4. Click **Yes** to restart your computer for all of the changes to take effect.

Testing the Modem

Before you set up your software, start with a quick test to check that your modem is working. Once you have determined that your modem is setup properly, go on to **Section 2.5 Install Communication Software** to install your communications software. If you are having problems, see **Section 3 Troubleshooting**.

Click on **Start** and point to **Setting**. Then click on **Control Panel**. When the **Control Panel** window opens. Scroll down to the **Modem** icon and double click on it. Click on the **Diagnostics** tab and highlight the COM port for your modem. Then click on *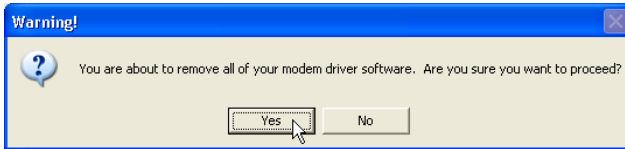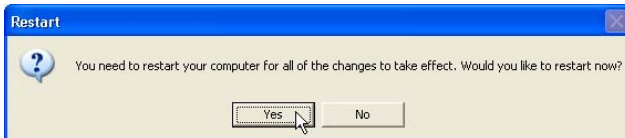*More Info**, your computer will automatically communicate with your new modem using AT commands and receiving responses from your modem. A list of response means the modem is setup properly.

Install Communication Software

You can install the communication software (e.g. Modem On Hold..) from the included CD-ROM Disk.   Please refer the software manual in the CD-ROM disc for the detail installation.

Please be advised that your modem was designed and tested for using a wide range of communications software packages.   There is no necessary to use the included communication software.   Many communication applications recognize and configure the modem automatically.   Some of the communication applications will ask you to select the type of modem you are using.   Select a **Generic Fax class 1 modem** will let you use basic communication and fax functions.

4

TROUBLESHOOTINGS

Modem Connection

Your modem is designed to provide reliable and trouble-free functionality, however, should you experience any difficulty, the information contained in this section will assist you in determining and resolving the source of the problem.

1. Modem does not respond to AT commands

➢ Make sure the modem is not configured with a conflicting COM port and IRQ setting. Make sure the communication software is configured with the correct COM and IRQ settings (the same COM port and IRQ as the modem). Your communications software will not be able to send or receive any data if it is not configured to match the COM port and IRQ settings for the modem.

DOS based communication program is not working with this modem neither can you operate the modem in MS-DOS prompt screen.

➢ Make sure the modem is properly initialized using the driver software. The software may improperly. Initialize your modem because you have selected an incorrect modem type.

You may also be prompted to enter an initialization string by the software. Use AT&F as your initialization string.

2. Modem dials but does not connect

➢ Be sure the IRQ setting is identical on the modem and the software.
➢ Make sure that the phone line is working properly. A noisy line will prevent proper modem operation.

3. Modem displays errors while on-line with a remote modem

➢ Make sure Call Waiting is turned off.
➢ Make sure RTS/CTS hardware flow control is enabled (do not use XON/XOFF software flow control when transferring binary files).
➢ Make sure the data speed is not faster than your computer capability. Operating too many applications at the same time may cause communication problem. Close unnecessary application in your system.

4. Modem exhibits poor voice recording or playback
➢ Make sure the correct modem type is selected in the Voice/FAX software. Volume adjustment is available in control panel.
➢ Make sure your computer is fast enough to handle voice operations (38.4 Kbps). Voice operations are CPU intensive and require a better CPU sharing when running under Windows.

5. No Dial tone

➢ Ensure that the telephone cord it securely connected at both

modem and wall outlet.
- ➢ Unplug the telephone cord from the computer and connect it directly to a telephone from the wall outlet.
- ➢ Check for a dial tone. If there is none, the problem is in the telephone cord or system. Call your telephone   service provider.
- ➢ Double-check your country setting. Different country setting will cause different modem performance.
- ➢ Please select the correct country as you located.
- ➢ Check modem performance with a direct line from your telephone company. Some PBXs may cause the telephone line condition change and affect modem performance.

6. **Modem exhibits poor voice recording or playback**
   - ➢ Ensure that the automatic answer parameter is set to one of the enabled options, using the ATS0 command   (ATS0=1   to answer after one ring, and so on).
   - ➢ Ensure that no other devices, such as fax or answering machines, are answering calls before the modem does.

If you still encounter problems or have any questions regarding the TFM-560U, please contact TRENDnet's Technical Support Department.

Limited Warranty

TRENDnet its products against defects in material and workmanship, under normal use and service, for the following lengths of time from the date of purchase.

TFM-560U USB Data/Fax/Voice Modem – 3 Years Warranty

If a product does not operate as warranted above during the applicable warranty period, TRENDnet shall, at its option and expense, repair the defective product or part, deliver to customer an equivalent product or part to replace the defective item, or refund to customer the purchase price paid for the defective product.   All products that are replaced will become the property of TRENDnet.   Replacement products may be new or reconditioned.

TRENDnet shall not be responsible for any software, firmware, information, or memory data of customer contained in, stored on, or integrated with any products returned to TRENDnet pursuant to any warranty.

There are no user serviceable parts inside the product.   Do not remove or attempt to service the product by any unauthorized service center.   This warranty is voided if (i) the product has been modified or repaired by any unauthorized service center, (ii) the product was subject to accident, abuse, or improper use (iii) the product was subject to conditions more severe than those specified in the manual.

Warranty service may be obtained by contacting TRENDnet office within the applicable warranty period for a Return Material Authorization (RMA) number, accompanied by a copy of the dated proof of the purchase.   Products returned to TRENDnet must be pre-authorized by TRENDnet with RMA number marked on the outside of the package, and sent prepaid, insured and packaged appropriately for safe shipment.

WARRANTIES EXCLUSIVE: IF THE TRENDNET PRODUCT DOES NOT OPERATE AS WARRANTED ABOVE, THE CUSTOMER'S SOLE REMEDY SHALL BE, AT TRENDNET'S OPTION, REPAIR OR REPLACEMENT. THE FOREGOING WARRANTIES AND REMEDIES ARE EXCLUSIVE AND ARE IN LIEU OF ALL OTHER WARRANTIES, EXPRESSED OR IMPLIED, EITHER IN FACT OR BY OPERATION OF LAW, STATUTORY OR OTHERWISE, INCLUDING WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. TRENDNET NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY OTHER LIABILITY IN CONNECTION WITH THE SALE, INSTALLATION MAINTENANCE OR USE OF TRENDNET'S PRODUCTS.

TRENDNET SHALL NOT BE LIABLE UNDER THIS WARRANTY IF ITS TESTING AND EXAMINATION DISCLOSE THAT THE ALLEGED DEFECT IN THE PRODUCT DOES NOT EXIST OR WAS CAUSED BY CUSTOMER'S OR ANY THIRD PERSON'S MISUSE, NEGLECT, IMPROPER INSTALLATION OR TESTING, UNAUTHORIZED ATTEMPTS TO REPAIR OR MODIFY, OR ANY OTHER CAUSE BEYOND THE RANGE OF THE INTENDED USE, OR BY ACCIDENT, FIRE, LIGHTNING, OR OTHER HAZARD.

LIMITATION OF LIABILITY: TO THE FULL EXTENT ALLOWED BY LAW TRENDNET ALSO EXCLUDES FOR ITSELF AND ITS SUPPLIERS ANY LIABILITY, WHETHER BASED IN CONTRACT OR TORT (INCLUDING NEGLIGENCE), FOR INCIDENTAL, CONSEQUENTIAL, INDIRECT, SPECIAL, OR PUNITIVE DAMAGES OF ANY KIND, OR FOR LOSS OF REVENUE OR PROFITS, LOSS OF BUSINESS, LOSS OF INFORMATION OR DATE, OR OTHER FINANCIAL LOSS ARISING OUT OF OR IN CONNECTION WITH THE SALE, INSTALLATION, MAINTENANCE, USE, PERFORMANCE, FAILURE, OR INTERRUPTION OF THE POSSIBILITY OF SUCH DAMAGES, AND LIMITS ITS LIABILITY TO REPAIR, REPLACEMENT, OR REFUND OF THE PURCHASE PRICE PAID, AT TRENDNET'S OPTION. THIS DISCLAIMER OF LIABILITY FOR DAMAGES WILL NOT BE AFFECTED IF ANY REMEDY PROVIDED HEREIN SHALL FAIL OF ITS ESSENTIAL PURPOSE.

Governing Law: This Limited Warranty shall be governed by the laws of the state of California.

AC/DC Power Adapter, Cooling Fan, and Power Supply carry - 1 Year Warranty

TRENDnet

TRENDnet Technical Support

US · Canada

Toll Free Telephone: 1(866) 845-3673

24/7 Tech Support

Europe (Germany · France · Italy · Spain · Switzerland · UK)

Toll Free Telephone: +00800 60 76 76 67

English/Espanol - 24/7
Francais/Deutsch - 11am-8pm, Monday - Friday MET

Worldwide

Telephone: +(31) (0) 20 504 05 35

English/Espanol - 24/7
Francais/Deutsch - 11am-8pm, Monday - Friday MET

24/7 Technical Support 365

Product Warranty Registration

Please take a moment to register your product online.
Go to TRENDnet's website at http://www.trendnet.com

TRENDnet
3135 Kashiwa Street
Torrance, CA 90505
USA