

3Com® HomeConnect™

ADSL Modem PCI

Quick Start Installation Guide



Product # 3CP3617B
Part # 10031805

**Microsoft Windows 95/98/Me/2000 and NT 4.0
Internal**

3Com[®] HomeConnect[™]

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**Microsoft Windows
95/98/Me/2000 and NT 4.0**

Product # 3CP3617B

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<http://www.3com.com>
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Installation Sequence

Installation and configuration of the 3Com HomeConnect ADSL Modem PCI has a slightly different sequence for Windows 95/98/Me/2000 users and Windows NT users.



Windows 95/98/Me/2000

Chapter One

Software



Chapter Two

Card



Chapter Three

Connection



Windows NT

Chapter Two

Card
Verify RAS



Chapter One

Software



Chapter Three

Connection



Requirements

The following list provides the minimum requirements needed for successfully installing and configuring your ADSL Modem.

- Microsoft Windows operating system 95/98/Me or 2000 or NT 4.0. For NT 4.0, you will also need a copy of Service Pack 4 or higher.
- 32 Megabytes of RAM.
- Approximately 10 Megabytes of free hard disk space.
- One free PCI slot.
- ADSL service.

In addition to the above, your DSL provider may require the use of ADSL micro filters. If so, this will have been addressed in any documentation you may have received from them.

Items to Have Ready

The following items will be required to install your modem. You should locate them now and have them ready.

- Your Microsoft Windows 95/98/Me/2000 or NT 4.0 CD-ROM.
- A small screwdriver for removing your PC cover and installing the card.
- Microsoft NT Service Pack 4 or higher if installing in NT.
- Your Internet Service Provider's (Phone Company's) name.

Conventions



Information



Caution



Warning



Emphasis

Chapter One

Installing Modem Software



Windows 95/98/Me*/2000 users will install the CD-ROM first, following procedures in this chapter. Then, shut off the computer and install the PCI card.

Windows NT users should go first to Chapter Two and install the card, then verify Remote Access Service (RAS) and, last, install the 3Com HomeConnect software as shown in this chapter.

Chapter Three covers verifying the connection and, optionally, installing Instant Update. Chapter Four covers troubleshooting.

This installation guide doesn't include any additional setup or configuration that may be required by your service provider (ISP), who will have provided that separately with your kit.

You are now ready to begin the modem software installation.



You may be asked to insert your Windows operating system CD-ROM during the install. You should locate it now and have it ready before you begin in case it is needed.

During the software installation, there are some differences between the installation of the software to systems running Windows 95/98/Me/2000 and those running Windows NT. Consequently, we will use a symbol in the text to identify those steps that apply specifically to Windows NT operating systems.



* Throughout this guide, Millennium (Windows' upgrade to Windows 98) is abbreviated as Me.)

Software Installation Procedure

Place the 3Com HomeConnect ADSL PCI Installation CD-ROM in your CD-ROM drive. The Setup program should automatically start, as shown below.



All users: It is a good idea to close all open applications you may have running before starting the installation, although it is not mandatory. If you haven't done this, you can do so at this point by hitting the **Cancel** button.

If the installation does not automatically launch, you can manually start it. From the **Start** menu, select **Run** and type **x:\setup.exe**, where **x** is the letter of your CD-ROM drive.

Alternately, you can click the MyComputer icon on your desktop, click the CD-ROM Drive icon, and find the Setup icon (shown here.) Double click on that, and the install program will start.



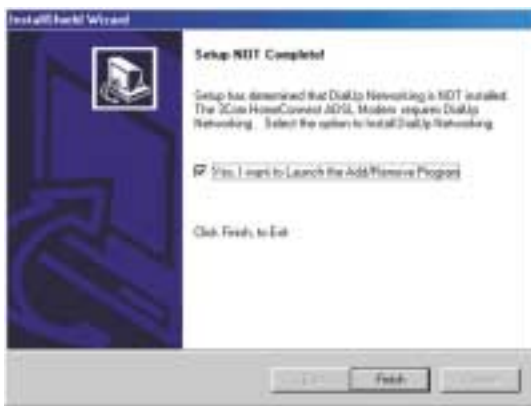


Windows 95, 98 and Me Users: Install Dial-Up Networking

In Windows 95, 98 and Me, if the Dial-Up Networking function hasn't already been installed on your computer, you will be prompted to install it. The prompts will look a little different in different operating systems.

In Windows 95, the first screen will ask if you want to install Dial-Up Networking.

Click to accept and you will see a screen similar to that shown in Windows 98 and Me, allowing you to initiate the windows procedure to complete the installation. Click **Finish**. Windows 95 will install Dial-Up Networking. Windows 98 or Me will launch the **Windows Add/Remove Programs** applet.



The **Add/Remove Programs Properties** applet (shown on following page) will appear. Make sure you have the **Windows Setup** tab selected, then double click over the word "communications" in the window. (Don't unclick the check mark next to the word and don't click **OK**.) This will open the **Communications** screen.

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In the **Communications** screen (following), check the Dial-Up Networking box by clicking the little square to the left of the Dial-Up Networking icon. Then click **OK**.



Windows may require you to reboot in order to establish the correct entries in the Windows registry. If you reboot and the program doesn't resume automatically, just reinsert your CD-ROM and the install procedure will recommence and you will find the Dial-Up Networking capability has been installed. Proceed to the section called **All Users: Continuing the Install**.



Windows NT Users Note: install the hardware first

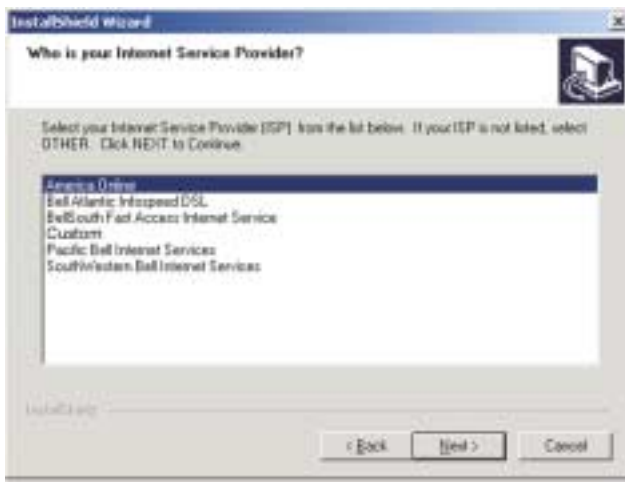
When you click **Next** from the **Welcome** screen, NT users will see a slightly different sequence of screens from those viewed by Windows 95/98/Me or 2000 users.

If you are using Windows NT as your operating system, you should have first installed the PCI Card in your computer, so, when you hit the Next button on the **Welcome** screen, you will be given a chance to exit the program in case you haven't installed the card. If you wish to proceed, select **Yes** and continue.



All Users: Continuing the install

Next, all users will see a screen similar to that shown here:



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Select your Internet Service Provider (ISP) from the list shown and proceed to **Completing the Installation**.

Alternately, if your ISP is not listed or if instructed by your ISP, select **Custom** and proceed as directed in the next section: **Custom Installation**.

Many of the listed ISPs will require no further action on your part (because the information that the install program needs has been supplied by the ISP and is in the software.)



If the install program can't find all the information needed to complete the installation, you should find that information in the kit you received from your service provider.

Custom Installation

If you are doing a custom installation, you will have received information that will help you fill out the following screens.

First, you will identify how you will connect to your Service Provider.





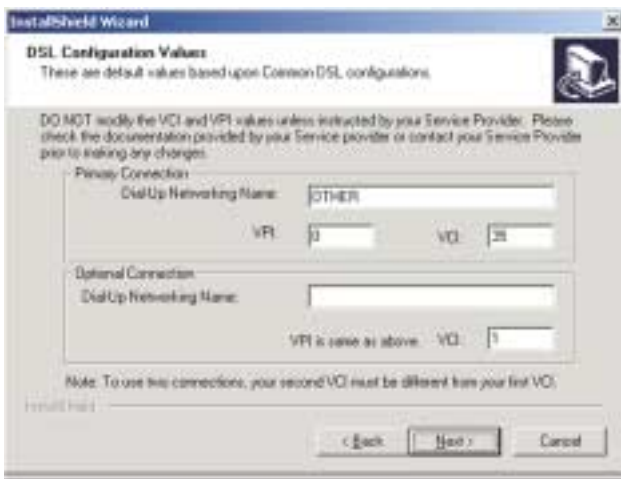
There are two choices in the category PPP (Point to Point Protocol) and two choices under Ethernet. Which you choose is determined by how your service provider will route your information. If you should make the wrong choice here, your modem will not be set up correctly.



If you're not sure which choice you need to make, it is advisable to exit the setup program and get the information from your ISP. You can remedy an incorrect install (as covered in Chapter Four), but it's easier to do it right in the first place.

Connecting using PPP (Point to Point Protocol)

Making either of the selections under the category of PPP will send you to the following screen.



The **Dial-Up Networking Name** can be any name that you choose.

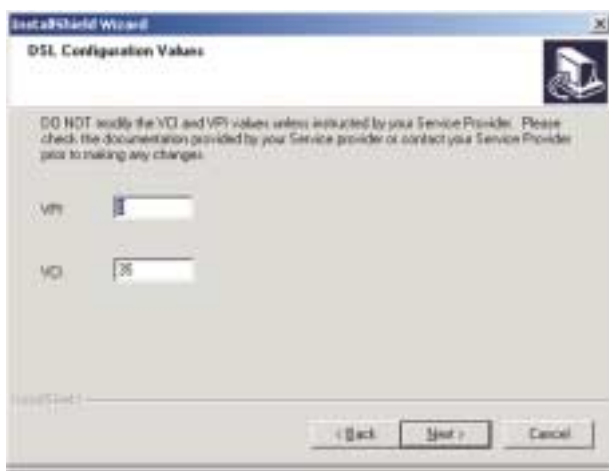


The **VPI** (Virtual Path Identifier) and **VCI** (Virtual Circuit Identifier) shown on the screen are preset and shouldn't be changed without checking with your service provider. You can name a second connection with the same VPI as your primary provider at this point.

When you accept the information and click the Next button, the install program will prepare to copy files. Continue with the **Completing the Installation** section.

Connecting using Ethernet

If you chose either of the two selections under the Ethernet category, you will see the screen shown below.

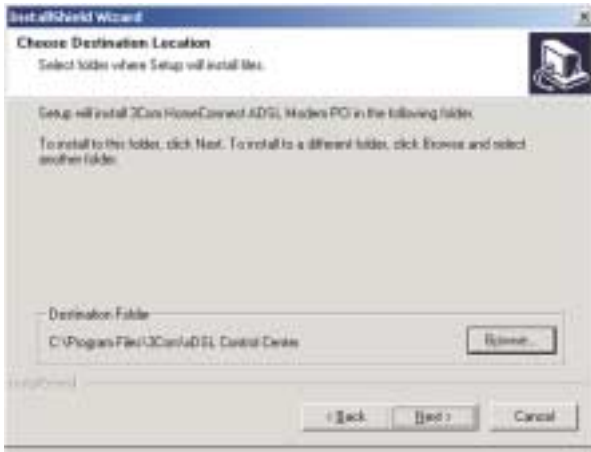


When you accept the information and click the Next button, the install program will prepare to copy files.



Completing the Installation

The 3Com HomeConnect ADSL Modem PCI has been set up for ease of installation, but there are some choices that we preferred to let you make. Before copying files, you can choose whether you want to accept the default directory or change it.



Click either **Browse** (to identify the directory you would prefer to copy files to) or **Next** to proceed. The install program will then check whether you would like to change the default program folder.



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Select **Next** to start copying the files from the CD-ROM to your computer. You will get a last chance to review your selections.



Click **Next** to start copying files.

Windows 95/98/Me users will see the following screen. Follow the instructions on the screen, turn off the computer and install the PCI card following the instructions in Chapter Two.





Install Guide: Installing the Software

Windows 2000 users will see Windows “Digital Signature” procedure as follows:

Microsoft identifies applications that haven't applied for a Microsoft Digital Signature in order to protect you from programs that haven't been adequately tested. The 3Com Modem has been adequately tested on all current Microsoft operating systems but we are still in the process of submitting for a digital signature. Until this process is completed, Windows 2000 users will see the following screens:



Click **Next** to continue.



Then click **Yes** to continue the installation.

Windows 95/98/Me/2000 users are now finished with the software installation. You should now shut down your computer and insert the PCI card in an available PCI slot as covered in Chapter Two.



Windows NT Users – Completing the Install



Most NT users will not see the following screen, which will appear only if the PCI card has previously not only been inserted in the computer but also configured with its driver software. The install process has detected the presence of the card and instructs you to reboot your computer as the last step.

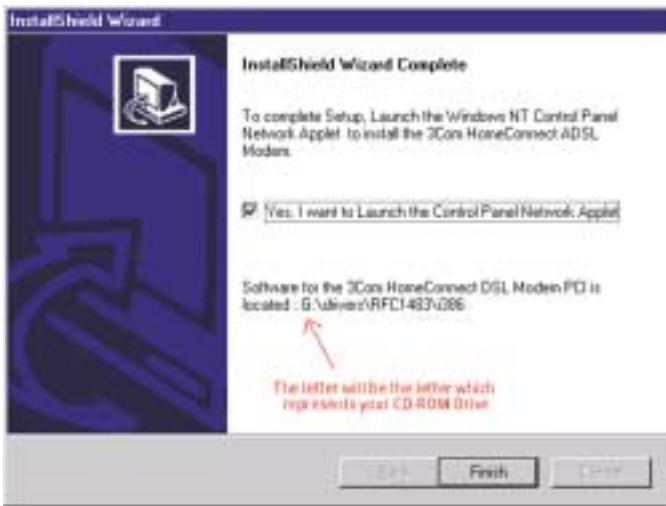


Most NT users should see the following screen. If you have installed the PCI card (the hardware) and you see the following screen, the system is signaling you that you now need to configure it to use the proper driver software.



Install Guide: Installing the Software

NT



Select **Finish**, and you will see the Windows NT **Network** applet as shown.

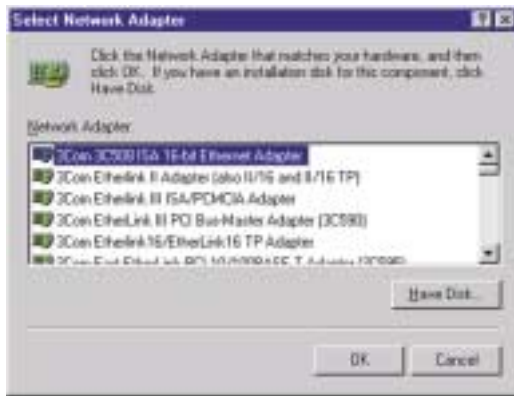
NT



The **Adapter Tab** should be shown. Unless the 3Com ADSL Modem PCI has been previously installed on your PC, you will not see a driver for it in this window. Select **Add**, and in the following window, select **Have Disk**.

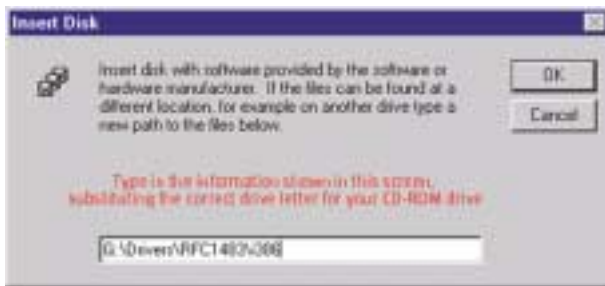
3Com HomeConnect ADSL Modem PCI: Chapter One

NT



The **Insert Disk** screen will appear. You will type the information telling the computer where to find the correct driver, as shown. The letter D shown represents the letter of the drive where you have your install CD-ROM running.

NT



Then click **OK**.

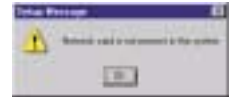
In the **Select OEM Option** window, you should see the **3Com ADSL PCI Modem LAN/RFC1483** or **3Com ADSL PCI Modem Dialup/PPP**, depending on your access mode. Confirm by clicking **OK**.



Install Guide: Installing the Software



If the PCI card has not been installed in your machine, Windows will warn you with the message shown here. If you get this message, exit and shut off your computer and install the PCI card.



The **Network Properties** window will now be open. Click on the **Services** Tab and highlight **Remote Access Service**. (If you don't see Remote Access Service as a choice in the Network Services window, go to Appendix A and complete the installation.)

Click Properties as shown in the screen on the next page.

3Com HomeConnect ADSL Modem PCI: Chapter One

NT



In the **Remote Access Setup** window, click **Add**.

NT

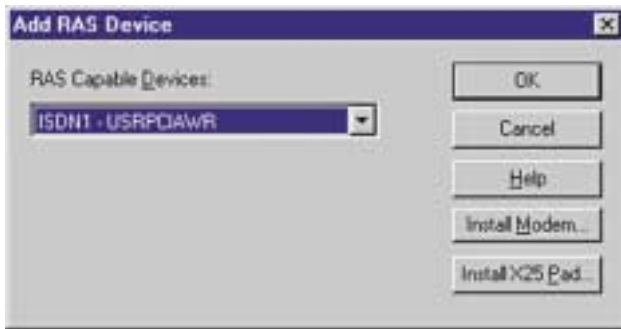


The screen should list the ISDN1-USRPCIAWR device as shown on the following page. If not, select this device from the pull down menu. Click **OK**.



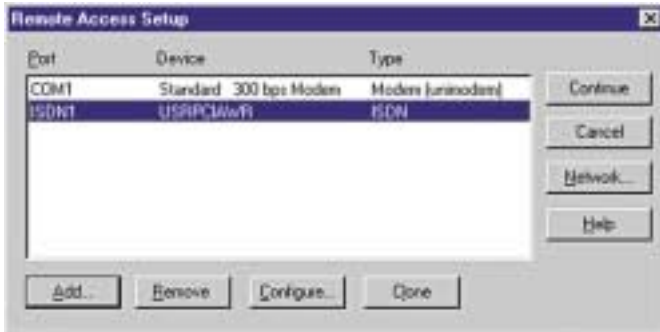
Install Guide: Installing the Software

NT



The new device is now listed in the **Remote Access Setup** window. Click **Continue**.

NT



Now click **Close** in the **Network Properties** window.

Windows NT will now advise you to reboot. After the PC reboots, be sure to reinstall your Windows NT service pack.

Windows NT users should go next to Chapter Three and confirm your ADSL Connection.



Chapter Two

Installing the Hardware



Windows 95/98/Me/2000 users will install the software and then the hardware (the PCI card). Windows NT users will install the hardware and then verify they have Remote Access Service (RAS) before putting the installation CD-ROM in the drive and running the Setup program. Instructions which pertain only to NT 4.0 users are flagged with the symbol: **NT**



Warning for Windows NT users: Before installing your ADSL modem on Windows NT, please be sure you have installed at least Service Pack 4 or higher from Microsoft. **DO NOT** install the modem unless you have done this. You can obtain Service Pack 4 or higher from Microsoft, free of charge, from their Web Site:

www.microsoft.com



If you are an NT user who is configured for PPP access and will be installing Remote Access Service, you may be required to insert your Windows NT System CD-ROM to copy files, so you should have this handy before starting.

Installing the Modem Hardware

(all users: Windows 95/98/Me/2000 and NT)

Make sure you have shut down and unplugged your computer. Remove the cover from your computer. Refer to the manual that came with your computer if you need instructions for your model.



Removing the Cover from your PC



Warning: Be sure to ground yourself by touching the metal case of the computer when installing the modem hardware. Electrostatic discharge can damage your computer or the 3Com ADSL Modem PCI.

Locate a vacant PCI slot on one of the system boards. An example of a PCI slot is shown below. Your computer's manual will also contain examples if you need assistance locating a PCI slot on your machine. PCI slots are usually white (as opposed to the long black slots you may also see).





Install Guide: Installing the Hardware

Using a screwdriver, remove the metal bracket on the rear of the computer corresponding to the vacant PCI slot you just identified. To loosen the screw, turn it counter-clockwise. Once the screw has been removed you should be able to lift the bracket out by pulling up on it (see following photo). This will expose a long narrow rectangular opening in the back of your computer perpendicular to the vacant slot.



Insert your 3Com ADSL Modem PCI into the slot where you just removed the bracket. Do not touch any of the electronics on the board. Hold the modem from the edge and firmly press it straight down. Do not force the modem into the slot. Make sure it is fully seated in the slot. Then, screw it into place using the screw you removed from the bracket.



Inserting your Modem into a PCI Slot

Replace the cover of your computer and plug the computer back in.

Insert one end of the ADSL cable into the jack on the PCI card in your computer. The other end of the cable should be inserted into the wall telephone jack which is enabling your ADSL service.



Connecting your Telephone Cable to the Modem

Turn your computer on.

Installing the ADSL (phone) line to your ADSL Jack

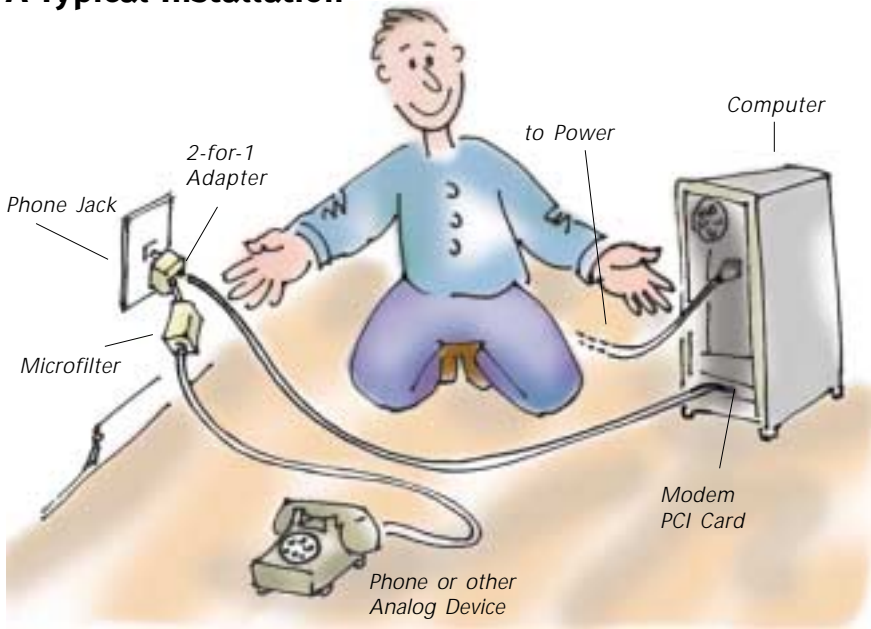
The drawing on the facing page shows how to connect your phone and computer to your ADSL-enabled phone jack. Plug the 2 for 1 adapter into your telephone wall jack. To one of the adapter's outlets, attach the microfilter and then the phone cord to your phone. To the other outlet, attach the phone line that will go to the outlet in your new PCI card. Attach the other end of that line to the outlet in your newly-installed PCI card.

Windows 95/98/Me/2000 users proceed to Chapter Three to verify the ADSL connection.





A Typical Installation



Note: Windows 2000 users may see the Windows Digital Signature screen on restarting the computer. If so, Click **Yes** to continue. Proceed to Chapter Three.

Windows NT: verifying Remote Access Service (RAS)

Windows NT users who will be configured as PPP over ATM access now need to verify they have Microsoft Remote Access Service (RAS) installed as covered in this section. RAS is required for using PPP over ATM software with your modem. If RAS is not installed, you will find complete instructions for setting it up in Appendix A.

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On your Windows NT desktop, click **Start > Settings > Control Panel** to open the **Control Panel**.

When your Control Panel is displayed, double-click on the icon labeled **Network** and select the **Services** tab as shown in the following example.

NT



If **Remote Access Service** is listed under the **Services** tab, then it is already installed on your computer and you can continue with the software installation. If you do not see **Remote Access Service** listed, the detailed procedure is found in Appendix A: Installing RAS for a PPPoA ADSL Installation.

Windows NT users now install the CD-ROM as described in Chapter One.



Chapter Three

Verifying your ADSL Connection



The ADSL Quick View application starts automatically when you enter Windows. An icon appears in the System Tray at the bottom right side of your screen.

Quick View shows you, at a glance, whether or not you have a good physical connection with the ADSL line. A GREEN light in Quick View means your connection is operational. A RED light indicates that you have not connected yet. A YELLOW light means you are in the process of connecting.

When you first turn on your computer, your ADSL modem will begin to connect to your ISP. While it is connecting, Quick View will show the Line Status as DOWN. It may take as long as 60 seconds to make the connection.

If Quick View is operational, you have properly installed the PCI card and have completed setting up your modem.

ADSL Link Operational (UP)

When you have a good physical connection with your ADSL line, Quick View will display a green light, as shown below.



This screen shows Quick View in the System Tray, which is located at the lower right hand corner of your computer screen. Quick View is the icon with the round circle over the name 3Com.

3Com HomeConnect ADSL Modem PCI: Chapter Three

This light must be green for you to make a connection to your Service Provider. To fully display Quick View, point your mouse to the Quick View icon in the System Tray and double-click your left mouse button. This displays Quick View as a full screen Window.

ADSL Link Not Operational (DOWN)

When you do not have a good physical connection with your ADSL line, Quick View will display a red light as shown.



The indicator must be green for your connection to your ISP to be active. To fully display Quick View, you can point your mouse over the Quick View icon in the System Tray and then left double-click.

Optional: Install Instant Update

There is one more thing you may want to do before you put away your CD: install the Instant Update utility.

Once installed, Instant Update can periodically search the Internet for an updated release of the software that resides on your 3Com ADSL PCI card and, if available, download it to your PC if you wish so that you can update your modem.

Installing Instant Update

To install Instant Update, go to the Start menu. Select:

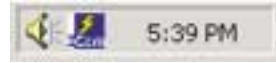
Start > Programs > 3Com HomeConnect ADSL Modem PCI > Install Instant Update

This will load the necessary files on your PC to allow you to use the utility. If you install later, be aware that you will need to have your CD-ROM available.



Install Guide: Verifying your ADSL Connection

When you have installed the files, the instant update tray icon will show up when you next reboot your computer.

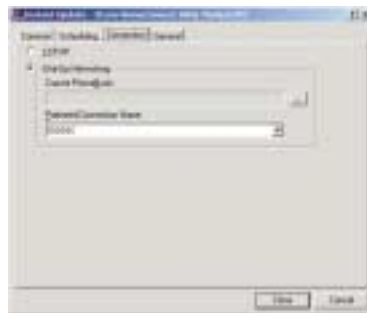


Configuring Instant Update

You will need to complete one last step to ensure your Instant Update is running correctly.

From the Start menu, select **Start > Programs > Instant Update > Instant Update Configuration**

You will see the Instant Update Configuration window with four tabs available. You only need to be concerned with the **Connection** tab. Select that tab.

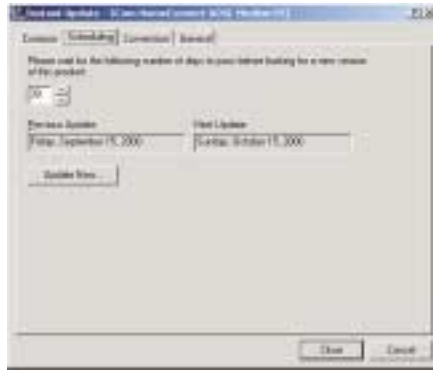


If you are configured as PPP, select Dial-Up Networking and add the name of your Service Provider. If your installation is Ethernet, simply check the box **TCP/IP**.

Instant Update will automatically check for updates and, if found, will give you a prompt message to download the information. You can choose to download or not, as you prefer. If you want to change the schedule for checking for updates or would like to

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check the Internet for an update, you can go to the Scheduling tab and click **Update Now....**



For more information on Instant Update, consult the Online User's Guide by clicking **Start > Programs > 3Com ADSL Modem PCI > Online Help.**

Connecting to your ISP

If you installed as Ethernet, The 3Com ADSL Modem PCI automatically connects to your ADSL service provider *and* to your network provider every time the computer is started. You are "always on."

If your connection is PPP, the 3Com ADSL Modem PCI automatically connects to your ADSL provider when the computer is started. This is a physical connection by ADSL line between your modem and the service provider. However, you are not "always on." To connect to the Internet or to your corporate network, you will need to make a further connection using Microsoft Dial-Up Networking. Think of it this way. The PPP setup establishes an "always on" link to your phone company through the phone line. But you place a dial-up request to get access to the World Wide Web.

Your install kit may include further instructions from your service provider.

Chapter Four Troubleshooting



In the best of all possible worlds, you won't need this chapter. We have included some of the situations you could possibly encounter while you are installing your 3Com ADSL Modem PCI. You can also go to the Online Help manual which will be available on your PC following installation from the CD-ROM by selecting **Start > Programs > 3Com ADSL modem PCI > Online Help**

The following sections will address some possible problems:

- The Dial-Up Icon is not on the Desktop
- Quick View is showing a Red Light
- Quick View is Green, but you can't get to the Internet
- In 95 or Me, a message is asking for 1_4_1.bin
- You cancelled during Windows 95/98 Plug and Play
- You are having problems with Dial-Up Networking

The Dial-Up Icon is not on the Desktop

If you are configured as Ethernet, you are "always on", but, if your modem was installed as PPP over ATM and you are experiencing difficulty in connecting or don't see the dial-up icon on your desktop, you may need to install Windows Dial-Up Networking. The full procedure is covered in Appendix B.

QuickView Is showing a Red Light

Check the following:

- Are you plugged in?
- check with your provider for possible access problems.

QuickView is green but you can't get to the internet.

There may be a line problem. Contact your service provider.

In 95 or Me, a message is asking for 1_4_1.bin.

Just type the location of your Windows systems files (eg [drive]:\windows\system) and accept it. This will find the needed information.

You cancelled during Windows 95/98 Plug & Play

If you pressed the "cancel" button during the install process while Windows 95 or 98 Plug & Play was "copying files," you may have disabled the Plug & Play utility for your modem. To resolve this, you

Table of Drivers

Connection Method	Windows Version	Location on Install CD
PPP	Windows 95	\drivers\PPP\Win95
	Windows 98	\drivers\PPP\Win98
	Windows Me	\drivers\PPP\WinMe
	Windows 2000	\drivers\PPP\atm2000
	Windows NT	\drivers\PPP\i386
Ethernet	Windows 95	\drivers\rfc1483\Win95
	Windows 98	\drivers\rfc1483\Win98
	Windows Me	\drivers\rfc1483\WinMe
	Windows 2000	\drivers\rfc1483\ atm2000
	Windows NT	\drivers\rfc1483\i386



need to simply reinsert your installation CD-ROM and reinitiate the install process from the beginning.

You are having problems with Dial-Up Networking

Dial-Up Networking missing in Windows 95/98

If you are installing to Windows 95 or 98, and you have put the PCI card in the card slot before installing your software from the CD-ROM, you will get an error message on attempting to run the CD.



You need to remove your PCI card from your computer and install the software provided on the CD-ROM install disk first. In the process of installing, the install CD has been programmed to look for Dial-Up Networking capability and, if not found (as in some versions of Windows 95), to supply the necessary files.

When you start the installation, Windows will give you a message like the following:



Continue the installation. You will need to have your Windows 95 or 98 install CD-ROM available when requested so that the necessary files can be copied to your system.

Dial-Up Networking problems when trying to connect

You may encounter some errors when attempting to connect using Dial-Up Networking. Most of the error messages you will see are self-explanatory. Here are some of the messages you could receive.

Windows 95/98

Error 602:

- Your physical connection to the ADSL line is down. This can be verified by using the Quick View application.
- Contents of the phone number field are wrong. Check this. The phone number field should contain the number 35 only or alternate number as specified by your service provider.

Error 645:

- The Username and/or Password you entered is not the one for the computer you are dialing.
- Check if **Require data encryption** is checked in the Server Types property screen for the dial-up connection. If it is, uncheck it and try the call again. The computer you are dialing may not support sending and receiving encrypted data.

Error 650:

- The computer you are dialing or your ISP connection is currently down. Check with your Service Provider.



- Contents of the phone number field are wrong. Check this.
The phone number field should contain the number 35 (or other number specified by your service provider) only.

Error 691:

- The Username and/or Password you entered is not correct for the connection you are dialing to.

Windows NT

Error 692:

- Your physical connection to the ADSL line is down. This can be verified by using the Quick View application.

Error 718:

- The computer you are dialing to (typically your Internet Service Provider connection) is currently down. Check with your Service Provider to verify you are dialing to a live connection.

Appendix A

Installing Remote Access Service

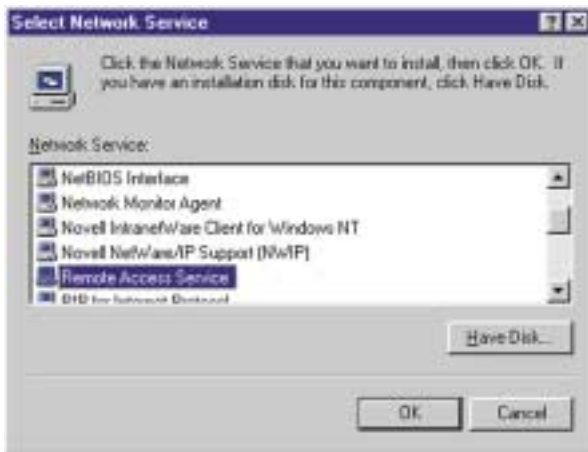
1. To install RAS, which is required in NT if you have a PPPoA setup, first right click on **Network Neighborhood** and go to **Properties**. Click on the **Services** tab and click the **Add** button.

NT



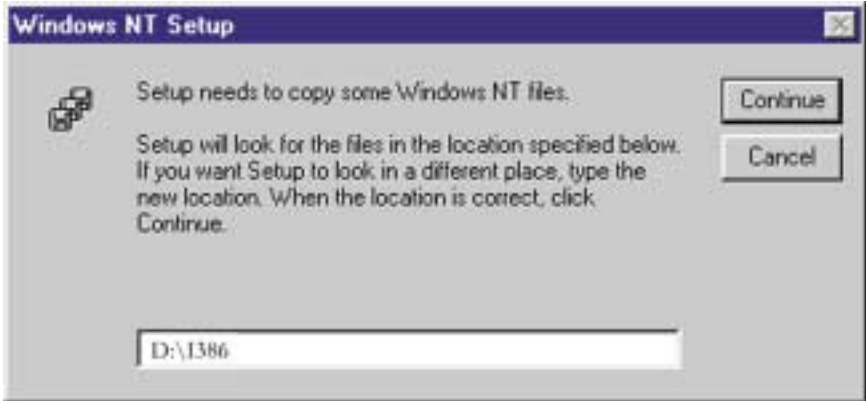
2. Select **Remote Access Service** and click **OK**.

NT



3Com HomeConnect ADSL Modem PCI: Appendix A

3. Next you will be required to insert your Windows NT CD-ROM and type the path to the necessary files such as [Drive]:\I386 (That's i386 but with a capital "i".)



Note: Windows may come up with a screen telling you "there are no RAS capable devices to add. Do you want RAS setup to invoke the Modem installer to enable you to add a modem?" Answer **No**.

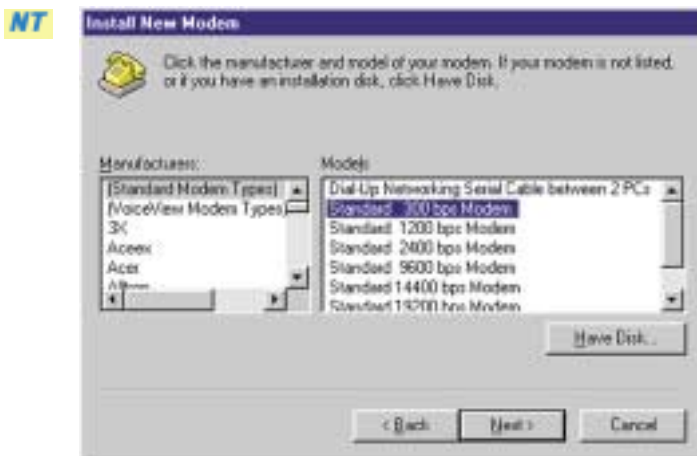
4. Next it will ask you to install a RAS Device. The easiest way to do this is to install a "dummy" or fake modem just to make RAS work correctly. The next few steps demonstrate this process. First, click **Install Modem**.



5. Check the box as shown below and click **Next**.



6. Next, choose any modem you want. This is going to be the "dummy" modem to ensure RAS installs correctly. You might arbitrarily choose the Standard 300 bps Modem. Choose it and click **Next**.



3Com HomeConnect ADSL Modem PCI: Appendix A

7. After you select the modem, choose a port to install it to. Again, this is random. Select the COM1 port and click **Next**.



8. You should receive this window saying the modem installed correctly. Click **Finish**.



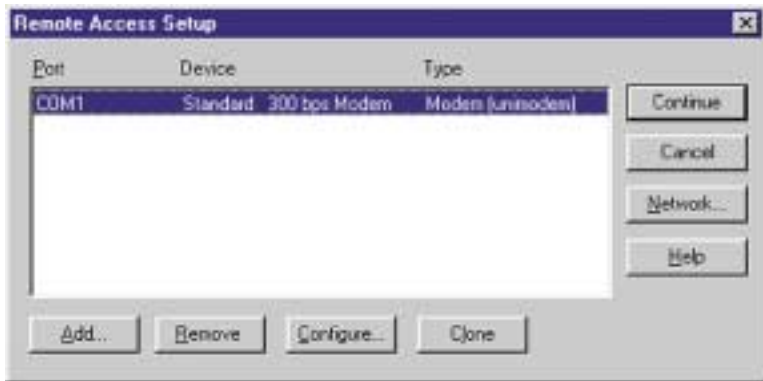
9. The newly installed “dummy” modem should appear in the window now. Click **OK**.

NT



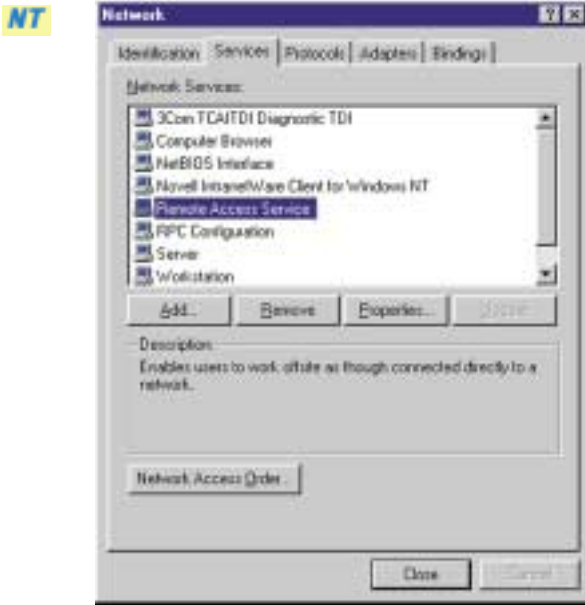
10. This shows the Remote Access Setup. Yours should be similar to this one, varying only by the modem you selected. Click **Continue**.

NT



3Com HomeConnect ADSL Modem PCI: Appendix A

11. Now the Services tab in the Windows Network applet should show Remote Access Service installed. Click **Close**.



After RAS is installed, you will need to re-start your computer.

Once you have re-started your computer, re-apply your Service Pack 4 and again re-start your computer. This is necessary to ensure that Windows gets all the information stored correctly in its registries.

Windows NT users are now ready to install the CD-ROM as described in Chapter One.



Appendix B

Connecting using Dial-Up Networking

When your modem was installed, the proper software for the operation of your modem with your service provider should have been set up. If you experienced difficulty and don't see the dial-up icon on your desktop, you may have to complete the following procedure.

Creating a Dial-up Connection

The screens you see may vary slightly from those shown here, depending on your operating system, but you should be able to follow this procedure successfully.

First, open Microsoft Windows Dial-Up Networking. This can be done through the Start menu, by selecting the appropriate path:

- **In Windows 95/98: Start > Programs > Accessories > Communications > Dial-Up Networking**
- **In Windows Millennium: Start > Settings > Dial-up Networking**
- **In Windows 2000 Professional: Start > Settings > Networking and Dial-Up Connections.**

(In Windows 2000, skip the next paragraph's instructions and proceed directly to click the icon Make New Connection, as covered in the following paragraph.)

- **In Windows NT: Start > Programs > Accessories > Dial-Up Networking**

In Windows 95/98/Me and NT, the **Dial-Up Networking** icon will look something like one of the icons shown here.





If no dial-up networking icon appears, you may not have this feature installed. (Refer back to the discussion on installing Dial-Up Networking in Chapter One.)

The procedure for installing Dial-Up Networking differs slightly in the different operating systems, but in general, you want to open the **Windows Add/Remove Programs** Applet found in the Control Panel. Proceed from there using the instructions in Chapter One.

Once Dial-Up Networking is installed, Windows will establish the Dial-Up Networking icon as explained on the preceding page.

When you click on the Dial-Up Networking icon, you will see an icon for **Make New Connection**. Double click on this.



This opens the following window. (Note: the screens shown may look slightly different, depending on your operating system. In Windows NT, you will use the **Add Phonebook** entry to make a connection.)



Type in a name to identify the connection. This can be anything you choose.

Appendix B: Connecting using Dial-Up Networking

Select the **3Com PCIA DSL Line** (there may be several numbered choices) from the drop down list: **Select a device**.

Press the **Next** button, which displays the following screen.



In the **Telephone number** field, enter the VCI value given to you by your service provider. This may be the number “35”, as shown. Since you are establishing an ADSL connection, you will not use a standard telephone number. Instead, the VCI value you enter here will be used in conjunction with the VPI value you entered during setup of the 3Com modem in order to establish the connection. Press the **Next** button to complete the Service Profile definition.



Click **Finish** and the computer completes the process, creating a dial-up icon in the Dial-Up Networking window. (You can move this icon to the Desktop if you wish by holding down the right mouse button and dragging from the window to the desktop).



Modifying the values of a Dial-up Connection

To modify the options that your Dial-up Connection is using, open the connection by selecting its Properties. This is done by highlighting the connection in the Dial-up Networking Folder and then either choosing **Properties** from the **File** menu, or right-clicking the mouse and selecting **Properties** from the pop-up menu. An example is shown here.



Note: In **Windows 2000**, these settings are found under the **NetWorking** tab. Click the **Settings** button.



Note: In **Windows NT**, these settings can be found under the **More** button. Choose **Edit Phonebook Entry** and click the **Server** tab.

When you click on **Properties**, you will see the following screen.



General Tab

The General properties screen allows you to choose or change the modem you are using for the connection and/or to change the phone number.

Telephone number

This field should be set to the VCI for your connection. For many service providers, this will be **35**.

Use area code and Dialing Properties

This check box should NOT be checked. If it is, it may modify the Telephone number field and change your VCI settings.

Connect using

This list box allows you to change the name of the modem you are using to connect with.

Server Types Tab

The Server Types properties screen is used to set various options related to your connection and to define the protocols for the computer you are dialing.



Advanced Options

You may or may not want to check the boxes **Log on to Network** and **Enable software compression**. Check with your service provider if unsure.

Allowed Network Protocols

If you are connecting to the Internet you must check **TCP/IP** option as shown in the sample screen on the preceding page. (In general, this is the only option that you should have checked when connecting to the Internet.)

The **TCP/IP Settings** button allows you to configure your specific TCP/IP settings. Don't change the settings on TCP/IP Settings or Scripting or Multilink tabs unless instructed to do so by your service provider.

Technical Support

3Com provides easy access to technical support information through a variety of services. This section describes those services.

Technical Support Hotline

Technical Support representatives can answer technical questions about the 3Com ADSL Modem products. This hotline is not a toll-free call. Regular long distance or local toll charges will apply if you are outside the 847 area code.

847-262-3700 7:00am - 8:00pm CST; Monday through Friday
7:00am - 4:00pm CST; Saturday

Canadian customers can speak to a technical support representative by contacting Keating Technologies.

905-305-6570 7:00am - 7:00pm CST; Monday through Friday

Online Technical Support

3Com offers product support 24 hours a day, 7 days a week, through:

World Wide Web <http://support.3com.com/sitenav/dslsupport.cfm>

Email You can send a message to technical support by selecting **Contact Us** from the "Site Tools" section of the web site.

If you need to return the Modem to Us

Contact 3Com Customer Support. If the support representative determines that you need to return the modem, you will receive an USO (User Service Order) number. You must have an USO number before returning the modem to us. Ship the unit, postage paid, in a strong box made of corrugated cardboard with plenty of packing material. DO NOT send the modem back in the original box. Send ONLY the modem (NOT manuals, diskettes, etc.) Include your USO number, name and address on the shipping label as well as inside the package. If possible, send the package via a courier capable of tracking the progress of the shipment. Ship to the following address:

3Com
USO# _____
Attn: Dock 15
1800 W. Central Road
Mount Prospect, IL 60056

Customers in Canada needing to return a modem for repair or replacement should send the modem to the following address:

Keating Technologies
25 Royal Crest Court; Suite 120
Markham, ONT L3R 9X4

Manufacturer's Declaration of Conformity

3Com Corporation
3800 Golf Road
Rolling Meadows, IL 60008 USA
(847)262-5000

declares that the **3Com HomeConnect ADSL Modem PCI** conforms to the FCC's specifications:

Part 15, Subpart B, Class B

Operation is subject to the following two conditions:

(1) this device may not cause harmful electromagnetic interference, and
(2) this device must accept any interference received including interference that may cause undesired operations.

FCC Notice: Radio and Television Interference

Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

The user may find the following information prepared by the Federal Communications Commission helpful: The CIB Interference Handbook and The CIB Telephone Interference Bulletin.

These documents are available on the Internet through the FCC Compliance and Interference Bureau Home Page at <http://www.fcc.gov/cib> listed under documents. Select CIB Interference Handbook or CIB Telephone Interference Bulletin.

CAUTION: CHANGES OR MODIFICATIONS NOT EXPRESSLY APPROVED BY THE PARTY RESPONSIBLE FOR COMPLIANCE COULD VOID THE USER'S AUTHORITY TO OPERATE THIS EQUIPMENT.

3Com HomeConnect ADSL Modem PCI: Appendix C

FCC Part 68 Statement

3Com Corporation

Model: **3Com HomeConnect ADSL Modem PCI**

There are no current FCC, Part 68, rules governing DSL modems however, care should be taken in connecting to a DSL network.

A FCC compliant, 26 AWG, telephone cord with a modular plug is provided with this equipment. This device connects to the telephone network via a RJ -11 plug and jack. The plug and jack also comply with FCC part 68 rules. Be sure that the telephone line you are connecting the modem to is a DSL line and not a standard analog, digital (PBX), party, or coin telephone line.

If this device causes harm to the telephone network, the telephone company will notify you in advance that temporary discontinuance of service may be required. But, if advance notice is not practical, the telephone company will notify the customer as soon as possible. Also, you will be advised of your right to file a complaint with the FCC if you believe it is necessary.

The telephone company may make changes in its facilities, equipment, operations, or procedures that could effect the operation of the equipment. If this happens, the telephone company will provide advance notice in order for you to make necessary modifications to maintain uninterrupted service.

If trouble is experienced with this device, for repair and warranty information, please refer to the Warranty section of this User Guide.

In the event of device malfunction, all repairs should be performed by 3Com or an authorized agent. It is the responsibility of users requiring service to report the need for service to our company or to one of our authorized agents. In the event service is required, refer to the Warranty section for information.

Service can be obtained at:

3Com Corporation
1800 W. Central Road
Mount Prospect, IL 60056

If the device is causing harm to the telephone network, the telephone company may request that you disconnect the equipment until the problem is resolved.

This registered device is capable of providing users access to interstate providers of operator services through the use of equal access codes.

UL/cUL Listing:

This Information Technology Equipment is UL and cUL listed for both the US and Canadian markets respectively.

Appendix C: Technical Support and Information

Canadian Notice:

This digital apparatus does not exceed the Class B limits for radio noise emissions from digital apparatus set out in the interference-causing equipment standard entitled Digital Apparatus, ICES-003 of Industry Canada.

Cet appareil numérique respecte les limites de bruits radio-électriques applicables aux appareils numériques de la Classe B prescrites dans la norme sur le matériel brouilleur: Appareils Numériques, NMB-003 édictée par l'Industrie Canada

The Industry Canada (IC) label identifies certified equipment. This certification means that the equipment meets certain telecommunications network protective, operation, and safety requirements. Industry Canada does not guarantee the equipment will operate to the users' satisfaction.

Before installing this equipment, users should ensure that it is permissible to be connected to the facilities of the local telecommunications company. The equipment must also be installed using an acceptable method of connection. In some cases, the inside wiring associated with a single-line individual service may be extended by means of a certified connector assembly (telephone extension cord). The customer should be aware that compliance with the above conditions might not prevent degradation of service in some situations.

Repairs to certified equipment should be made by an authorized Canadian maintenance facility designated by the supplier. Any repairs or alterations made by the user to this equipment, or equipment malfunctions, may give the telecommunications company cause to request the user to disconnect the equipment.

Users should ensure for their own protection that the electrical ground connections of the power utility, telephone lines, and internal metallic water pipe system, if present, are connected together. This precaution may be particularly important in rural areas.

CAUTION: Users should not attempt to make electrical ground connections by themselves, but should contact the appropriate inspection authority or an electrician, as appropriate.

Warranty and Repair Service Center:

Keating Technologies
25 Royal Crest Court, Suite 120
Markham, ONT L3R 9X4

This is a class B product based on the standard of the Voluntary Control Council for Interference from Information Technology equipment (VCCI). If this is used near a radio or television receiver in a domestic environment, it may cause radio interference. Install and use the equipment according to the instruction manual.

この装置は、情報処理装置等電波障害自主規制協議会（VCCI）の基準に基づくクラスB情報技術装置です。この装置は、家庭環境で使用することを目的としていますが、この装置がラジオやテレビジョン受信機に近接して使用されると、受信障害を引き起こすことがあります。
取扱説明書に従って正しい取り扱いをして下さい。

Translation: This is a Class B product based on the standard of the Voluntary Control Council for Interference from Information Technology Equipment (VCCI). If this is used near a radio or television receiver in a domestic environment, it may cause radio interference. Install and use the equipment according to the instruction manual.

3Com Corporation Limited Warranty

This warranty applies to customers located in the United States, Australia, Canada (except Quebec), Ireland, New Zealand, U.K., and other English language countries, and countries for which a translation into the local language is not provided

HARDWARE: 3Com warrants to the end user ("Customer") that this hardware product will be free from defects in workmanship and materials, under normal use and service, for the following length of time from the date of purchase from 3Com or its authorized reseller: Five (5) years

3Com's sole obligation under this express warranty shall be, at 3Com's option and expense, to repair the defective product or part, deliver to Customer an equivalent product or part to replace the defective item, or if neither of the two foregoing options is reasonably available, 3Com may, in its sole discretion, refund to Customer the purchase price paid for the defective product. All products that are replaced will become the property of 3Com. Replacement products may be new or reconditioned. 3Com warrants any replaced or repaired product or part for ninety (90) days from shipment, or the remainder of the initial warranty period, whichever is longer.

SOFTWARE: 3Com warrants to Customer that each software program licensed from it will perform in substantial conformance to its program specifications, for a period of ninety (90) days from the date of purchase from 3Com or its authorized reseller. 3Com warrants the media containing software against failure during the warranty period. No updates are provided. 3Com's sole obligation under this express warranty shall be, at 3Com's option and expense, to refund the purchase price paid by Customer for any defective software product, or to replace any defective media with software which substantially conforms to applicable 3Com published specifications. Customer assumes responsibility for the selection of the appropriate applications program and associated reference materials. 3Com makes no warranty or representation that its software products will meet Customer's requirements or work in combination with any hardware or applications software products provided by third parties, that the operation of the software products will be uninterrupted or error free, or that all defects in the software products will be corrected. For any third party products listed in the 3Com software product documentation or specifications as being compatible, 3Com will make reasonable efforts to provide compatibility, except where the non-compatibility is caused by a "bug" or defect in the third party's product or from use of the software product not in accordance with 3Com's published specifications or user manual.

THIS 3COM PRODUCT MAY INCLUDE OR BE BUNDLED WITH THIRD PARTY SOFTWARE, THE USE OF WHICH IS GOVERNED BY A SEPARATE END USER LICENSE AGREEMENT. THIS 3COM WARRANTY DOES NOT APPLY TO SUCH THIRD PARTY SOFTWARE. FOR THE APPLICABLE WARRANTY, PLEASE REFER TO THE END USER LICENSE AGREEMENT GOVERNING THE USE OF SUCH SOFTWARE.

3Com HomeConnect ADSL Modem PCI: Appendix C

YEAR 2000 WARRANTY: In addition to the Hardware Warranty and Software Warranty stated above, 3Com warrants that each product sold or licensed to Customer on and after January 1, 1998 that is date sensitive will continue performing properly with regard to such date data on and after January 1, 2000, provided that all other products used by Customer in connection or combination with the 3Com product, including hardware, software, and firmware, accurately exchange date data with the 3Com product, with the exception of those products identified at 3Com's Web site, <http://www.3com.com/products/yr2000.html>, as not meeting this standard. If it appears that any product that is stated to meet this standard does not perform properly with regard to such date data on and after January 1, 2000, and Customer notifies 3Com before the later of April 1, 2000, or ninety (90) days after purchase of the product from 3Com or its authorized reseller, 3Com shall, at its option and expense, provide a software update which would effect the proper performance of such product, repair such product, deliver to Customer an equivalent product to replace such product, or if none of the foregoing is feasible, refund to Customer the purchase price paid for such product.

OBTAINING WARRANTY SERVICE: Customer must contact a 3Com Corporate Service Center or an Authorized 3Com Service Center within the applicable warranty period to obtain warranty service authorization. Dated proof of purchase from 3Com or its authorized reseller may be required. Products returned to 3Com's Corporate Service Center must be pre-authorized by 3Com with a Return Material Authorization (RMA) number or User Service Order (USO) number marked on the outside of the package, and sent prepaid and packaged appropriately for safe shipment, and it is recommended that they be insured or sent by a method that provides for tracking of the package. Responsibility for loss or damage does not transfer to 3Com until the returned item is received by 3Com. The repaired or replaced item will be shipped to Customer, at 3Com's expense, not later than thirty (30) days after 3Com receives the defective product.

3Com 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 3Com for repair, whether under warranty or not.

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XX

Appendix C: Technical Support and Information

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GOVERNING LAW: This Limited Warranty shall be governed by the laws of the State of California, U.S.A. excluding its conflicts of laws principles and excluding the United Nations Convention on Contracts for the International Sale of Goods.

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