

# TFM-560X

**56K External Modem Quick Installation Guide**

**Modem externe 56K Guide d'installation rapide**

**Externes 56K-Modem Kurzanleitung zur Installation**

**Guía de instalación rápida del módem externo de 56K**

**Внешний модем 56K Руководство по быстрой установке**

**Version 04.06.2005**



**TRENDnet**<sup>®</sup>  
TRENDware, USA  
**What's Next in Networking**

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# English QIG

## 1. Prepare for Installation

Thank you for purchasing the TRENDnet TFM-560X 56K External Modem. This guide will help you setup your 56K External Modem. Following the installation instructions should be quick and easy. If you run into problems, please refer to the Troubleshooting section. If you need further technical support, please visit [www.TRENDNET.com](http://www.TRENDNET.com) or call technical support by phone.

### Verify Package Contents

Please make sure you have everything in the box:



### Minimum System Requirements

- Pentium 166Mhz or faster processor with at least 16MB of RAM
- RS-232 COM port
- Windows XP, 2000, ME, or 98SE

## 2. Product Detail

TFM-560X has an On/Off Switch, a power adapter connector, a RS-232 port that connects to your PC, a LINE port that connects to the Internet, and a PHONE port that connects an analog telephone.



On/Off Switch

Power Adapter connector

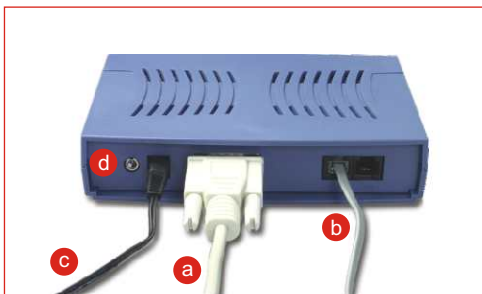
COM RS-232 port that connects to your PC

LINE port that connects directly to the Internet

PHONE port that connects to your analog telephone

## 3. Hardware Installation

- a. Plug the female end of the RS-232 cable into your PC's COM port. Plug the male end of the RS-232 cable into the **RS-232** port of the TFM-560X.
- b. Plug one end of the telephone cord into the **LINE** port of the TFM-560X. Plug the other end of telephone cord into a telephone wall jack.
- c. Plug the power adapter connector to the TFM-560X's **AC9V** port. Plug the power adapter to a power outlet or surge protector.
- d. Turn on the TFM-560X.
- e. (Optional) Plug one end of the telephone cord into the **PHONE** port of the TFM-560X. Plug the other end of telephone cord into an analog telephone.

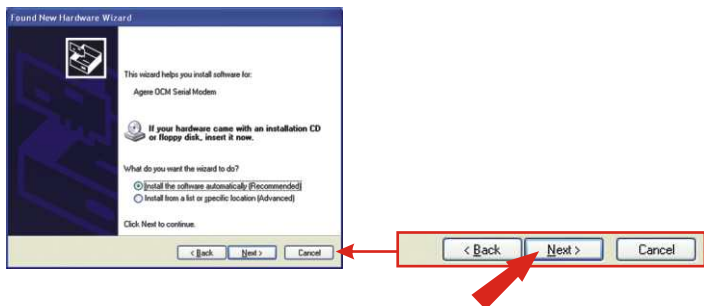


# 4. Driver Installation

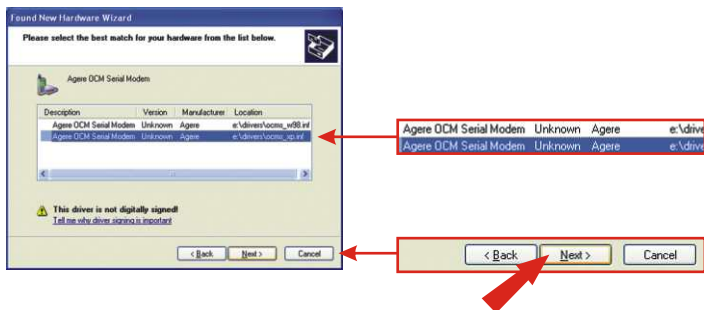
## Windows XP

After completing the modem hardware installation, the **Found New Hardware Wizard** will appear. Please insert the CD-ROM driver into your CD-ROM.

- a. Click **Install the software automatically** (Recommended). Click **Next**.



- b. Select **e:\drivers\ocms\_xp.inf** under **Location** and Click **Next**.



**NOTE:** TRENDnet's TFM-560X has been fully tested under all supported Windows Operating Systems and has been approved for their functionality. For Windows XP, you will see a message regarding “not passed Windows Logo testing”. Click Continue Anyway.



c. Click **Finish**.



## Windows 2000

After completing the modem hardware installation, the **Found New Hardware Wizard** will appear. Please insert the CD-ROM driver into your CD-ROM.

a. Click **Next**.

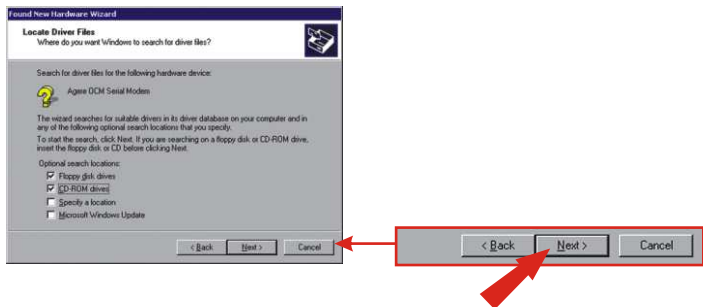


b. Click **Search for a suitable driver for my device (recommended)**. Click **Next**.

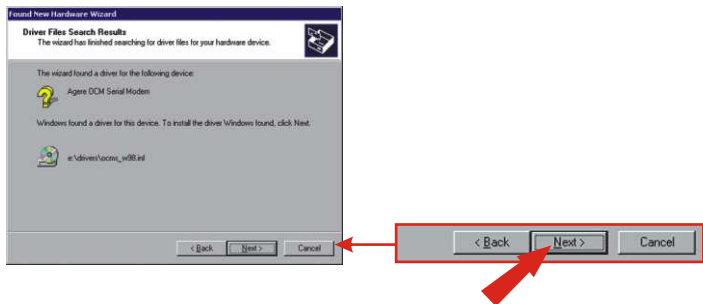




c. Click **CD-ROM** and click **Next**.



d. Click **Next**.



**NOTE:** TRENDnet's TFM-560X has been fully tested under all supported Windows Operating Systems and has been approved for their functionality. For Windows 2000, you will see a message regarding “not passed Windows Logo testing”. Click Yes.



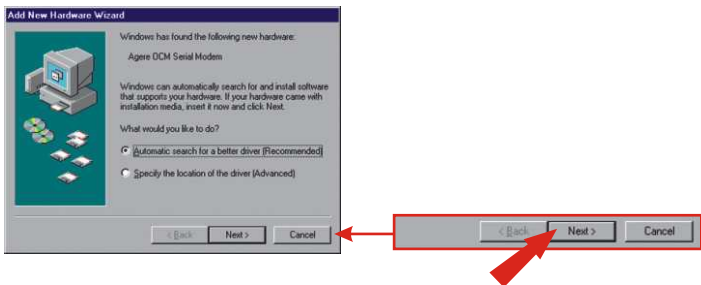
e. Click **Finish**.



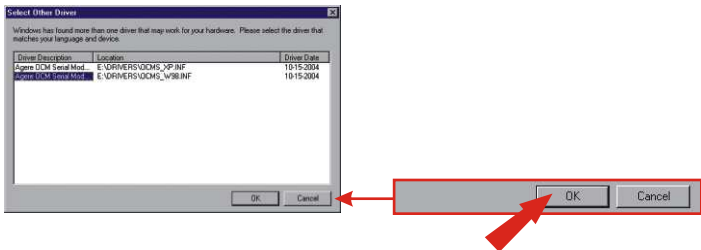
## Windows ME

After completing the modem hardware installation, the **Add New Hardware Wizard** will appear. Please insert the CD-ROM driver into your CD-ROM.

a. Click **Install the software automatically (Recommended)**. Click **Next**.



b. Click **OK**.



c. Click **Finish**.



d. Click **Install the software automatically** (Recommended). Click **Next**.



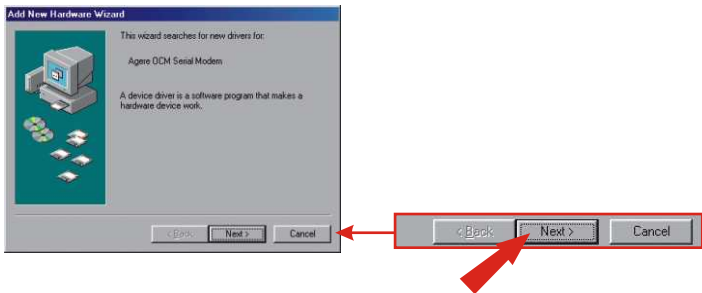
e. Click **Finish**.



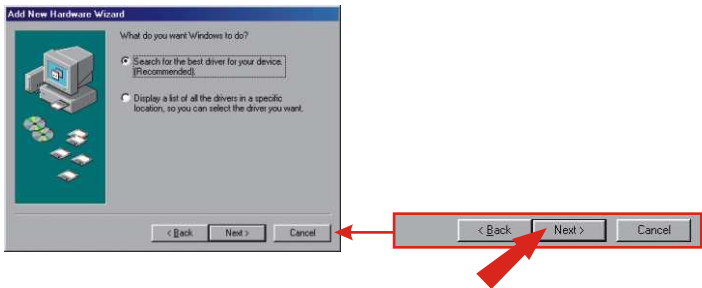
## Windows 98SE

After completing the modem hardware installation, the Add New Hardware Wizard will appear. Please insert the CD-ROM driver into your CD-ROM.

a. Click **Next**.



b. Click **Search for the best driver for your device. (Recommended)**. Click **Next**.



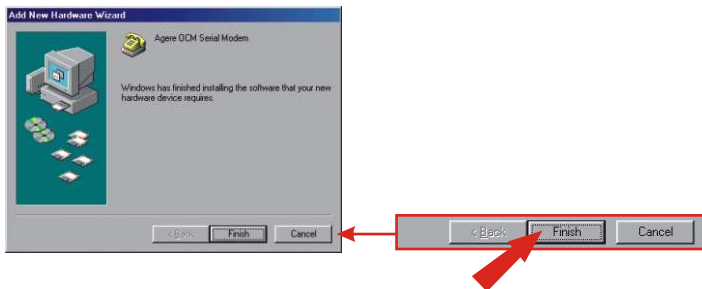
- c. Click **Specify a location**: Type **E:\Drivers** in the text box. If your CD-ROM uses a different letter than **E**, then use a different letter (i.e. **D:\Drivers**). Click **Next**.



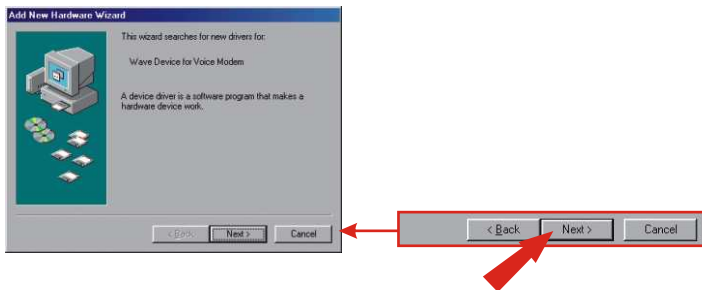
- d. Click **Next**.



e. Click **Finish**.



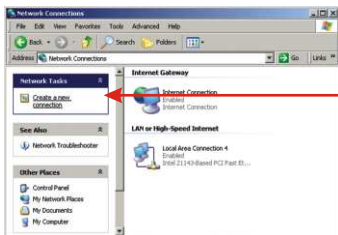
f. Repeat steps 1-5 to install the **Wave Device for Voice Modem**.



# 5. Add A New Connection

## Windows XP

- Go to your Control Panel and double click on **Network Connections**.
- Click on **Create a new connection**.



- The "New Connection Wizard" appears. Click **Next**.
- Select "Connect to the Internet" and click **Next**.
- Select "Set up my connection manually" and click **Next**.
- Select "Connect using a dial-up modem" and click **Next**.
- Type in a name and click **Next**.





h. Type in the appropriate information and click **Next**.

The screenshot shows the 'New Connection Wizard' dialog box with the title 'Phone Number to Dial'. The main text asks 'What is your ISP's phone number?'. Below this, it says 'Type the phone number below.' and 'Phone number:' followed by an empty text input field. A note below the field states: 'You might need to include a "1" or the area code, or both. If you are not sure you need the extra numbers, dial the phone number on your telephone. If you hear a modem sound, the number dialed is correct.' At the bottom of the dialog are three buttons: '< Back', 'Next >', and 'Cancel'.



i. Type in the required information and click **Next**.

The screenshot shows the 'New Connection Wizard' dialog box with the title 'Internet Account Information'. The main text says 'You will need an account name and password to sign in to your Internet account.' Below this, it says 'Type an ISP account name and password, then write down this information and store it in a safe place. (If you have forgotten an existing account name or password, contact your ISP.)'. There are three text input fields for 'User name', 'Password', and 'Confirm password'. Below these fields are four checkboxes: 'Use this account name and password when anyone connects to the Internet from this computer' (unchecked), 'Make this the default Internet connection' (checked), and 'Turn on Internet Connection Firewall for this connection' (checked). At the bottom of the dialog are three buttons: '< Back', 'Next >', and 'Cancel'.



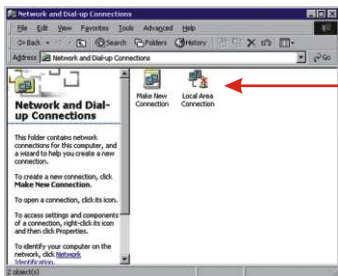
j. Click **Finish**.

The screenshot shows the 'New Connection Wizard' dialog box with the title 'Completing the New Connection Wizard'. The main text says 'You have successfully completed the steps needed to create the following connection:'. Below this, there is a section titled 'My Connection' with a bulleted list: 'Make this the default connection', 'This connection is firewallled', and 'Share with all users of this computer'. Below the list, it says 'The connection will be saved in the Network Connections folder.' and 'Add a shortcut to this connection to my desktop' with an unchecked checkbox. At the bottom, it says 'To create the connection and close this wizard, click Finish.' At the bottom of the dialog are three buttons: '< Back', 'Finish', and 'Cancel'.



## Windows 2000

- Go to your Control Panel and double click on **Network and Dial-up Connections**.
- Double click on **Make New Connection**.



- Type in the appropriate information and click **OK**.



d. Click **OK**.



e. Click **Next**.



f. Select "Dial-up to the Internet", and then click **Next**.

g. Select "I want to set up my Internet connection manually", and then click **Next**.

h. Select "I connect through a phone line and a modem", and then click **Next**.

i. Type in the appropriate information, and then click **Next**.

The screenshot shows the 'Internet Connection Wizard' window at 'Step 1 of 3: Internet account connection information'. The window title is 'Internet Connection Wizard'. The main text says 'Type the phone number you dial to connect to your ISP.' Below this, there are two input fields: 'Area code' with '710' and 'Telephone number' with '(931) 1100'. A 'Country/region name and code' dropdown menu is set to 'United States of America (1)'. There is a checked checkbox for 'Use area code and dialing rules'. At the bottom, there are three buttons: '< Back', 'Next >', and 'Cancel'. A red arrow points from the 'Next >' button in a separate callout box to the 'Next >' button in the main window.



j. Type in the appropriate information, and then click **Next**.

The screenshot shows the 'Internet Connection Wizard' window at 'Step 2 of 3: Internet account login information'. The window title is 'Internet Connection Wizard'. The main text says 'Type the user name and password you use to log on to your ISP. Your user name may also be referred to as your Member ID or User ID. If you do not know this information, contact your ISP.' Below this, there are two input fields: 'User name' with 'user@domain.com' and 'Password' with a masked password. At the bottom, there are three buttons: '< Back', 'Next >', and 'Cancel'. A red arrow points from the 'Next >' button in a separate callout box to the 'Next >' button in the main window.

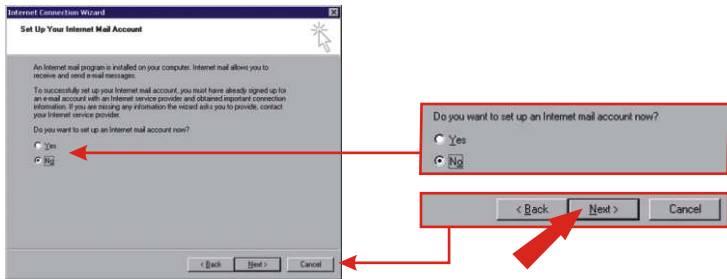


k. Click **Next**.

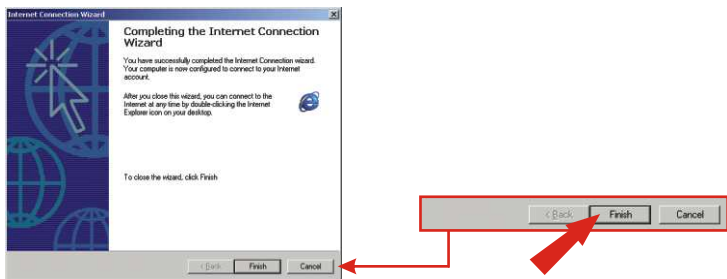
The screenshot shows the 'Internet Connection Wizard' window at 'Step 3 of 3: Configuring your computer'. The window title is 'Internet Connection Wizard'. The main text says 'Information about your Internet account is grouped together as a dial-up connection and labeled with a name you provide. Type a name for the dial-up connection. This can be the name of your ISP or any name you want to use.' Below this, there is one input field: 'Connection name' with 'My Connection'. At the bottom, there are three buttons: '< Back', 'Next >', and 'Cancel'. A red arrow points from the 'Next >' button in a separate callout box to the 'Next >' button in the main window.



## I. Select **No** and click **Next**.



## m. Click **Finish**.

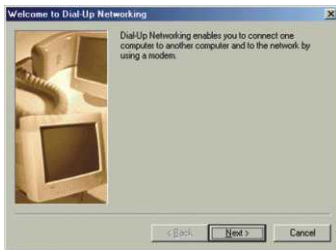


## Windows 98SE/ME

- a. For Windows Me, click **Start**, highlight **Settings**, and then click on **Control Panel**. Double click the **Dial-Up Networking** icon. For Windows 98SE, double click **My Computer** and Double click **Dial-Up Networking**.



- b. Click **Next**.



- c. Type in the appropriate information. Click **Close**.



d. Click **Next**.



e. Type in the appropriate information, and click **Next**.



f. Click **Finish**.



# Troubleshooting

## **Q1. After I connect the TFM-560X to my PC, the computer does not detect the modem?**

**A1.** Make sure the computer meets the minimum system requirements as shown at the beginning of this quick installation guide. You also need to wait for about 2-4 minutes for your operating system to detect the modem. If you meet the system requirements mentioned in (1. Prepare for Installation) and you still cannot detect the modem, please reboot your computer.

## **Q2. After successful installation of the TFM-560X, I try to connect to the internet but I get no dial tone. What should I do?**

**A2.**

1. Ensure that the telephone cord is securely connected at both modem and wall outlet.
2. 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.
3. Double-check your country setting. Different country settings will affect modem performance. Please select the correct country.
4. Check modem performance with a direct line from your telephone company. Some PBXs may cause the telephone line changes and can affect your modem performance.
5. Make sure the phone line is an "analog" phone line.
6. Make sure the IRQ settings match your modem's communication software.

If you have any questions regarding the TFM-560X External Modem, please contact Trendware Technical Support Department.

This equipment has been tested and found to comply with FCC and CE Rules. Operation is subject to the following two conditions:

- (1) This device may not cause harmful interference.
- (2) This device must accept any interference received including interference that may cause undesired operation.

**NOTE:** THE MANUFACTURER IS NOT RESPONSIBLE FOR ANY RADIO OR TV INTERFERENCE CAUSED BY UNAUTHORIZED MODIFICATIONS TO THIS EQUIPMENT. SUCH MODIFICATIONS COULD VOID THE USER'S AUTHORITY TO OPERATE THE EQUIPMENT.







## What's Next in Networking

### Product Warranty Registration

Please take a moment to register your product online.  
Go to TRENDware's website at <http://www.TRENDNET.com>

### TRENDnet Technical Support

#### US/Canada Support Center

**Contact**

**Telephone:** 1(310) 626-6252

**Fax:** 1(310) 626-6267

**Email:** [support@trendnet.com](mailto:support@trendnet.com)

**Tech Support Hours**

7:30am - 6:00pm Pacific Standard Time

Monday - Friday

#### European Support Center

**Contact****Telephone**

Deutsch : +49 (0) 6331 / 268-460

Français : +49 (0) 6331 / 268-461

Español : +49 (0) 6331 / 268-462

English : +49 (0) 6331 / 268-463

Italiano : +49 (0) 6331 / 268-464

Dutch : +49 (0) 6331 / 268-465

**Fax:** +49 (0) 6331 / 268-466

**Tech Support Hours**

8:00am - 6:00pm Middle European Time

Monday - Friday

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