



3COM

Wireless LAN PC Card

Wireless LAN PC Card User Guide

3CRSHPW796

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

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It is the policy of 3Com Corporation to be environmentally-friendly in all operations. To uphold our policy, we are committed to:

Establishing environmental performance standards that comply with national legislation and regulations.

Conserving energy, materials and natural resources in all operations.

Reducing the waste generated by all operations. Ensuring that all waste conforms to recognized environmental standards. Maximizing the recyclable and reusable content of all products.

Ensuring that all products can be recycled, reused and disposed of safely.

Ensuring that all products are labelled according to recognized environmental standards.

Improving our environmental record on a continual basis.

End of Life Statement

3Com processes allow for the recovery, reclamation and safe disposal of all end-of-life electronic components.

Regulated Materials Statement

3Com products do not contain any hazardous or ozone-depleting material.

Environmental Statement about the Documentation

The documentation for this product is printed on paper that comes from sustainable, managed forests; it is fully biodegradable and recyclable, and is completely chlorine-free. The varnish is environmentally-friendly, and the inks are vegetable-based with a low heavy-metal content.

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1 Installing Your Wireless LAN PC Card and 3Com Wireless Card 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 Card Manager
- Warranty Information
- This Wireless LAN PC Card User Guide
- Wireless LAN PC Card Installation Guide
- Adobe Acrobat Reader

Windows XP, 2000, Me, and 98 SE

If you are accessing this guide as part of your PC Card 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 Insert your Wireless LAN PC Card as indicated below:



- 3 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.
- 4 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.
- 5 Restart the computer whenever you are prompted.

1 Installing Your Wireless LAN PC Card and 3Com Wireless Card Manager

Confirming Device Installation

- 1 With your PC Card installed in the computer, 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*. An entry for 3CRSHPW796 will appear.
- 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 Card Manager

- 1 If you restarted your computer after installing the Wireless LAN PC Card 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 *Install 3Com Wireless Card Manager* 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 PC Card, start the 3Com Launcher by selecting *Start > Programs > 3Com Mobile > 3Com Wireless Card Manager*.

Using Wireless Card Manager

Refer to the 3Com Wireless Card Manager help for detailed information about how to use Wireless Card Manager.

Wireless LAN PC Card LED Indicators

| Power/Activity LED | |
|--------------------|--|
| Condition | Description |
| Off | The computer does not recognise the Wireless LAN PC Card or the computer is powered off. |
| Green | The Wireless LAN PC Card has power. |
| Green Flashing | Data transfer is taking place. |
| Link LED | |
| Condition | Description |
| Off | The PC Card is not associated with a Wireless network. |
| Green | The PC Card is associated with a Wireless network. |

2 Troubleshooting

Diagnosing Problems

If you have difficulty using the Wireless LAN PC Card, try the solutions in the following table. If you continue to experience difficulty, see the next two sections, "[Uninstalling the PC Card](#)" and "[Uninstalling Wireless Card Manager](#)"

| Problem | Solutions |
|--|---|
| Wireless LAN PC Card Power/Activity LED is off | <ul style="list-style-type: none">■ Make sure the PC Card is properly inserted in the slot.■ Check the Wireless LAN PC Card icon in the Windows control panel and make sure the PC Card type can be recognized.■ Check "Confirming Device Installation" on page 6. |
| Wireless LAN PC Card installs as an unknown device | Remove the unknown device from the Device Manager 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. |
| Installation program does not finish or the driver fails to load | Use the Device Manager to resolve resource conflicts that may exist. Select <i>System</i> from the Control Panel, and then click the Device Manager tab. |
| Network association is intermittent | Try reorienting the computer. For best use of the antenna: <ul style="list-style-type: none">■ 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 position of the computer slightly.■ If necessary, move your computer a few inches to find a better signal. |
| Computer operating system does not recognize the card | <ul style="list-style-type: none">■ Make sure the card is properly inserted in the slot and Cardbus support is installed.■ Windows XP, 2000, Me, and 98 SE: Check whether the computer has a Plug-and-Play BIOS. |
| 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. |

Uninstalling the PC Card

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

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

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



CAUTION: Exit any networking applications and remove the Wireless LAN PC Card before uninstalling the card.

2 Troubleshooting

- 1 Make sure you have exited any networking applications.
- 2 Use the standard operating system procedure to remove the card 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*.
Select the entry for 3CRSHPW796.
 - e If you are using Windows 98 SE and ME select *Remove*.
If you are using Windows XP or 2000, from the Action menu, select *Uninstall*.
 - f Click *OK*.
 - g Close the open windows until you return to the desktop.
- 3 Remove the adapter.
- 4 Restart the computer.



CAUTION: To avoid damaging the card, do not pull on the antenna. Refer to your computer's documentation for PC Card removal instructions.

Uninstalling Wireless Card Manager

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

You can uninstall Wireless Card 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 Card 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 PC Card Driver

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

Windows XP and 2000

- 1 Insert your Wireless LAN PC Card into the PC card slot.
- 2 If you are using Windows 2000, select *Start > Settings > Control Panel*, then double-click the *System* icon.
If you are using Windows XP, select *Start > Control Panel*, then double-click the *System* icon.
- 3 Select the *Hardware* tab and click *Device Manager*.
- 4 Double-click *Network Adapters*.
- 5 In Windows 2000, double-click the appropriate entry for 3CRSHPW796, select the *Driver* tab, and click *Update Driver*.
In Windows XP, right-click the appropriate entry for 3CRSHPW796 and click *Update Driver*.
- 6 The Hardware Update Wizard window appears. Insert the 3Com Installation CD.
- 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 *3Com Installation CD* or enter the directory on your hard drive where the updated driver is located. Click *Continue*.
- 10 Select *Wireless LAN PC Card* 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 PC Card into the PC card slot.
- 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, double-click the Network Adapters list.
- 5 Select the 3CRSHPW796 entry and click *Properties*.
- 6 Select *Driver* and click *Update Driver*.
- 7 The Hardware Update Wizard window appears. Insert the 3Com Installation CD.
- 8 In the Update Device Driver Wizard, follow the prompts to install the upgrade.
- 9 When you are prompted to select an adapter, click *Have Disk...* and enter the drive letter for the *3Com Installation CD* or enter the directory on your hard drive where the updated driver is located. Click *Continue*.
- 10 When prompted, click *Restart* for the changes to take effect.

2 Troubleshooting

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>`**



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 | http://ap.3com.com/support/ |
| Africa, Europe, and the Middle East | emea.3com.com/support/supportnumbers.html |
| Latin America | lat.3com.com/lat/support/index.html (Also, you can telephone 800.998.2112.) |
| North America | 3com.com (Also, you can telephone 847.262.0070.) |

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 below and select your region:

http://www.3com.com/support/en_US/repair

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 equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. End-users must follow the specific operating instructions for satisfying RF exposure compliance.

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.

This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

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 undesired 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.

Manufacturer's Declaration of Conformity

3Com Corporation, Corporate Headquarters, 5400 Bayswater Plaza, Santa Clara, CA 95052-8145, USA

Declares that the Product:

Date: January 31, 2002

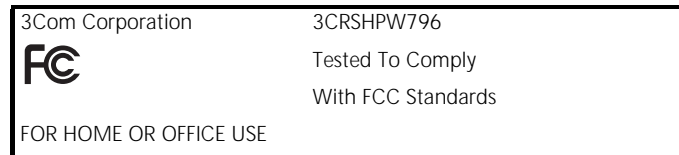
Brand Name: 3Com Corporation

Model Number: 3CRSHPW796

Equipment Type: 802.11b Wireless PC Card

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.



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 conforme 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 être 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 dernière n'émette pas de champs radioélectriques supérieurs aux limites spécifiées par Santé Canada pour le grand public; consulter 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 conforme 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 CE Notice

Marking by the symbol



indicates compliance with the essential requirements of Directive 73/23/EC and the essential requirements of articles 3.1(b), 3.2 and 3.3 of Directive 1999/5/EC. Such marking is indicative that this equipment meets or exceeds the following technical standards:

- EN 300 328-2 — Electromagnetic compatibility and Radio spectrum Matters (ERM); Wideband Transmission systems; data transmission equipment operating in the 2,4GHz ISM band and using spread spectrum modulation techniques
- ETN 301 489-17: V.1.1.1 (09-2000) — Electromagnetic compatibility and Radio spectrum Matters (ERM); ElectroMagnetic Compatibility (EMC) standard for radio equipment and services; Part 17: Specific conditions for Wideband data and HIPERLAN equipment
- EN 60950 — Safety of information technology equipment, including electrical business equipment.

 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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Regulatory Compliance Information