



3COM

OfficeConnect® Gateway

ADSL Data and Voice (3CR100AV97)

Quick Start Guide



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- (2) this device must accept any interference received, including interference that may cause undesired operation.

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Cet appareil numérique de la classe A est conforme à la norme NMB-003 d'Industrie Canada.

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This product contains 168-bit Encryption and may require US and/or Local Government authorization prior to export or import to another country.

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Introduction

Congratulations on choosing the 3Com® OfficeConnect® Gateway, your ADSL (Asymmetric Digital Subscriber Line) broadband access solution. This guide describes how to set up the OfficeConnect Gateway Data and Voice (3CR100AV97) base unit.

The OfficeConnect Gateway allows one or more networked computers to connect to the Internet or a remote LAN (Local Area Network). Once connected, local users (a local branch office) can communicate with remote computers (the main office) as if they were connected locally.

The four POTS (Plain Old Telephone System) voice ports enable simultaneous delivery of up to four voice calls and continuous high-speed Internet or remote LAN access over a single DSL interface.

Setting up the OfficeConnect Gateway Data and Voice unit is a three-step process:

- 1) Unpacking and positioning
- 2) Connecting the cables
- 3) Configuring the OfficeConnect Gateway

Before You Begin

This guide describes how to install and configure the OfficeConnect Gateway Data and Voice base unit for broadband internet access using the unit's default settings. For most users, you will not need to modify the default settings to support your broadband access requirements.

To set up your OfficeConnect Gateway Data and Voice base unit for shared access to the internet, you must have the following:

- An **Internet Service Provider (ISP)** account.
- **ADSL Service** already installed at your location, with an available ADSL wall jack, configured for data and voice services.
- A **computer (PC)** with Ethernet connectivity and TCP/IP software. (Note: TCP/IP is automatically included with Windows 2000, ME, 98, 95, and NT.)
- A **Web Browser**, such as Microsoft Internet Explorer (4.0 or later) or Netscape Navigator (4.0 or later), installed on your computer.

Package Contents

Unpack the contents and ensure that it includes the following items:

- AC/DC, 18 watt Power Adapter and Power Cord
- LAN Cable, RJ-45 (CAT-5), Blue
- ADSL Cable RJ-11/RJ-11, Black
- One RJ-11, 7-ft telephone cable, Silver
- Rubber feet (4)
- Stacking clip

Positioning the Gateway

When positioning your OfficeConnect Gateway, make sure of the following:

- Unit is out of direct sunlight and away from sources of heat.
- Cabling is away from power lines, fluorescent lighting fixtures, and sources of electrical noise such as radios, transmitters, and amplifiers.
- Water or moisture cannot enter the case of the unit.
- Air flow around the unit and through the vents in the side and back of the case is not restricted. A minimum of 1 in. (2.54 cm) clearance is recommended.

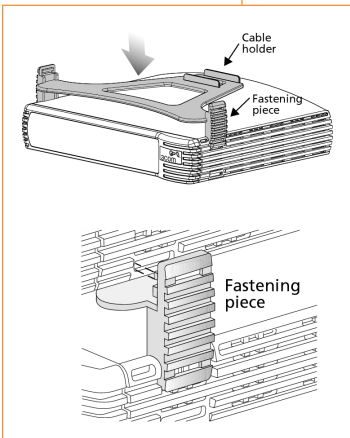


Figure 1

Using Rubber Feet and Stacking Clip

For desktop use, the four self-adhesive rubber feet help to stabilize your OfficeConnect Gateway and prevent sliding. Attach the feet to the marked areas at each corner of the underside of your OfficeConnect Gateway.

In addition, the stacking clip provided may be used for stacking any other OfficeConnect units, such as the OfficeConnect Gateway Voice Expansion Unit or OfficeConnect Ethernet hubs and switches, neatly and securely together. You can stack up to a maximum of four units. To stack your units, secure the clip as shown in Figure 1.

Connect Cables

The ports and cables of the OfficeConnect Gateway products are color-coded to help you connect the cables properly.

The following illustration shows the connector cabling:

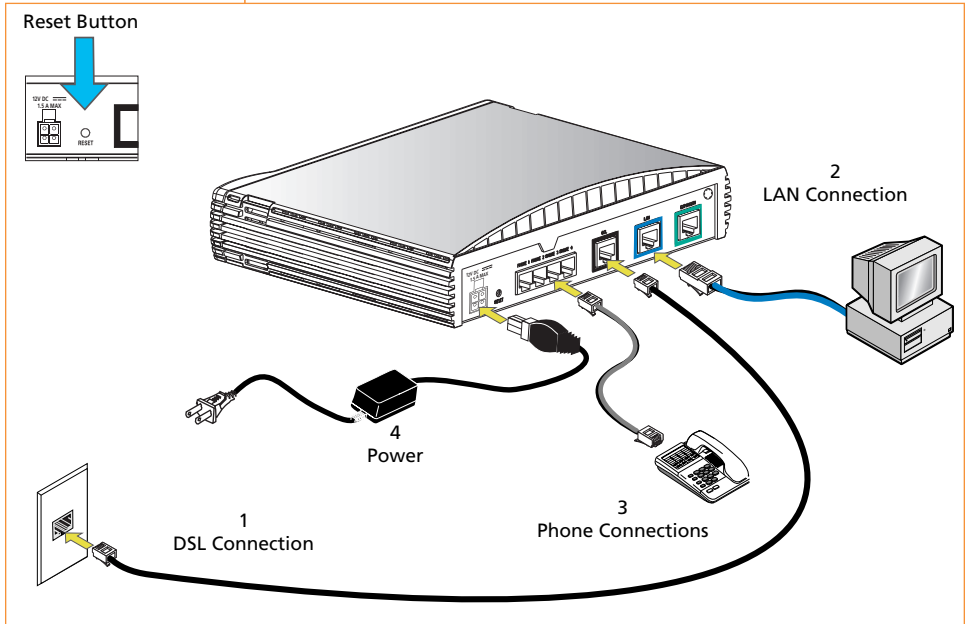


Figure 2

Note: If you will be using the 3Com OfficeConnect Gateway Voice Expansion Unit (3C100XF) with your base unit, please refer to the Quick Start Guide supplied with the Voice Expansion Unit for configuration and installation information.

Phone Port	Phone Number
1	
2	
3	
4	

To connect the OfficeConnect Gateway's cables:

1. Connect the DSL cable.

Connect the DSL cable (black) to the ADSL wall jack and the other end to the DSL port (black) of your OfficeConnect Gateway.

2. Connect the LAN cable.

Connect one end of the LAN cable (blue) to the Ethernet port of your computer and the other end to the LAN port (blue) on the rear panel of the OfficeConnect Gateway.

3. Connect the Telephone Cable(s).

You can connect up to four POTS-based devices (telephones, fax machines, or modems) to the Phone ports of the OfficeConnect Gateway, using telephone cables (silver) such as the one provided. Your Service Provider assigns phone numbers to each port, and can tell you which phone ports on your unit correspond to the phone numbers. You can use the table on the left to record the unique phone number for each phone port.

4. Connect the power adapter.

Connect the cable from the power adapter to the Power inlet on the rear panel of the unit. Connect the power cord to the power adapter. Connect the other end of the power cord into a surge-protected electrical outlet.

Operational Status

Once the unit is connected, the Power LED illuminates (green) on the front panel of the OfficeConnect Gateway Data and Voice unit. Wait for the Alert LED on the front panel to stop flashing (amber) and transition to off, within 1-2 minutes.

When the Power LED is green and the Alert LED is off, it indicates that the OfficeConnect Gateway Data and Voice unit has successfully powered up, performed a Power On Self-Test (POST) and is now operational.

Optimizing Your Computer

Each computer must be properly set up with TCP/IP and optimized for use with dynamic IP addressing.

Checking for Dynamic or Static IP Addressing

- From the Start Menu, select Settings, and then Control Panel.

Windows 95, 98 or NT:

Double-click the Network icon. From the Configuration tab of the Network window, select TCP/IP for the Ethernet Network Interface Card (NIC) that will be associated with your OfficeConnect Gateway. *For Windows NT:* Click the Protocols tab on the Network window, and then select TCP/IP. Click Properties. Click the IP Address tab on the TCP/IP Properties window.

Windows 2000:

Double-click the Network and Dial-up Connections icon, then double-click the Local Area Connection icon. Click Properties on the Local Area Connection Status window and then select Internet Protocol (TCP/IP) from the list of components shown on the General tab of the Local Area Connection Properties window. Click the General tab on the Internet Protocol (TCP/IP) Properties window.

- If *Obtain an IP address automatically* (Windows 95, 98, 2000) or *Obtain an IP address from a DHCP server* (Windows NT) is selected, your computer has a dynamic IP address.
- If *Specify an IP address* is selected, your computer has a static IP address.
- Click Cancel to exit the window, and then click Cancel again on the remaining windows until you get back to the Control Panel.

Where To Go from here...

If you are set up for dynamic IP addressing, proceed to the next section, Configure the Gateway. If you are set up for static IP addressing, record your settings. You will need them for your final setup. Then set up dynamic addressing so you can continue with the configuration of the OfficeConnect Gateway.

DHCP: (Dynamic Host Configuration Protocol): Dynamic IP addressing is the type of addressing scheme most often used by Internet Service Providers (ISPs), and is also the type that is prevalent in many existing corporate networks.

The OfficeConnect Gateway, which can act as a DHCP server, is optimized for use with dynamic, rather than static, IP addressing.

For most users, it is most likely that your computer or computers are already set up for dynamic IP addressing. By default, the OfficeConnect Gateway assigns IP addresses dynamically to each attached computer.

Static IP Settings:	
IP:	___ . ___ . ___ . ___
Mask:	___ . ___ . ___ . ___
GW:	___ . ___ . ___ . ___
DNS1:	___ . ___ . ___ . ___
DNS2:	___ . ___ . ___ . ___

Configure the Gateway

The following procedure describes how to initially configure the Wide Area Network (WAN) interface settings for your OfficeConnect Gateway or re-configure them after resetting the unit to its factory default settings.

Using a web browser on your PC, launch the OfficeConnect Gateway home page by entering the OfficeConnect Gateway's default IP address, 192.168.1.1.

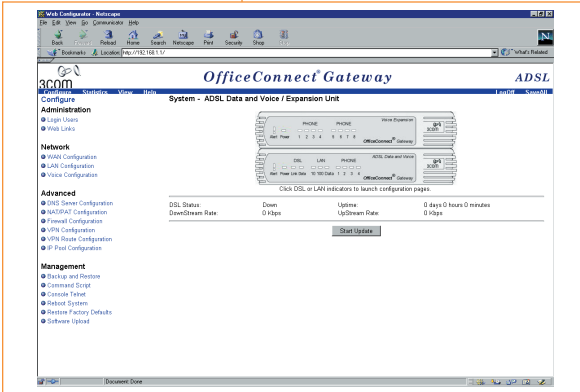


Figure 3

If after the initial connection the *OfficeConnect Gateway* home page (Fig 3) is displayed, then the WAN interface has already been configured for you.

Congratulations, your OfficeConnect Gateway is successfully configured and is ready for use.

If the *WAN Interface Inactive* message is displayed (Fig 4), your first step is to create a password protected admin account and configure the WAN interface. Click Continue to proceed.

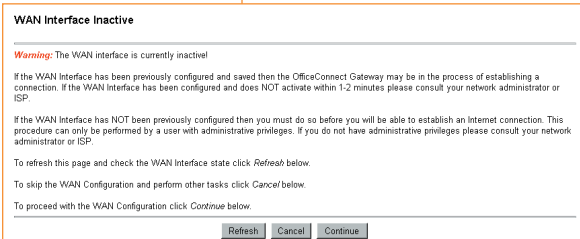


Figure 4

The system will display the *Username and Password Required* window (Fig 5) and prompts for Username and Password. (Note: The User Name and Password entries are case-sensitive.)

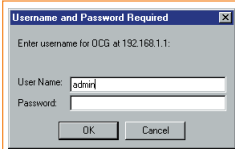


Figure 5

The default value for the User Name is **admin**. There is no default Password value. Enter admin in the User Name field and leave the Password field blank (no entry). Click OK.

The system will display the *Unprotected User* window (Fig 6). You need to assign a Password for your User Name (admin). This window is displayed when the OfficeConnect Gateway Web

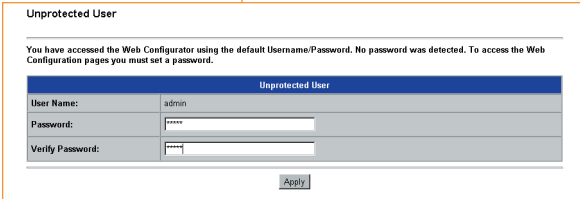


Figure 6

Configurator is accessed using the system's default password; such as during the initial configuration of the unit or after the factory default settings have been restored.

Click *Apply* and the WAN Interface Configuration screen will appear. Continue on to the WAN Configuration section on page 6.

WAN Configuration

After you successfully created your administrative account and assigned a password, you can now start the WAN configuration.

The WAN Configuration page is displayed (Fig 7).

Important: Before you begin, ensure that you have obtained all required WAN parameter information from your Service Provider to properly configure the connection.

To configure a WAN protocol, select it from the WAN Protocol field's drop-down menu. The following WAN protocols are supported: RFC 1483 (ATM Adaptation Layer 5 Protocol), RFC

1483-MER (MAC Encapsulated Routing), PPPoE (Point-to-Point Protocol over Ethernet), PPPoA (LLC-SNAP) (Point-to-Point Protocol over ATM with Logical Link Control), and PPPoA (VC-Mux) (Point-to-Point Protocol over ATM with Virtual Circuit).

When you select a WAN protocol, the WAN Configuration page interactively changes to display the fields associated with the selected protocol.

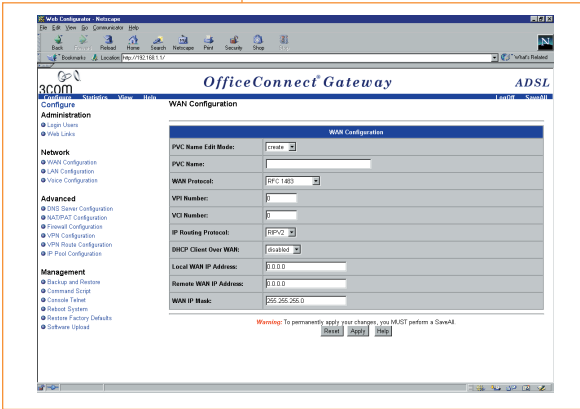


Figure 7

For a description of each field on the WAN Configuration page, click the Help button.

Related Documents

After the WAN configuration is complete and you are connected, go to the Documentation link in the online help section, to get more detailed information and step-by-step instructions in the OfficeConnect Gateway User's Guide. Alternately you can type www.3com.com/ocg/docs directly in your browser's address bar.

RFC 1483 Dynamic Configuration

The only information required for an RFC 1483 configuration in a dynamic environment are the VPI/VCI numbers from your ISP. The *DHCP Client over WAN* setting is enabled, and unless instructed otherwise, the IP Routing Protocol should be set to RIPv2.

Assign a meaningful name to your configuration in the *PVC Name (Private Virtual Circuit)* field, and record your settings here:

PVC Name: _____ VPI: _____ VCI: _____

Click the Apply button to apply your changes.

RFC 1483 Static Configuration

In an RFC 1483 or an RFC 1483-MER configuration with static IP addressing, the *DHCP Client over WAN* setting is disabled. You will also see fields for local and remote WAN IP addresses, and for the WAN IP Mask.

Assign a meaningful name to your configuration in the *PVC Name* field, and record your settings here:

PVC Name: _____ VPI: _____ VCI: _____
Local WAN IP Address: _____ . _____ . _____ . _____
Remote WAN IP Address: _____ . _____ . _____ . _____
WAN IP Mask: _____ . _____ . _____ . _____

Click the Apply button to apply your changes.

PPPoE or PPPoA Configuration

The PPPoE and PPPoA configurations require a PPP login account with your Service Provider, in addition to VPI/VCI numbers and IP addresses. Select the appropriate protocol from the WAN Protocol drop-down menu.

Assign a meaningful name to your configuration in the *PVC Name* field, and record your settings here:

User Name: _____ Password: _____
PVC Name: _____ VPI: _____ VCI: _____

If the Service Provider uses dynamic addressing, set the *Address Selection* field to Negotiate. For static addressing, set the field to Specified and complete the fields below:

Local WAN IP Address: _____ . _____ . _____ . _____
Remote WAN IP Address: _____ . _____ . _____ . _____
WAN IP Mask: _____ . _____ . _____ . _____

Click the Apply button to apply your changes.

Voice Configuration

The Voice Configuration page contains the fields required to configure the phone lines for your OfficeConnect Gateway Data and Voice base unit. The same settings also apply to the phone ports of the optional OfficeConnect Gateway Voice Expansion unit.

Select the appropriate Gateway from the drop-down menu, fill in the VPI and VCI numbers, and select the Companding value as specified by your Service Provider. Record your settings here:

Gateway: _____ VPI: _____ VCI: _____

Click the Apply button to apply your changes.

Save Your Configuration

Important: Remember to save your completed configuration using the SaveAll button.

Connecting multiple users

Connecting an additional hub:

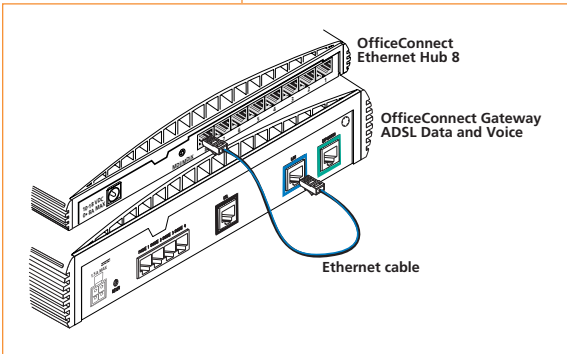
After you have finished the configuration of your OfficeConnect Gateway, you can connect an additional Ethernet hub or hubs to add up to 253 users, which is the maximum supported by the OfficeConnect Gateway.

Note: If you previously used static addressing, use Chapter 2 of the User's Guide (available online at www.3com.com/ocg/docs) and the settings you recorded earlier to set up your workstations and the OfficeConnect Gateway for static IP addressing.

An example of an eight-user connection is shown below (Fig 8), using a 3Com OfficeConnect Ethernet Hub 8.

1. Verify network configuration.

Check with your network administrator that the built-in DHCP server will not cause conflicts on the network. In most instances, however, the OfficeConnect Gateway will automatically detect the presence of another DHCP server on the network and disable its own built-in DHCP server.



2. Connect the LAN cable.

Connect one end of the LAN cable (blue) to a port of the ethernet hub and the other end to the LAN port (blue) on the rear panel of the OfficeConnect Gateway.

3. Uplink port configuration

The OfficeConnect Gateway will automatically detect uplink ports and configure itself accordingly. No further action is required.

Figure 8

Rebooting the Unit

Rebooting the OfficeConnect Gateway Data and Voice Base Unit:

To reboot an OfficeConnect Gateway Data and Voice unit that is powered up, press and hold the Reset button for at least two seconds.

Reset Button

The Reset button is located on the rear panel of the OfficeConnect Gateway Data and Voice Base Unit, as previously shown in the installation diagram (Fig 2) on page 3.

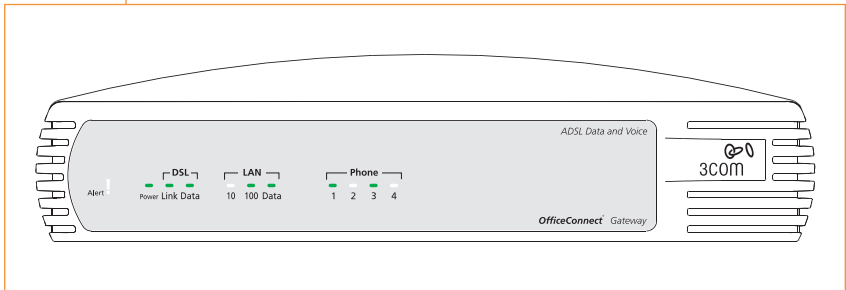
Restoring Factory Default Settings:

To restore the factory default settings of the OfficeConnect Gateway, press and hold the Reset button for five (5) seconds while power-cycling the unit. This will restore the factory default settings to all OfficeConnect Gateway parameters, including the Administrator password.

Front Panel Indicators

The LED Indicators on the front panels of the OfficeConnect Gateway Data and Voice unit provide the following information:

Alert		
	Off	Off indicates the unit has passed the Power On Self-Test and is working properly.
	Amber (blinking)	Lit during Power On Self-Test or software upgrade.
	Red	Indicates a diagnostic failure in the unit. Refer to the Troubleshooting section in the OfficeConnect Gateway User's Guide.
Power		
	Off	Power not being supplied to the unit.
	Green	Remains lit as long as power is supplied to the unit.
DSL Status		
Link	Off	DSL connection not established.
	Yellow (blinking)	Establishment of Layer 1 WAN Link in progress.
	Green, then Yellow (blinking)	Establishment of Layer 2 WAN Link in progress.
Note: May not see yellow with a fast establishment of the Layer 2 WAN.		
Data	Green	DSL connection established.
	Off	No user traffic on the DSL link.
	Green (blinking)	User traffic on the DSL link.
	Green	Heavy user traffic on the DSL link.
LAN Status		
10	Off	Disabled or no 10 Mbit traffic.
	Green	10 Mbit Link Integrity.
100	Off	Disabled or no 100 Mbit traffic.
	Green	100 Mbit Link Integrity.
Data	Off	No LAN Port traffic.
	Green (blinking)	LAN Port traffic.
	Green	Heavy LAN Port traffic.
Phone Status		
1-4	Off	Onhook. The phone port is not being used.
	Green	Offhook. The phone port is being used.



Information contained in this document is correct at time of publication. The following services are available 24 hours a day, 7 days a week. For the most up-to-date information, 3Com recommends that you access the 3Com Corporation World Wide Web site.

World Wide Web Site

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

This service provides access to online support information such as technical documentation and software library, as well as support options ranging from technical education to maintenance and professional services.

Support from Your Network Supplier

If additional assistance is required, contact your network supplier. Many suppliers are authorized 3Com service partners who are qualified to provide a variety of services, including network planning, installation, hardware maintenance, application training, and support services.

When you contact your network supplier for assistance, have the following information ready:

- Product model name, part number, and serial number
- A list of system hardware and software, including revision levels
- Diagnostic error messages
- Details about recent configuration changes, if applicable

If you are unable to contact your network supplier, see the following section on how to contact 3Com.

Support from 3Com

If you are unable to obtain assistance from the 3Com online technical resources or from your network supplier, 3Com offers technical telephone support services. To find out more about your support options, please call the 3Com technical telephone support phone number at the location nearest you. Please refer to the table on page 11.

When you contact 3Com for assistance, have the following information ready:

- Product model name, part number, and serial number
- A list of system hardware and software, including revision levels
- Diagnostic error messages
- Details about recent configuration changes, if applicable

Returning Products for Repair

Before you send a product directly to 3Com for repair, you must first obtain a Return Materials Authorization (RMA) number. Products sent to 3Com without RMA numbers will be returned to the sender unopened, at the sender's expense.

To obtain an RMA number, please call the local number for your region, listed below.

Asia Pacific Rim	http://www.3com.com/apr	Europe	http://www.3com.com/europe
Australia	1 800 678 515	Austria	07110 900116
Hong Kong	800 933 486	Belgium	32 (0) 70 233 545 (Flemish) 32 (0) 70 233 546 (French)
India	000 800 650 1111 +61 2 9937 5085	Denmark	45 (0) 35 44 5531
Indonesia	001 800 61 009	Finland	358 (0) 98170015
Japan	03 5783 1270	France	33 (0) 803 070693
Malaysia	1 800 801 777	Germany	49 (0) 180 567 1548
New Zealand	0 800 446 398	Hungary	49 (0) 180 567 1548
Pakistan	+61 2 9937 5085	Israel	971 4 807 4555
Philippines	1 235 61 266 2602	Italy	147 809 903
P. R. of China	00 800 0638 3266 10 800 61 00137 021 6350 1590	Luxembourg	352 342 080 8318
Singapore	800 6161 463	Netherlands	0900 20 25 857
South Korea	00798 611 2230 02 3455 6455	Norway	47 (0) 23 50 0097
Taiwan, R.O.C	0080 611 261	Poland	49 (0) 180 567 1548
Thailand	001 800 611 2000	Portugal	351 (21) 4154034
Middle East, Africa	http://www.3com.com/meaf	Spain	902 117 964
All locations	971 4 807 4555	Sweden	46 (0) 851 992 0305
North America	http://www.3com.com	Switzerland	0 848 840200
North America	1 800 net 3Com (1 800 638 3266)	United Kingdom	0 870 8444546
		Latin America	http://www.3com.com/ami
		Argentina	0 810 444 3266
		Brazil	0 900 133 266
		Colombia	9 800 11 3266
		Mexico City	0 1 800 849 2273
		Other Latin America	AT&T Direct + 800 998 2112

3Com Corporation Limited Warranty

The duration of the warranty for the OfficeConnect Gateway is Lifetime.

Hardware

3Com warrants the OfficeConnect Gateway to be free from defects in workmanship and materials, under normal use and service, for lifetime from the date of purchase from 3Com or its authorized reseller.

If a product does not operate as warranted above during the applicable warranty period, 3Com 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 3Com. Replacement products may be new or reconditioned. Any replaced or repaired product or part has a ninety (90) day warranty or the remainder of the initial warranty period, whichever is longer.

Software

3Com warrants that the software programs licensed from it will perform in substantial conformance to the program specifications therefor 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 with respect to this express warranty shall be (at 3Com's discretion) to refund the purchase price paid by Customer for any defective software products, 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.

Obtaining Warranty Service

Customer must contact 3Com's Corporate Service Center or an Authorized 3Com Service Center within the applicable warranty period to obtain warranty service authorization. Dated proof of purchase may be required. Products returned to 3Com's Corporate Service Center must be pre-authorized by 3Com with a Return Material Authorization (RMA) 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. The repaired or replaced item will be shipped to Customer, at 3Com's expense, not later than thirty (30) days after receipt of the defective product by 3Com.

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