3Com

Wireless LAN USB

Wireless LAN USB Adapter User Guide

3CRSHEW696

http://www.3com.com/
http://www.support.3com.com/registration/frontpg.pl

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1 Installing Your Wireless LAN USB Adapter and Wireless LAN Manager

Installation CD

The *Installation CD* contains:

Setup programs and drivers for Windows XP, 2000, Millennium Edition (Windows Me), and 98 Second Edition (SE).

3Com Wireless LAN Manager

README.TXT file with updated information about your Wireless LAN USB Adapter

This *Wireless LAN USB Adapter User Guide*

3Com Connection Assistant

Adobe Acrobat Reader

Windows XP, 2000, Me, and 98 SE

If you are accessing this guide as part of your USB Adapter installation, skip to step 3 below.

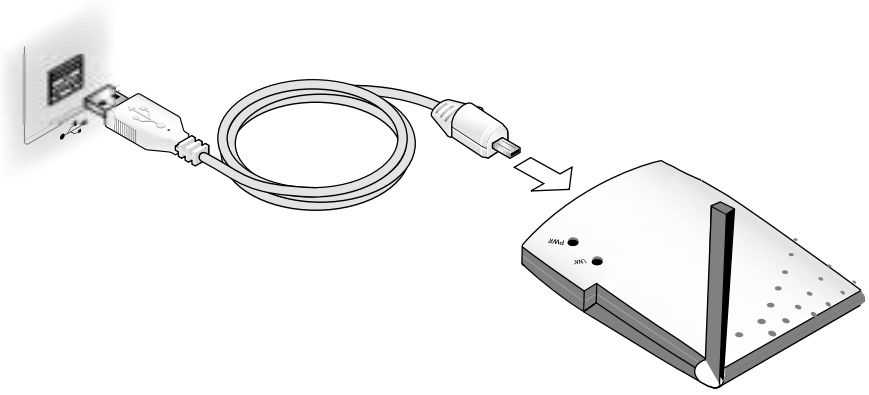
1. With the computer on and Windows running, insert the *Installation CD* into the CD-ROM drive. The auto-start feature starts the installation. If nothing happens within five seconds, click *Start*>*Run* and type **`d:\setup.exe`** (where d: is your CD-ROM drive).
2. From the 3Com Wireless Installer main menu, select *Step 1: Read to Install Hardware*.
3. Insert the USB Adapter (see the illustrations in the next section, "Connecting Your Wireless LAN USB Adapter").
4. Respond to the prompts as they appear.

   If you are prompted for the drivers, enter *d*:\ where d: is the location of the CD-ROM drive where the *Installation CD* is inserted.
5. During the installation process, you may receive prompts for the Windows installation CD. Insert the CD for your Windows operating system and indicate the correct path.

   Your computer goes through a brief installation process during which it displays several windows indicating what is currently installing.
6. Restart the computer whenever you are prompted.

Connecting Your Wireless LAN USB Adapter

Connect your Wireless USB Adapter into the USB port on your computer like this:



Antennas

The antenna sits at the side of the Wireless LAN USB Adapter. Extend it, as shown in the illustration above, for best wireless communications.

Confirming Device Installation

1. With your USB Adapter installed, double-click the *My Computer* icon.
   If you are running Windows XP, click *Start* > *Control Panel* and go to step 3.
2. Double-click the *Control Panel* icon.
3. Double-click the *System* icon. The System Properties window appears, detailing your system setup.
4. Click the *Device Manager* tab. A list of devices appears, arranged by type.
   If you are using Windows XP or 2000, click the *Hardware* tab and click *Device Manager*.
5. Double-click *Network Adapters*. One entry appears: *3Com 3CRSHEW696 Wireless LAN USB Adapter*.
6. Double-click the entry to display a description of the current status.
   The device status should indicate "This device is working properly."
7. Close the windows you have opened until you return to the desktop.

Installing 3Com Wireless LAN Manager

NOTE: Wireless LAN Manager defaults to automatically connect to any wireless network and no security. This default allows a basic connection to an access point. After installation, consult with your network administrator and refer to 3Com's Wireless LAN Manager's online help to change the service set identifier (SSID) and security settings.

1. If you restarted your computer after installing the Wireless LAN USB Adapter and the install program did not start automatically, click *Start>Run* and type **`d:\setup.exe`** (where d: is your CD-ROM drive).
2. From the *Installation CD*, select *Step 2: Install Software* and follow the prompts, removing the *Installation CD* and restarting your computer whenever you are prompted.

If the 3Com icon was not placed in the system tray when you installed the Wireless LAN USB Adapter, start the 3Com Launcher by selecting *Start > Programs > 3Com Mobile > 3Com Launcher*.

Using Wireless LAN Manager

Refer to the "Help" instructions for the 3Com Wireless LAN Manager for detailed information about how to use Wireless LAN Manager.

3Com Connection Assistant

The 3Com Connection Assistant is included on the *Install CD* and is interactive software that gives you an easy to use diagnostic and repair tool. Using this tool makes troubleshooting easier and helps you quickly resolve problems. Go to D:\Install\Connection Assistant\Install.exe (where D: is your CD-ROM drive) to find this utility.

Using the Connection Assitant you can:

Automatically check your computer and repair problems

Search for solutions for specific hardware or software problems

Find answers to your questions about business processes. tasks, and applications

Connect, via the Internet, to technical support when you need assistance with your computer hardware and software

Get assistance even if you are not connected to the Internet

Connection Assitant Toolbar

The toolbar at the top of the Connection Assistant Home Page includes these options:

Connection Assistant Home--Clicking this link will always return you to the Connection Assistant Home Page.

Assisted Service--Click this link to send a request for assistance to a technical support engineer if you need help fixing a Network Interface Card problem.

Options--Set different security, message, and display options for your Connection Assistant pages.

Help--Browse Help information for a variety of topics, links and features related to the 3Com Connection Assistant.

Connection Assistant Options

The Connection Assistant may also contain the following options:

Diagnose My Network Interface Card--Click this link to get information about your system, network and network interface card. In addition to providing detailed information, it also supplies solutions if a problem is detected with your 3Com network interface card.

List Solutions--Contains a list of relevant topics for you reference.

Network Settings--Provides detailed information about your network.

Search--Locate topics and solutions.

2 Troubleshooting

Diagnosing Problems

If you have difficulty using the Wireless LAN USB Adapter, try the solutions in the following table. If you continue to experience difficulty, see the next two sections,"Uninstalling the USB Adapter" and "Uninstalling Wireless LAN Manager."

Problem	Solutions
Wireless LAN USB Adapter LED is off	Make sure the USB connections are seated firmly on both the computer connection and the connection to the 3Com USB Wireless Adapter device. Check the Wireless LAN Adapter icon in the Windows control panel and make sure the adapter type can be recognized.
Wireless LAN USB Adapter installs as an unknown device	Remove the unknown device and repeat the installation procedure. Make sure you insert the 3Com CD when the installation calls for it and that you wait for it to come up to speed in the drive. The Windows Add Hardware Wizard was unable to locate the Wireless LAN USB Adapter drivers. You may have had no CD or the wrong CD inserted in the drive, or the 3Com CD may not have been ready when the wizard looked for the drivers.
Installation program does not finish or the driver fails to load	Use the Device Manager to resolve resource conflicts that may exist. Select *System* from the Control Panel, and then click the Device Manager tab.
Network association is intermittent	Make sure the antenna is extended. Try reorienting the antenna. For best use of the antenna: ■ Keep the area around the antenna clear from materials that could block radio transmission, such as metal objects, electronic devices, and cordless telephones. ■ If the signal is weak, change the direction of the antenna slightly. ■ If necessary, move the 3Com USB Adapter device to find a better signal.
No network association exists when the computer becomes active again after being in sleep mode or after the Wireless LAN PC Card is removed and reinserted	Log out and log in again, or restart the computer to restore the connections.

Wireless LAN USB Adapter LED Indicators

Condition	Description
PWR	Indicates the Wireless LAN USB Adapter is receiving power.
LNK	Indicates data transfer is taking place.

Uninstalling the USB Adapter

Previous installations or interrupted installation attempts sometimes leave problems that affect operation. Possible problems include:

- Wireless LAN USB Adapter fails to function.
- Operating system does not detect the Wireless LAN USB Adapter.
- System issues a warning tone at start-up.

If the installation is unsuccessful, your best course may be to completely uninstall the adapter and repeat the installation procedure.

CAUTION: Exit any networking applications before uninstalling the adapter.

1. Make sure you have exited any networking applications.
2. Make sure the Wireless LAN USB Adapter is attached to your computer.
3. Use the standard operating system procedure to remove the adapter driver.

   The procedure for Windows XP, 2000, Windows Me, and Windows 98 SE, is shown below.

   a. If you are using Windows 2000, Me, or 98 SE, click *Start* > *Settings* > *Control Panel*.

      If you are using Windows XP, click *Start* > *Control Panel*.

   b. Double-click the *System* icon.

      If you are using Windows XP or 2000, click the *Hardware* tab.

      The System Properties window appears, detailing your system setup.

   c. Click *Device Manager*.

      A list of devices appears, arranged by type.

   d. Double-click *Network Adapters*.

      One entry appears: *3Com 3CRSHEW696 Wireless LAN USB Adapter*.

   e. From the Action menu, select *Remove*.

      If you are using Windows XP or 2000, select *Uninstall*... .

   f. Click *OK*.

   g. Close the open windows until you return to the desktop.
4. Detach the Wireless LAN USB Adapter from your computer.
5. Restart the computer.

Uninstalling Wireless LAN Manager

Normally, you would not uninstall the Wireless LAN Manager software; however, in case a problem arises, you may want to uninstall and reinstall it.

You can uninstall Wireless LAN Manager any time following the installation. The uninstall removes desktop icons, registry entry files, and files used by the adapter.

1. If you are using Windows 2000, Me, or 98 SE, click *Start* > *Settings* > *Control Panel*.

   If you are using Windows XP, click *Start* > *Control Panel*.
2. Click *Add/Remove Programs*.
3. Select *3Com Wireless LAN Manager*.
4. Click *Change/Remove*.
5. Click *Remove*.
6. When the uninstall is complete, remove the adapter and restart your computer.

Updating the Wireless LAN USB Adapter Driver

To update your Wireless LAN USB Adapter driver software, find your operating system below, then follow the procedure.

Windows XP and 2000

1. Insert your Wireless LAN USB Adapter.
2. In Windows 2000, select *Start* > *Settings* > *Control Panel*, then double-click the *System* icon.

   In Windows XP, from your desktop or start menu, right-click *My Computer* and select *Properties.*
3. Select the *Hardware* tab and click *Device Manager.*
4. If necessary, click the plus sign (+) to expand the Network Adapters tree.
5. In Windows 2000, double-click the appropriate entry: *3Com 3CRSHEW696 Wireless LAN USB Adpater,* select the *Driver* tab, and click *Update Driver.*

   In Windows XP, right-click *3Com Wireless LAN Adapter* and select *Update Driver.*
6. Insert the Installation CD. The Hardware Update Wizard window appears.
7. In Windows 2000, click *Display list of known drivers so that I can choose a specific driver* and click *Next*.

   In Windows XP, select *Install from a list or specific location (Advanced)* and click *Next*.
8. In Windows XP, select *Don't search. I will choose the driver to install* and click *Next*.
9. When you are prompted to select an adapter, click *Have Disk…* and enter the drive letter for the *Installation CD* or enter the directory on your hard drive where the updated driver is located. Click *Continue*.
10. Select *3Com 3CRSHEW696 Wireless LAN USB Adpater,* and click *Next*. Follow the prompts through the remainder of the driver update.
11. When the installation has completed, click *Finish*.

Windows Me and 98 SE

1. Insert your Wireless LAN USB Adapter.
2. From the Windows Start menu, select *Settings*, then select *Control Panel*.
3. Double-click the *System* icon, then select *Device Manager*.
4. In the Device Manager window, expand the Network Adapters list.
5. Select *3Com 3CRSHEW696 Wireless LAN USB Adpater,* and click *Properties*.
6. Select *Driver* and click *Update Driver*.
7. In the Update Device Driver Wizard, follow the prompts to install the upgrade.
8. When prompted, click *Restart* for the changes to take effect.

A Technical Support

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

Information contained in this appendix is correct at time of publication. For the most recent information, 3Com recommends that you access the 3Com Corporation World Wide Web site.

Online Technical Services

3Com offers worldwide product support 24 hours a day, 7 days a week, through the following online systems:

- World Wide Web site
- 3Com Knowledgebase Web Services
- 3Com FTP site

World Wide Web Site

To access the latest networking information on the 3Com Corporation World Wide Web site, enter this URL into your Internet browser:

`http://www.3com.com/`

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

3Com Knowledgebase Web Services

The 3Com Knowledgebase is a database of technical information to help you install, upgrade, configure, or support 3Com products. The Knowledgebase is updated daily with technical information discovered by 3Com technical support engineers. This complimentary service, which is available 24 hours a day, 7 days a week to 3Com customers and partners, is located on the 3Com Corporation World Wide Web site at:

`http://knowledgebase.3com.com`

3Com FTP Site

Download drivers, patches, software, and MIBs across the Internet from the 3Com public FTP site. This service is available 24 hours a day, 7 days a week.

To connect to the 3Com FTP site, enter the following information into your FTP client:

- Hostname: **`ftp.3com.com`**
- Username: **`anonymous`**
- Password: **`<your Internet e-mail address>`**

NOTE: With Web browser software, such as Netscape Navigator and Internet Explorer, you do not need a user name and password.

Support from Your Network Supplier

If you require additional assistance, consult 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 consult your network supplier, 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 consult 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, go to the Web site associated with your region of the world shown below.

Region	URL for Regional Web Site
Asia and the Pacific Rim	ap.3com.com/contacts/support-contacts.html
Africa, Europe, and the Middle East	emea.3com.com/support/supportnumbers.html
Latin America	lat.3com.com/lat/support/index.html
North America	csoweb4.3com.com/contactus/

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 an authorization number. Products sent to 3Com without authorization numbers will be returned to the sender unopened, at the sender's expense. To obtain an authorization number, go to the Web site listed above for your region.

Regulatory Compliance Information

NOTE: This product contains encryption. It is unlawful to export out of the U.S. without obtaining a U.S. Export License.

FCC Part 15 Notice (Applicable to use within the USA)

CAUTION: FCC Radio-Frequency Exposure Notice

This device generates and radiates radio-frequency energy. In order to comply with FCC radio-frequency radiation exposure compliance requirements, a separation distance of at least 2.5 cm (1.0 inch) must be maintained between the antenna of the device and all persons.

This product does not contain any user serviceable components. Any unauthorized product changes or modifications will invalidate 3Com's warranty and all applicable regulatory certifications and approvals.

Unintentional Radiator

WARNING: This equipment has been tested and found to comply with the limits for a Class B digital device as applicable, 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.

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:

1. This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undersired operation.
2. The user may find the following booklet prepared by the Federal Communications Commission helpful:*The Interference Handbook*

This booklet is available from the U.S. Government Printing Office, Washington, D.C. 20402. Stock No. 004-000-00345-4.

FCC Declaration of Conformity

3Com Corporation, 3930 W. Parkway Blvd., PO Box 704010, West Valley City, UT 84119, (800) 527-8677

Declares that the Product:

Date: April 11, 2002

Brand Name: 3Com Corporation

Model Number: 3CRSHEW696

Equipment Type: 802.11b Wireless USB Adapter

Complies with Part 15 of the FCC rules. Operation is subject to the following two conditions:

1. this device may not cause harmful interference, and
2. this device must accept any interference received, including interference that may cause undesired operation.

3Com Corporation	3CRSHEW696
FC	Tested To Comply
	With FCC Standards
FOR HOME OR OFFICE USE	

Industry Canada Notice (Applicable for use within Canada)

This device complies with Canadian RSS-210.

To prevent radio interference to the licensed service, this device is intended to be operated indoors and away from windows to provide maximum shielding. Equipment (or its transmit antenna) that is installed outdoors is subject to licensing.

The installer of this radio equipment must ensure that the antenna is located or pointed such that it does not emit RF field in excess of Health Canada limits for the general population; consult Safety Code 6, obtainable from Health Canada's website www.hc-sc.gc.ca/rpb.

Avis de conformité à la réglementation d'Industrie Canada

Cet appareil est conform à la norme CNR-210 du Canada.

Pour empêcher que cet appareil cause du brouillage au service faisant l'objet d'une licence, cet appareil doit être utilisé à l'intérieur seulement et devrait êtra placé loin des fenêtres afin de fournir un écran de blindage maximal.

L'installateur du présent matériel radio doit s'assurer que l'antenne est située ou pointée de manière à ce que cette derniére n'émette pas de champs radioélectriques supérieurs aux limites spécifiées par Santé Canada pour le grand public; condulter le Code de sécurité 6, disponible sur le site Web de Santé Canada, à l'adresse suivante: www.hc-sc.gc.ca/rpb.

Industry Canada (IC) Emissions Compliance Statement

This Class B digital apparatus complies with Canadian ICES-003.

Avis de conformité à la réglementation d'Industrie Canada

Cet appareil numérique de la classe B est conform à la norme NMB-003 du Canada.

Safety Notice

This device has been tested and certified according to the following safety standards and is intended for use only in Information Technology Equipment which has been tested to these or other equivalent standards:

UL Standard 60950 (3rd Edition)/ CSA C22.2 No. 60950

IEC 60950

EN 60950

European Community Declaration of Conformity

CE 0560 !

Hereby, 3Com Corporation, declares that this Wireless LAN product is in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC.

Due to frequency restrictions, it is necessary to select your country before using this radio device. Refer to your 3Com Wireless LAN Manager online help for details.

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