SOMAport™ Setup Guide

Release 2.0

Part 003776A revision 04

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Important safety instructions

Installation

Read instructions — Read and follow all of the safety and operating instructions before operating the SOMAport.

Retain instructions — Retain the safety and operating instructions for future reference.

Heed warnings — Adhere to all warnings on the SOMAport and in the operating instructions.

Ventilation — Slots and openings in the SOMAport housing provide ventilation, ensure its reliable operation, and protect it from overheating. Do not block or cover these openings. Do not place the SOMAport in a built-in installation such as a bookcase or rack unless there is proper ventilation or the installation instructions have been adhered to.

Power sources — Use only the type of power source indicated on the label. If you are not sure of the type of power supplied to your home, consult your product dealer or local power company.

Grounding or polarization — The plug for the power cord on the SOMAport fits into the power outlet only one way. If you are unable to insert the plug fully into the outlet, contact your electrician to replace your outlet. To prevent electric shock, do not use this plug with an extension cord or outlet unless you can fully insert the blades without blade exposure. Do not defeat the safety purpose of this plug.

Power-cord protection — Route power-supply cords so that they are not likely to be walked on or pinched by items placed upon or against them. Watch for wear in the cord at the plug and socket.

Accessories — To avoid personal injury or damage to the SOMAport, do not place it on an unstable cart, stand, tripod, bracket, or table.

Attachments — Do not use attachments with the SOMAport that have not been recommended in this guide as they may cause hazards.

Water and moisture — Do not use the SOMAport near water or moisture.

Maintenance and servicing

Cleaning — Unplug the SOMAport from the wall outlet before cleaning. Do not use liquid cleaners or aerosol cleanser. Use a dry cloth for cleaning.

Servicing — Do not attempt to service the SOMAport yourself as opening or removing covers may expose you to dangerous voltage or other hazards and may void the warranty. There are no user-serviceable parts inside. Refer all servicing to qualified service personnel.

Replacement parts — When replacement parts are required, have the technician verify that the replacements being used have the same safety characteristics as the original parts. Use of replacement parts specified by the product manufacturer can prevent fire, electric shock, or other hazards.

Conditions requiring service — Unplug the SOMAport from the wall outlet and refer servicing to qualified service personnel under the following conditions:

- The power supply or cord is damaged.
- Liquid has been spilled on the SOMAport or it has been exposed to water.
- An object has fallen into the SOMAport.
- The SOMAport does not function normally even though you have adhered to the operating instructions and have made adjustments to only those controls covered by the operating instructions.
- The SOMAport has been dropped and a change in performance has occurred.
- The SOMAport exhibits a distinct change in performance.

Alerts used in this guide

WARNING: Where you see this symbol and the WARNING heading, strictly follow the instructions to avoid personal injury or damage to the product.

Regulatory notices

The SOMAport 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, you can try to correct the interference by:

- Relocating the SOMAport

- Increasing the distance between the SOMAport and the device experiencing the interference

- Connecting the equipment to an outlet on a circuit different from that to which the SOMAport is connected

Declaration of Conformity

SOMA Networks, Inc.,
185 Berry Street, Suite 2000
San Francisco, CA 94107 U.S.A.
(415) 882-6500
declares under our sole responsibility that the product
SOMAport

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.

ATTENTION: Changes or modifications not expressly approved by SOMA Networks for compliance could void the user's authority to operate the equipment.

Contents

INTRODUCTION

This chapter gives an overview of the SOMAport and shows the layout of the front and back panels.

Contents

Overview

The SOMAport is a compact terminal to which you can connect a computer or a local area network (LAN) as well as telephones.

One company, the wireless service provider, delivers both high-speed, always-on Internet service and telephone service to the devices that are connected to the SOMAport. Because the SOMAport uses wireless technology, there is no wiring or cabling connecting it to your wireless service provider's facilities. Instead, the SOMAport communicates with your wireless service provider's network over the air.

> **NOTE:** Although this document makes a distinction between the wireless service provider, which provides you with telephone and Internet service via the SOMAport over a wireless connection, and the telephone company, which provides telephone service over a land-line connection, it is possible that your telephone company is also your wireless service provider.

Internet service

The SOMAport provides a high-speed Internet connection that is much faster than a regular dial-up modem. You can also be connected to the Internet and use the telephone at the same time.

Internet connections are made via Ethernet. You can connect one computer directly to the Ethernet port, or you can connect multiple computers to the SOMAport using a hub or a switch. If your computer does not have an Ethernet card, you may be able to connect using the USB port.

Telephone service

The telephone service provided by the SOMAport is independent and separate from your wired phone service. Wireless services may differ from your traditional wired services. Consult with your wireless service provider for details.

Radio spectrum

The SOMAport supports various bands of radio spectrum from 1.8–2.7 GHz.

Routine maintenance

The SOMAport does not require maintenance or servicing other than occasionally cleaning the outside of the unit. Follow these guidelines:

- Wipe the unit down with a dry cloth periodically.

- Do not use cleaners, solvents, or water.

If you spill liquid inside the SOMAport, unplug it, and call your wireless service provider.

Other documents

Once you have installed the SOMAport using this guide, you may need to refer to one or more of the following documents.

- **SAU Installation Guide** – This document is shipped with the optional SOMAport Accessory Unit (SAU). It describes how to install the SAU outdoors, ground it, and connect it to the SOMAport.

- **Services documentation** – The *SOMAport Setup Guide* does not describe how to use telephone and Internet services. Contact your wireless service provider for information.

The front panel

There are five lights on the front panel of the SOMAport. These lights indicate the state of the SOMAport. Their locations are shown below.

Status Light

Signal Strength
Indicator Lights

00076
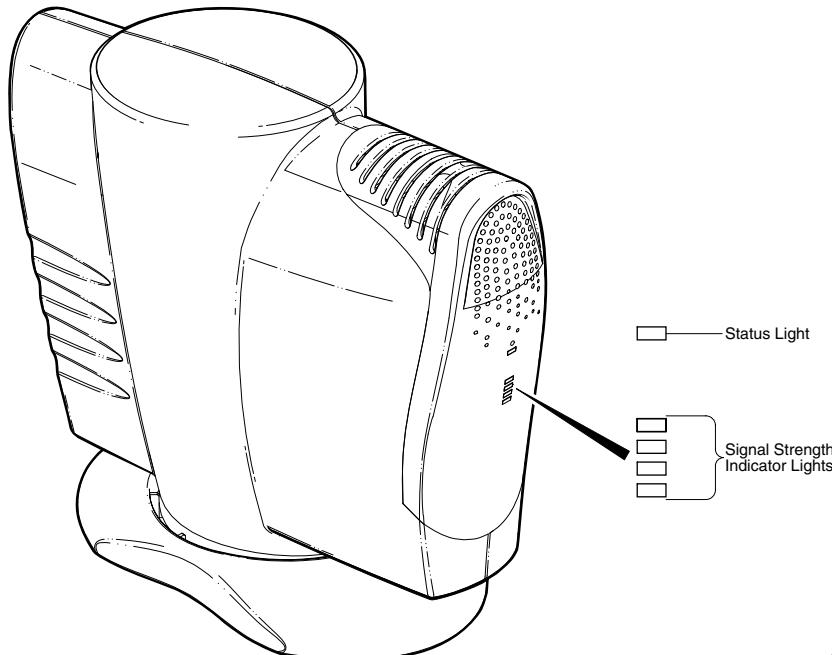
Lights

The lights have the following functions.

Light	Description
Status	The top light is the status light. It indicates whether or not the SOMAport is receiving power and functioning normally.
Signal Strength Indicator	The group of four lights below the status light report on the strength of the radio signal.

See the chapter "SOMAport Lights" on page 57 for information about reading the lights.

The back panel

The jacks and ports that are used to connect other devices to the SOMAport are located on the back panel. The telephone jacks connect telephones to the SOMAport, whereas the Ethernet port is used to connect to computer equipment. The locations of the connectors are shown below.
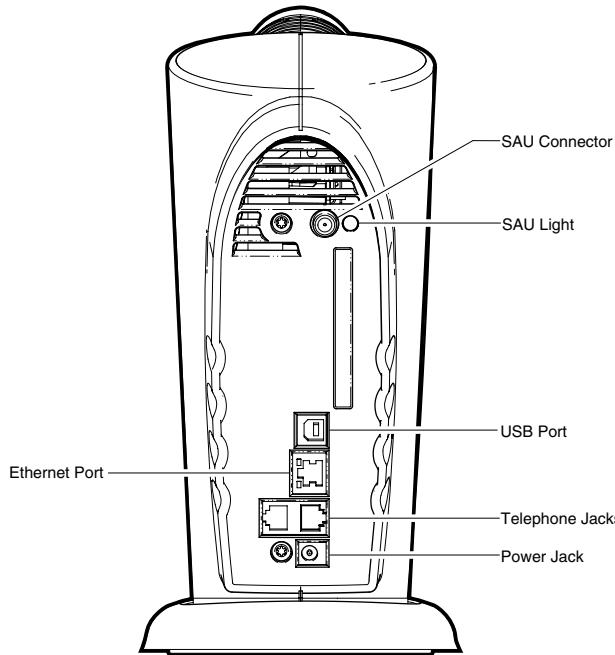
00077

The connectors and switches on the back panel have the following functions.

Part	Description
SAU connector	This is the connector to which the optional SOMA Networks SOMAport Accessory Unit (SAU) attaches. **ATTENTION:** The SAU connector should be connected to the SOMA Networks SAU only, as control voltages and signals are present at this connector. Other manufacturers' antennas should never be connected to the SAU connector as they will provide no improvement to reception and will result in irreparable damage to the SOMAport or to the device connected to it, rendering it inoperative.
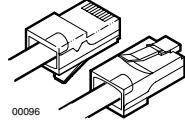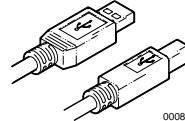
Part	Description
SAU light	This light indicates which antenna is being used. See "SAU light" on page 62.
USB port	This port provides an alternative method for connecting a USB-compatible computer or hub to the SOMAport.
Ethernet port	This port connects a computer or a hub to the SOMAport. A straight-through cable is used for direct connection to a computer or to the uplink port on a hub. A crossover cable is used for connection to the Ethernet port on a hub. The Ethernet lights are located on this port. They indicate the status of the Ethernet connection. See "Ethernet status lights" on page 61.
Telephone jacks	These jacks connect telephones to the SOMAport.
Power jack	The power supply plugs into this jack.

Cables

The following cables are supplied with the SOMAport.

Cable Type		Description
Ethernet	00096	If your computer has an Ethernet card, use the Ethernet cable to connect your computer to the SOMAport. Ethernet cables look similar to telephone cables. However, you can tell the two apart because the connector on an Ethernet cable is approximately twice as large as the connector on a telephone cable.
USB	00085	If your computer does not have an Ethernet card, but has a USB port, use the USB cable to connect your computer to the SOMAport.

Antennas

The SOMAport receives radio signals from and transmits radio signals to a basestation operated by your wireless service provider. The basestation consists of a tower and an equipment box that houses the radio transmitters and receivers that allow the tower to communicate with the SOMAport.

The internal antenna

The SOMAport is essentially a two-way radio with an antenna inside. You don't have to aim this antenna yourself. The antenna tunes itself when you plug in the SOMAport. The SOMAport also periodically checks whether or not the current antenna direction is optimal. If it is not, the SOMAport automatically adjusts the antenna direction. This means that if you move the SOMAport without unplugging it first and the antenna direction is no longer optimal for the new location, the SOMAport will automatically resteer the antenna to improve performance.

SOMAport performance can be affected by the strength of the wireless signal it receives. The distance from your wireless service provider's nearest tower, the construction of the building, the surrounding terrain, and the placement of the SOMAport can potentially affect the strength of the signal.

⚠️ **WARNING:** While this device is in operation, a separation distance of at least 20 centimeters (8 inches) must be maintained between the radiating antenna and any person exposed to the transmitter in order to meet the FCC RF exposure guidelines. No change to the antenna or device is permitted. Doing so may result in the installed system exceeding RF exposure requirements. This device must not be co-located or operating in conjunction with any other antenna or radio transmitter. Installers and end users must follow the installation instructions provided in this guide.

The SAU

The SOMAport internal antenna provides good reception in most situations. However, in rare cases, the internal antenna is unable to acquire a sufficiently strong signal. The SOMAport supports an optional device, the SOMAport Accessory Unit (SAU), to address these circumstances. The SAU is an external antenna mounted on the outside of your home or building. Contact your wireless service provider or retailer for more information about the SOMA Networks SAU.

⚠️ **WARNING:** Only the SOMA Networks SAU can be connected to the SOMAport. Connecting other manufacturers' antennas or products to the SAU connector will provide no improvement to reception and will result in irreparable damage to the SOMAport or to the device connected to it. rendering it inoperative.

Connection options for telephones

If you subscribe to or intend to subscribe to telephone service via the SOMAport, you can connect telephones to the SOMAport in two ways. You can:

■ Connect the telephone directly to the SOMAport by plugging it into one of the telephone jacks on the back of the SOMAport.

■ Use your in-building telephone wiring to connect telephones to the SOMAport.

Direct connections

You can use this method if the telephone and computer devices in your home or office are near each other and the SOMAport can be placed close enough to allow direct connections to all of them, as shown below.

00080
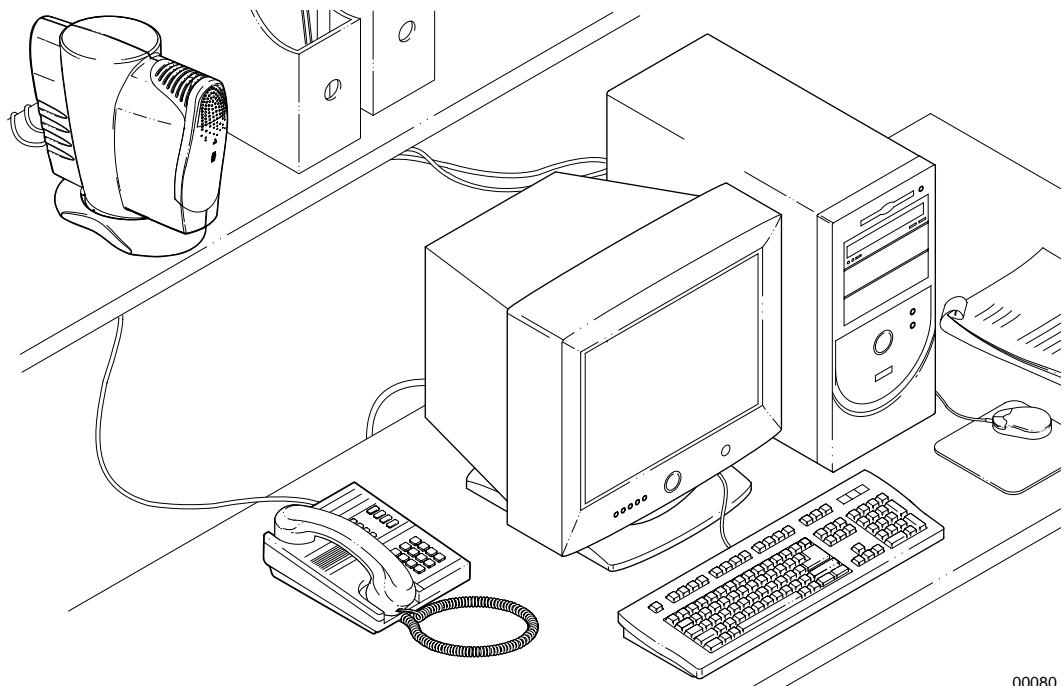
Connections to in-building telephone wiring

If you have a number of telephones located in different rooms that you want to connect to the SOMAport, you can connect them through the existing telephone wiring in your building. This allows you to avoid running long cables throughout your home or office to connect your telephones to the SOMAport.

To connect telephones to the SOMAport using the telephone wiring in your home or office, you connect the SOMAport and each telephone to a wall phone jack.

If you decide to use your in-building wiring, do not use wires that are in use for phone service from the local telephone company. You can test if your home wiring is active by connecting a telephone to a wall telephone outlet and listening for dial tone. Contact your wireless service provider for guidelines.
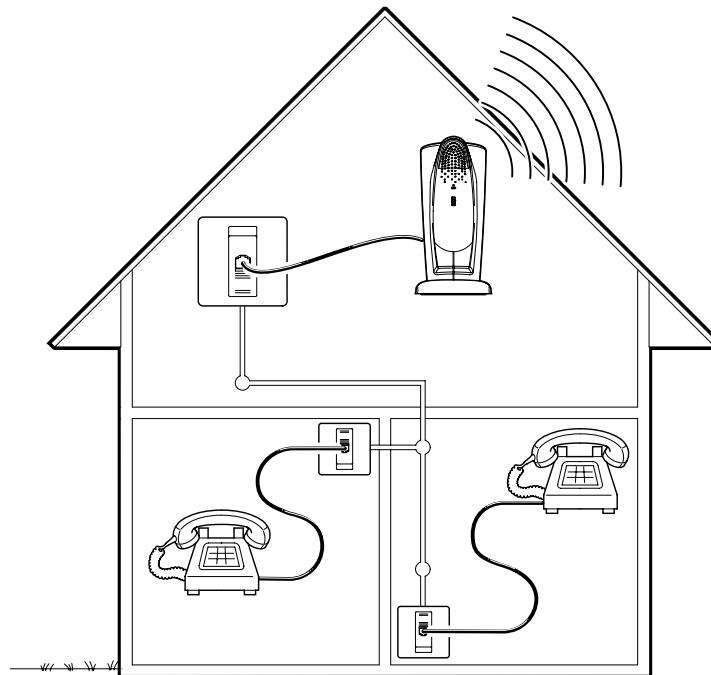
00104

INSTALLING THE SOMAPORT

This chapter describes how to connect computer and telephone equipment to the SOMAport.

Contents

INSTALLING THE SOMAport AND CONNECTING EQUIPMENT

This section describes how to power on the SOMAport, connect computers and telephones to it, and activate full service.

Contents

An overview of the installation

The following is an overview of the sequence of installation tasks required to connect equipment to and power on the SOMAport.

Task	See
1 Unpack the SOMAport and make sure you have all the necessary parts.	"Unpacking the SOMAport" on page 24
2 Locate the serial number on the base of the SOMAport. Write it down in a convenient place. You will need this number if you call customer support.	
3 Choose a location for the SOMAport.	"Choosing the best location for the SOMAport" on page 25
4 Connect the power supply to the SOMAport and plug in the SOMAport to power it on.	"Connecting the power supply and powering on the SOMAport" on page 26
5 Connect your computer to the SOMAport. You can use Ethernet or, if your computer does not have an Ethernet card, USB. You can also connect multiple computers to the SOMAport using an Ethernet hub or switch.	"Connecting a computer via Ethernet" on page 28 or "Connecting a computer via USB" on page 30
6 If telephone service is available in your area and you subscribe to it, connect your telephone to the SOMAport.	"Connecting telephones to the SOMAport" on page 35
7 Connect to the Internet. **NOTE:** You may have to activate full service if your service provider hasn't already done so.	"Activating service" on page 39

Unpacking the SOMAport

Unpack the SOMAport from its box and make sure you have all the pieces shown below.

Power Supply

SOMAport

USB Cable

Ethernet
Straight-Through Cable

SOMAport
Setup Guide

SOMAport Documentation
and USB Drivers CD

SOMAport Quick
Setup Card
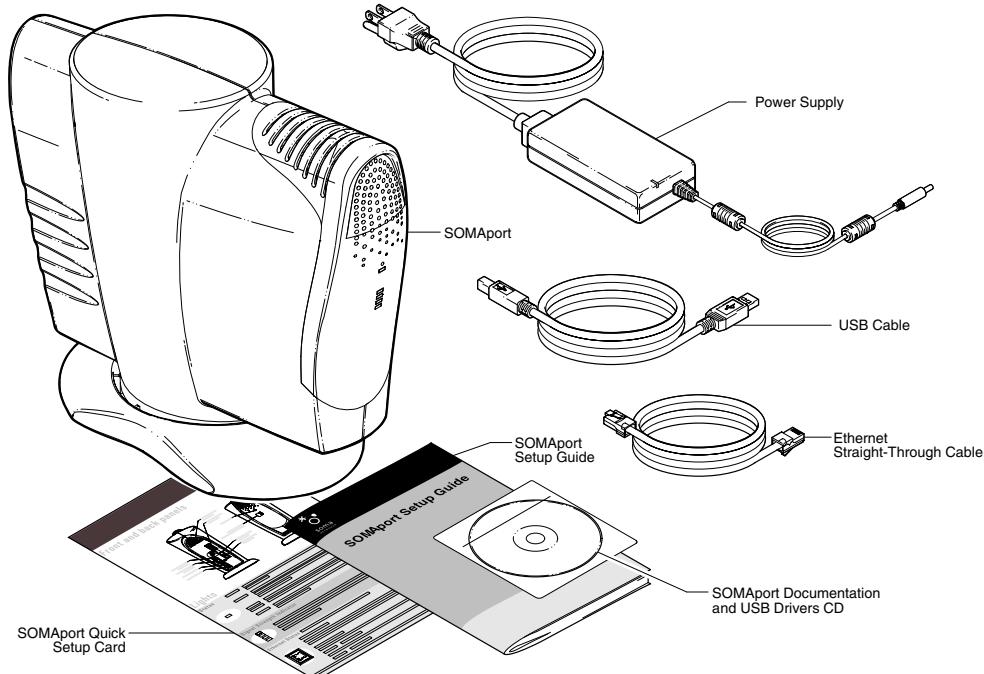
00083

Choosing the best location for the SOMAport

Although the SOMAport internal antenna is self-aiming, you can take steps to optimize the signal reception and performance of the SOMAport by following these recommendations when choosing a location:

- Allow at least 46 centimeters (18 inches) of space around the SOMAport.

- If your home or office has multiple floors, place the SOMAport on one of the upper floors, if possible. Avoid putting it in the basement.

- Place the SOMAport higher up in a room. For example, putting it on a desk or a shelf will give you a stronger signal than if you place it on the floor.

- Place the SOMAport on a surface such as a desk rather than in a cupboard or under a table.

- Place the SOMAport near a window rather than on the other side of the room.

- Avoid placing the SOMAport close to certain electronic devices, such as microwave ovens and computer monitors, as this can cause interference.

## Connecting the power supply and powering on the SOMAport

The SOMAport does not have a power switch. You turn on the SOMAport by plugging it into a power outlet, and turn it off by unplugging it. When you plug in the SOMAport, it starts, connects to your service provider's network, and tunes itself (acquires a radio channel).

⚠️ **WARNING:** Use only the power supply and power cord that came with the SOMAport. Using another power supply may damage your equipment and poses the risk of shock or electrocution.

▸ **To install the power supply and power on the SOMAport**

1 Insert the connector on the power cord that is attached to the power supply into the power jack on the back of the SOMAport.

Grounded Power Outlet

Power Cord

Power Supply

Power Jack

Power Light
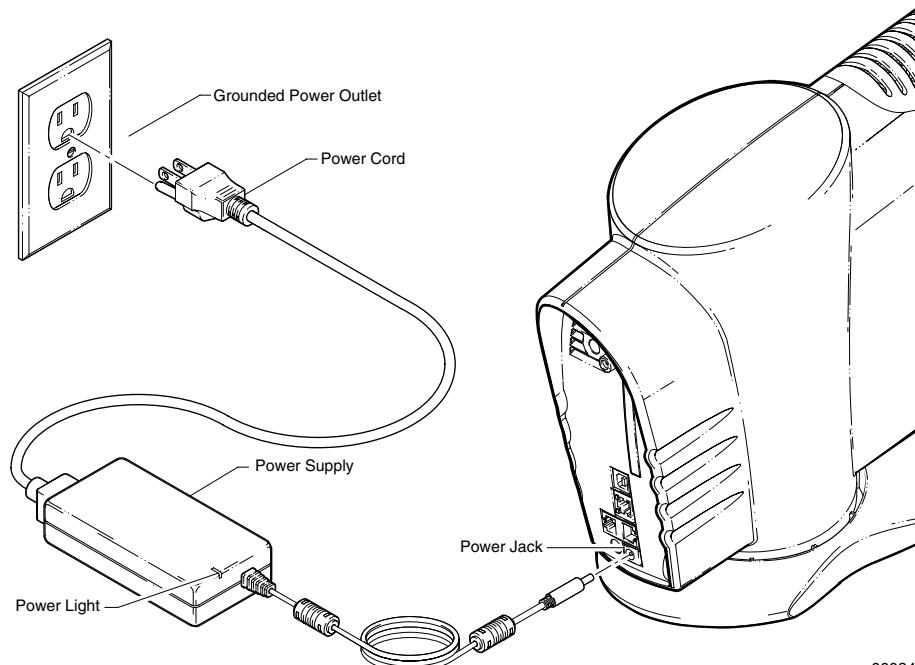
00084

2 Insert the socket end of the power cord into the power supply's receptacle.

3   Position and orient the SOMAport in the location in which you plan on keeping it.

4   Insert the plug end of the power cord into a three-prong grounded power outlet.

The SOMAport powers on when you plug it in. There is no power button.

The light on the power supply indicates whether or not it is receiving power.

N O T E : If you ever need to disconnect the power supply, disconnect the power cord from the power outlet first. Then unplug the connector from the back of the SOMAport.

When is the SOMAport ready?

The SOMAport takes up to five minutes to start, acquire a radio signal, and connect to the network. Watch the status light on the front panel of the SOMAport for the following sequence of lights:

- **Amber** – the SOMAport is performing a diagnostic test

- **Flashing amber** – the SOMAport has passed the diagnostic test and is connecting to the service provider's network

- **Green** – the SOMAport is connected to the service provider's network and is receiving a radio signal

N O T E : If the status light does not turn green within five minutes or if the light on the power supply does not turn green, see the chapter "Troubleshooting and Getting Help" on page 63.

What's next

When the status light on the front panel of the SOMAport turns green, you are ready to connect equipment to the SOMAport.

Connecting a computer via Ethernet

If your computer has an Ethernet card, use an Ethernet cable to connect your computer to the SOMAport. If your computer does not have an Ethernet card and it is running Windows 98SE or later, use the USB cable instead. See "Connecting a computer via USB" on page 30 for more information.

N O T E : If your operating system is Windows 95, Mac OS, or Linux 2.4, you must use Ethernet. You cannot use USB.

▸ **To connect a computer to the Ethernet port on the SOMAport**

N O T E : To connect multiple computers to the SOMAport, see "Connecting multiple computers to the SOMAport" on page 33.

1 Insert one end of the straight-through Ethernet cable into the Ethernet port on the back of the SOMAport.

2 Insert the other end of the cable into the Ethernet port on your computer.
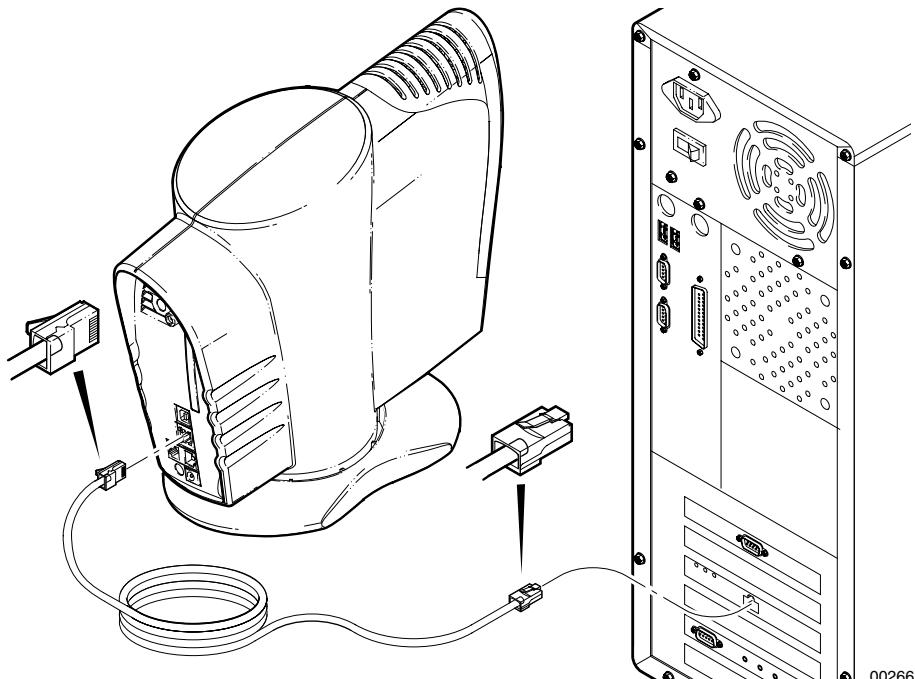
00266

What's next

If telephone service is available in your area and you are connecting a telephone to the SOMAport, go to "Connecting telephones to the SOMAport" on page 35.

If telephone service is not available in your area or you are not connecting a telephone to the SOMAport, go to "Activating service" on page 39.

Connecting a computer via USB

Universal serial bus (USB) can be used to connect a computer to the SOMAport. A USB cable is shipped with the SOMAport. For USB to work, your PC must be equipped with:

- a USB port
- Windows 98SE or higher

Even if you have a version of Windows that supports USB, you need to make sure your computer's USB port is enabled and properly set up.

You can connect the SOMAport to a USB hub. USB hubs are used to provide additional ports to a computer, allowing you to connect multiple USB devices, such as a printer or fax machine. However, unlike an Ethernet hub, a USB hub cannot be used to attach multiple computers to a SOMAport.

▶ To determine if the USB port is set up properly

1   Open the Control Panel:
    - In Windows 98 and 2000 and ME, choose Start→Settings→Control Panel.
    - In Windows XP, choose Start→Control Panel.

2   Double-click the System icon.

3   Open the Device Manager:
    - In Windows 98 and ME, click the Device Manager tab.
    - In Windows 2000 or XP, click the Hardware tab and then click the **Device Manager** button.

4   Display devices by type:
    - In Windows 95 and 98 and ME, make sure the **View devices by type** radio button is enabled.
    - In Windows 2000 and XP, select View→Devices by type.

5   Click the plus (+) icon next to the Universal Serial Bus controller option.

    If the following drivers are listed, USB is enabled and you can use the USB port:
    - USB Host Controller
    - USB Root Hub

If these drivers are not listed, there are two possible reasons:

- You have a USB Host Controller card installed in your PC, but the USB port is not enabled. See your computer's documentation for instructions on how to run your computer's BIOS Setup program to enable the USB port.

- You do not have a USB Host Controller card installed in your PC. You cannot use USB unless you purchase a USB Host Controller card.

▶ To connect a computer to the USB port on the SOMAport

1 Insert the SOMAport Documentation and USB Drivers CD into the CD-ROM drive on the computer.

The SOMAport Documentation window opens.

2 Plug the square connector on the USB cable into the USB port on the back of the SOMAport.

00268
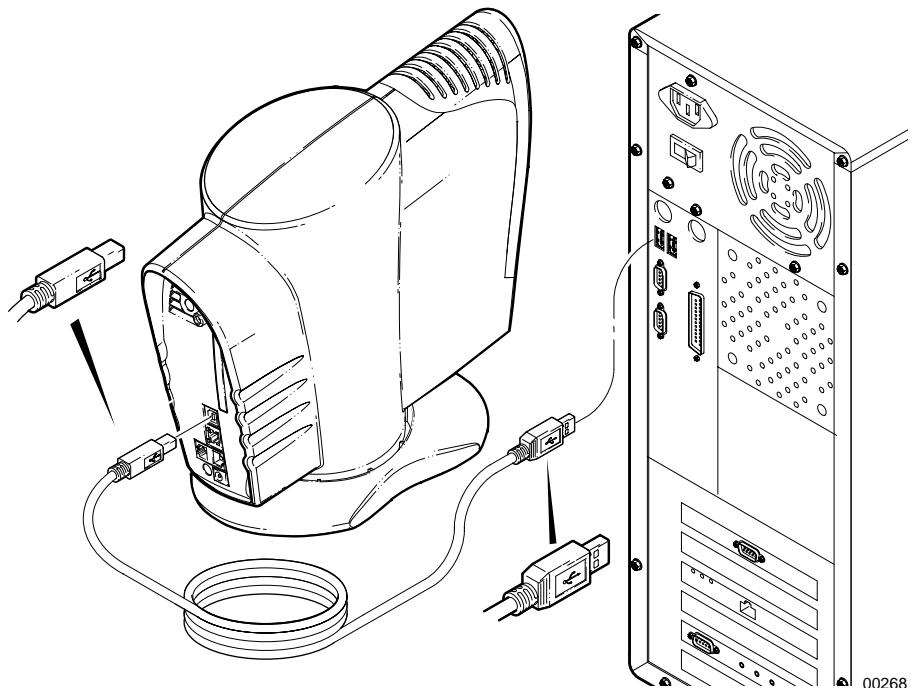
3 Plug the flat connector into the USB port on your computer.

A hardware wizard window opens.

See the next section, "Installing the USB software", for information about how to complete the wizard and install the USB drivers.

Installing the USB software

The new hardware wizard is different in each version of Windows. Follow the on-screen instructions, making sure you select the values indicated in the following table for your version of Windows.

You will see the following message at the beginning of the installation:

```
The software you are installing for this hardware:
SOMAport USB (SOMAport.SYS)
has not passed Windows Logo testing to verify its compatibility with
Windows.
```

Click **Continue Anyway**. The drivers have passed stringent internal testing by SOMA Networks, Inc.

Windows Version	Selections
Windows 98	■ When prompted for the type of search, select **Search for the best driver for your device**. ■ When prompted for a location, select **CD-ROM drive**. ■ Insert the Windows 98 Second Edition CD if prompted.
Windows 2000	■ When prompted for the type of search, select **Search for a suitable driver for your device**. ■ When prompted for a location, select **CD-ROM drives**.
Windows ME	■ When prompted for the type of search, select **Specify a location**. ■ When prompted for a location, select **Removable Media**.
Windows XP	■ When prompted for the type of search, select **Install the software automatically**. Windows XP finds the driver automatically.

What's next

If telephone service is available in your area and you are connecting a telephone to the SOMAport, go to "Connecting telephones to the SOMAport" on page 35.

If telephone service is not available in your area or you are not connecting a telephone to the SOMAport, go to "Activating service" on page 39.

Connecting multiple computers to the SOMAport

You can provide Internet service to a number of computers by using a networking technology such as 100BaseT (Ethernet networking), 802.11b (wireless Ethernet networking), HomeRF (wireless networking), or HomePNA (phoneline networking). Be sure to enable all devices to have Internet access through the Ethernet port on the SOMAport.

The following procedure describes how to connect multiple computers via an Ethernet hub or switch.

▶ **To connect multiple computers to the SOMAport**

1 Insert one end of the straight-through Ethernet cable into the Ethernet port at the back of the SOMAport.

2 Insert the other end of the cable into an uplink port on your hub or switch.
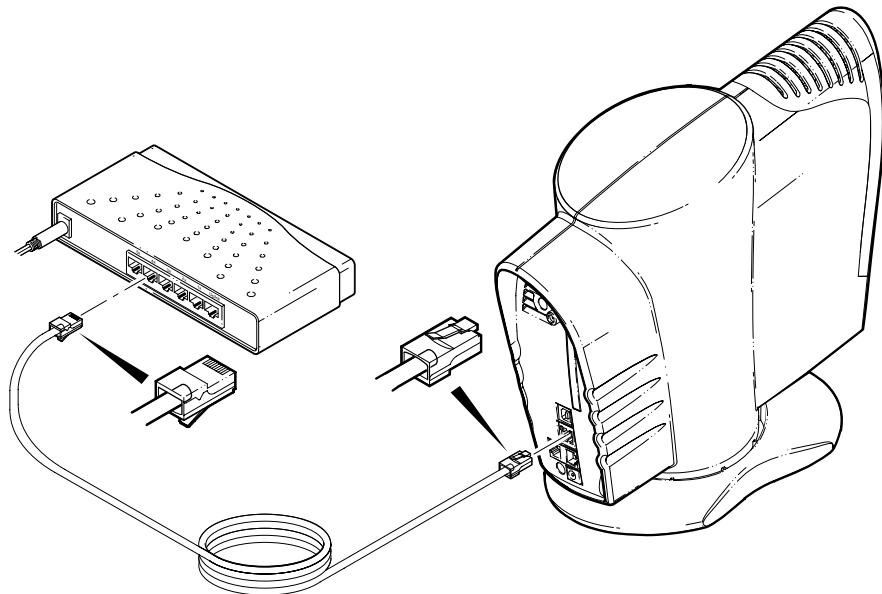
00092

NOTE: To connect the SOMAport to an Ethernet port on the hub or switch you must use a crossover cable.

33

What's next

If telephone service is available in your area and you are connecting a telephone to the SOMAport, go to "Connecting telephones to the SOMAport" on page 35.

If telephone service is not available in your area or you are not connecting a telephone to the SOMAport, go to "Activating service" on page 39.

Connecting telephones to the SOMAport

If telephone service is not available in your area or if you do not subscribe to telephone service, skip to "Activating service" on page 39.

Telephone jacks on the SOMAport

There are two telephone jacks on the back of the SOMAport. The telephone jack on the right corresponds to line 1 and the telephone jack on the left corresponds to line 2.

The way in which you connect telephones to the SOMAport depends on three things: the number of telephone lines you subscribe to (one or two), the number of telephones you connect to the SOMAport, and the types of telephones you connect (one-line or two-line telephones). The following table shows how to connect telephones to the SOMAport. Detailed procedures follow.

Telephone lines	Connecting one telephone	Connecting two telephones
One	You must connect the telephone to the line 1 jack. You cannot use the line 2 jack. See "To connect a single telephone to the SOMAport" on page 36.	You must insert a duplex adapter into the line 1 jack and then connect both telephones to the adapter. You cannot use the line 2 jack. See "To connect two telephones to the SOMAport (when you have one telephone line)" on page 38.
Two	You can use either telephone jack. ■ If you connect a two-line telephone to the line 1 jack, line 1 will be on the line 1 button on your telephone and line 2 will be on the line 2 button. ■ If you connect a two-line telephone to the line 2 jack, line 2 will be on the line 1 button on your telephone and line 1 will be on the line 2 button. See "To connect a single telephone to the SOMAport" on page 36.	Connect telephones to both jacks. ■ If you connect a single-line telephone to the line 1 jack, it will be serviced by line 1. ■ If you connect a single-line telephone to the line 2 jack, it will be serviced by line 2. ■ If you connect a two-line telephone to the line 1 jack, line 1 will be on the line 1 button on your telephone and line 2 will be on the line 2 button. ■ If you connect a two-line telephone to the line 2 jack, line 2 will be on the line 1 button on your telephone and line 1 will be on the line 2 button. See "To connect two telephones to the SOMAport (when you have two telephone lines)" on page 37.

N O T E : To connect a two-line telephone to the SOMAport, your telephone service must include two telephone lines.

## ▶ **To connect a single telephone to the SOMAport**

Insert the free end of the telephone cable into the right (line 1) jack.
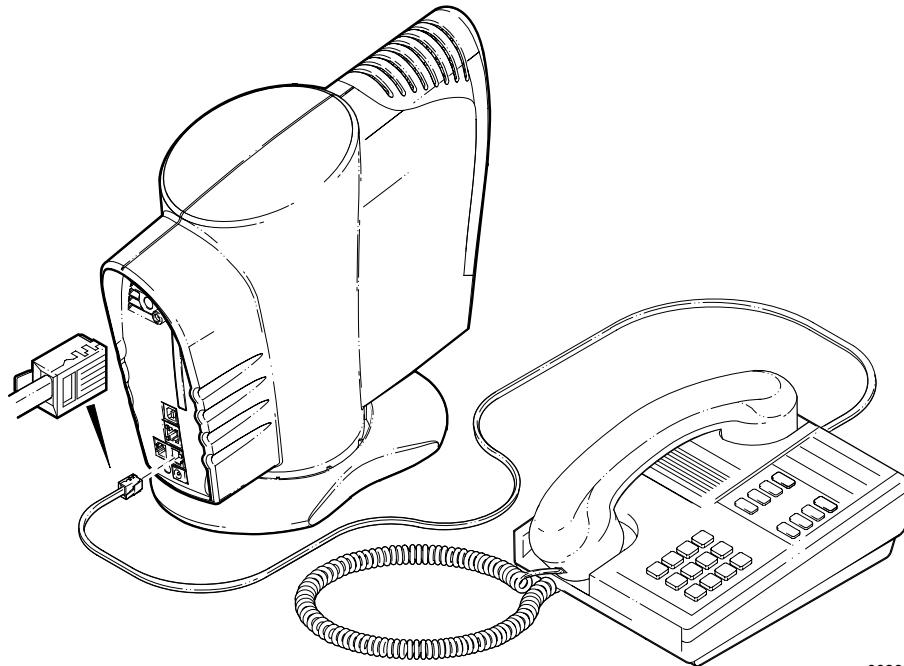
00265

## ▶ To connect two telephones to the SOMAport (when you have two telephone lines)

1 Connect the cable of the telephone you want serviced by line 1 to the right (line 1) jack.

2 Connect the cable of the telephone you want serviced by line 2 to the left (line 2) jack.

Line 2   Line 1

00437
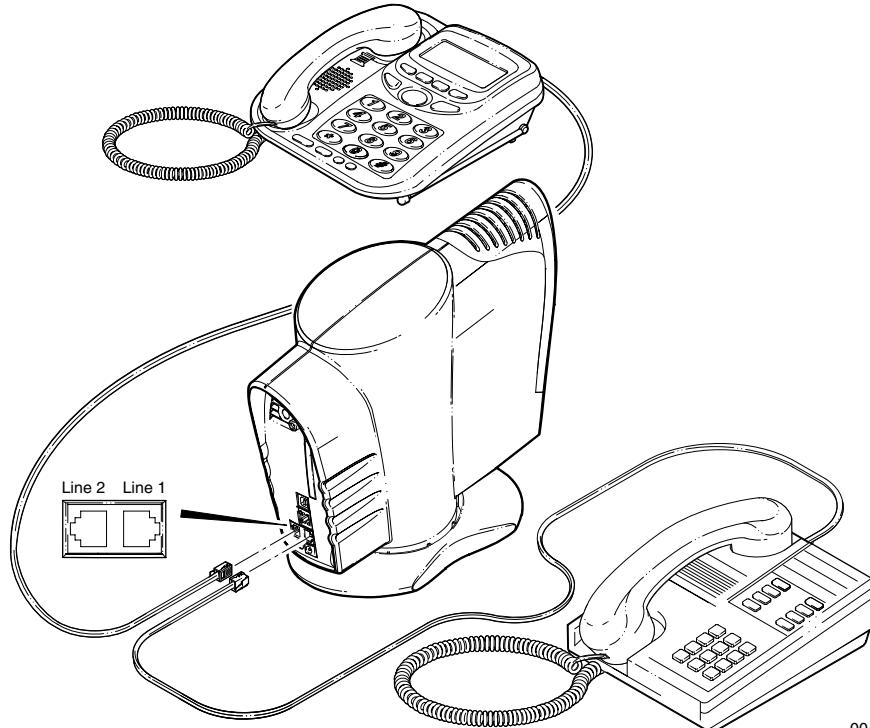
▶ **To connect two telephones to the SOMAport (when you have one telephone line)**

1 Insert a duplex adapter into the right (line 1) jack.

2 Insert the cable of one of the telephones into one of the jacks on the adapter.

3 Insert the cable of the second telephone into the other jack on the adapter.

Line 2   Line 1

00347
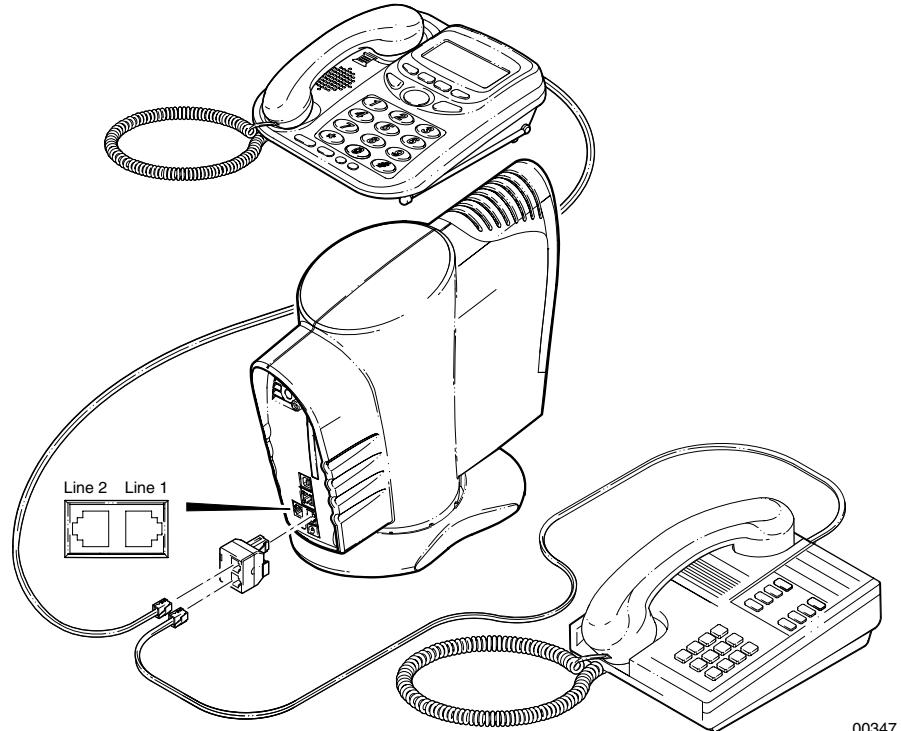
▶ **To test your telephone connection**

Pick up the receiver and listen for a dial tone.

- If you hear a dial tone, the SOMAport has finished starting and is connected to your service provider's network. You may have to activate full service if your service provider hasn't done so already. See "Activating service" on page 39.

- If you hear a series of tones, the SOMAport is still starting. Hang up, and listen again in a few minutes.

- If you hear silence, see "Finding problem causes" on page 64.

Activating service

There are two subscriber access modes:

- Restricted access -- you can only navigate to your service provider's Web site (where you can sign up for full service).

- Full service access -- you can browse any sites on the Internet.

If you have restricted access, you can activate full service online, as described below, or by calling your service provider.

▶ **To activate full service**

1 Restart your computer while it is connected to the powered-on SOMAport.

2 Launch a Web browser.

3 Direct your browser to a known valid Internet address (such as www.web.com).

- If the page opens, full service has already been activated and you can begin using your SOMAport for Internet service.

- If you are redirected to your service provider's Web page, you are in restricted mode and you must complete the sign-up procedure on the Web site to activate full service.

- If you can not open any Web pages at all:

  - See "Changing Ethernet Network Settings" on page 40 if you used Ethernet to connect your computer to the SOMAport.

  - See "Finding problem causes" on page 64 if you used USB.

CHANGING ETHERNET NETWORK SETTINGS

This section describes how to change your computer's network settings if you cannot get an Internet connection. Following the procedure appropriate for your operating systems ensures that your computer automatically obtains an IP address from your service provider so that it can connect to the Internet.

Contents

Changing network settings in Windows 95

Change your computer's network settings if you could not get an Internet connection after connecting your computer to the SOMAport.

The procedure you follow depends on whether or not your PC has previously been set up for a dial-up Internet connection. Choose one of the following procedures:

- If the PC has not previously been set up for a dial-up connection, you can use the Internet Connection Wizard. See "To run the Internet Connection Wizard in Windows 95" below.

- If the PC has been previously set up for a dial-up connection, the Internet Connection Wizard will not work and you must manually change the network settings. See "To change network settings in Windows 95" on page 42.

▶ To run the Internet Connection Wizard in Windows 95

1 Choose Start→Programs→Accessories→Internet Tools→Get on the Internet.

The Get Connected window opens.

N O T E : If your version of Windows 95 does not have this option, follow the procedure "To change network settings in Windows 95" on page 42.

2 Click **Next**.

The Setup Options window opens.

3 Enable the **Manual** radio button and click **Next**.

The Welcome to Internet Setup window opens.

4 Click **Next**.

5 Enable the **Connect using my Local Area Network** radio button and click **Next.**

The Internet Mail window opens.

6 Make sure the **Use Internet Mail** checkbox is disabled and click **Next**.

The Proxy Server window opens.

7 Make sure the **Use Proxy Server** checkbox is disabled and click **Next**.

The Complete Configuration window opens.

8   Click **Finish**.

9   Restart your computer.

   N O T E :   Do not skip this step.

10 Check your Internet connection.

   See "Activating service" on page 39.

▶ **To change network settings in Windows 95**

1   Select Start→Settings→Control Panel.

2   Double-click the Network icon.

   The Network window opens to the Configuration tab.

3   Select **TCP/IP**.

   ■   If multiple TCP/IP connections are listed, select the one that contains "Ethernet", "NIC", or "10/100 MB" in its name. Go to step 5.

   ■   If TCP/IP is not listed, go to step 4.

4   Install TCP/IP:

   i   Click **Add**.

          The Select Network Component Type window opens.

   ii   Select **Protocol** from the list.

   iii   Click **Add**.

          The Select Network Protocol window opens.

   iv   Select **Microsoft** from the Manufacturers list.

   v   Select **TCP/IP** from the Network Protocols list.

   vi   Click **OK**.

   vii   Insert the Windows 95 CD or reboot the computer if prompted to do so.

   viii If the PC reboots, repeat steps 1 to 3, then go to step 5.

5   Check the TCP/IP properties:

   i   Click **Properties**.

          The TCP/IP Properties window opens to the IP Address tab.

   ii   Make sure the **Obtain an IP address automatically** radio button is enabled.

   iii   Click the DNS Configuration tab.

   iv   Enable the **Disable DNS** radio button.

    v   Click **OK** on the TCP/IP Properties window.

   vi   Click **OK** on the Network window.

  vii   Restart the computer if prompted to do so.

6   Check your Internet connection by launching a Web browser on the computer connected to the SOMAport.

    If your browser automatically opens to your service provider's Web site, full service has already been activated.

    If your browser does not automatically open to your service provider's Web site, go to step 7.

7   Enter a valid Internet address (such as www.web.com) in the **Address** field and press Enter.

    ■   If the Web.com Web page opens, full service has already been activated and you can begin using your SOMAport for Internet service.

    ■   If your service provider's Web page opens, activate full service by following the sign-up procedure that is provided on the Web site.

    ■   If your computer attempts to connect to the Internet using an old dial-up connection, see "The computer uses an old dial-up connection to connect to the Internet" on page 74.

    ■   If you do not get an Internet connection, see "Finding problem causes" on page 64.

Changing network settings in Windows 98 and ME

Change your computer's network settings if you could not get an Internet connection after connecting your computer to the SOMAport.

The procedure you follow depends on whether or not your PC has previously been set up for a dial-up Internet connection. Choose one of the following procedures:

- If the PC has not previously been set up for a dial-up connection, you can use the Internet Connection Wizard. See "To run the Internet Connection Wizard in Windows 98 and ME" below.

- If the PC has been previously set up for a dial-up connection, the Internet Connection Wizard will not work and you must manually change the network settings. See "To change network settings in Windows 98 and ME" on page 45.

▶ **To run the Internet Connection Wizard in Windows 98 and ME**

1   Start the Internet Connection Wizard:

  ■ In Windows 98, the wizard is in one of the following locations, depending on the version of Windows 98:

    ■ Start→Programs→Accessories→Internet Explorer→Connection Wizard

    ■ Start→Programs→Accessories→Internet Tools→Internet Connection Wizard

    ■ Start→Programs→Accessories→Communications→Internet Connection Wizard

  ■ In Windows ME, choose Start→Programs→Accessories→ Communications→Internet Connection Wizard.

  The Welcome to the Internet Connection Wizard window opens.

2   Enable the **I want to set up my Internet connection manually, or I want to connect through a local area network (LAN)** radio button and click **Next**.

  The Setting up Your Internet Connection window opens.

3   Choose **I connect through a local area network (LAN)** radio button and click **Next**.

  The Local area network Internet Configuration window opens.

4   Make sure all checkboxes are disabled and click **Next**.

The Set up Your Internet Mail Account window opens.

5   Enable the **No** radio button and click **Next**.

The Completing the Internet Connection Wizard window opens.

6   Click **Finish**.

7   Restart your computer.

NOTE: Do not skip this step.

8   Check your Internet connection.

See "Activating service" on page 39.

▶ To change network settings in Windows 98 and ME

1   Select Start→Settings→Control Panel.

2   Click the Network icon.

The Network window opens to the Configuration tab.

3   Select **TCP/IP**.

- If multiple TCP/IP connections are listed, select the one that contains "Ethernet", "NIC", or "10/100 MB" in its name. Go to step 5.

- If TCP/IP is not listed, go to step 4.

4   Install TCP/IP:

i   Click **Add**.

The Select Network Component Type window opens.

ii   Select **Protocol** from the list.

iii   Click **Add**.

The Select Network Protocol window opens.

iv   Select **Microsoft** from the Manufacturers list.

v   Select **TCP/IP** from the Network Protocols list.

vi   Click **OK**.

vii   Insert the Windows 98 or ME CD or reboot the computer if prompted to do so.

viii   If the PC reboots, repeat steps 1 to 3, then go to step 5.

5   Check TCP/IP properties:

    i   Click **Properties** with the correct TCP/IP connection selected.

       The TCP/IP Properties window opens to the IP Address tab.

    ii   Make sure the **Obtain an IP address automatically** radio button is enabled.

    iii   Click the DNS Configuration tab.

    iv   Make sure the **Disable DNS** radio button is enabled.

    v   Click **OK** on the TCP/IP Properties window.

    vi   Click **OK** on the Network window.

    vii Restart the computer if prompted to do so.

6   Check your Internet connection by launching a Web browser on the computer connected to the SOMAport.

    If your browser automatically opens to your service provider's Web site, full service has already been activated.

    If your browser does not automatically open to your service provider's Web site, go to step 7.

7   Enter a valid Internet address (such as www.web.com) in the **Address** field and press Enter.

- If the Web.com Web page opens, full service has already been activated and you can begin using your SOMAport for Internet service.

- If your service provider's Web page opens, activate full service by following the sign-up procedure that is provided on the Web site.

- If your computer attempts to connect to the Internet using an old dial-up connection, see .

- If you do not get an Internet connection, see .

Changing network settings in Windows 2000

Change your computer's network settings if you could not get an Internet connection after connecting your computer to the SOMAport.

The procedure you follow depends on whether or not your PC has previously been set up for a dial-up Internet connection. Choose one of the following procedures:

■ If the PC has not previously been set up for a dial-up connection, you can use the Internet Connection Wizard. See "To run the Internet Connection Wizard in Windows 2000" below.

■ If the PC has been previously set up for a dial-up connection, the Internet Connection Wizard will not work and you must manually change the network settings. See "To change network settings in Windows 2000" on page 48.

▶ **To run the Internet Connection Wizard in Windows 2000**

1 Choose Start→Programs→Accessories→ Communications→Internet Connection Wizard.

The Welcome to the Internet Connection Wizard window opens.

2 Enable the **I want to set up my Internet connection manually, or I want to connect through a local area network (LAN)** radio button and click **Next**.

The Setting up your Internet Connection window opens.

3 Enable the **I connect through a local area network (LAN)** radio button and click **Next**.

The Local area network Internet Configuration window opens.

4 Make sure all checkboxes are disabled and click **Next**.

The Set up Your Internet Mail Account window opens.

5 Enable the **No** radio button and click **Next**.

The Completing the Internet Connection Wizard window opens.

6 Click **Finish**.

7 Restart your computer.

N O T E : Do not skip this step.

8 Check your Internet connection.

See .

▶ To change network settings in Windows 2000

1 Right-click the My Network Places icon and select Properties from the pull-down menu.

The Network and Dial-up Connections window opens.

2 Select the Local Area Connection icon.

■ If there are multiple local area connections, read the device name beside each icon and double-click the one that is associated with the Ethernet card.

■ If there is no icon, the Ethernet card has not been properly installed. Install the Ethernet card by following the manufacturer's instructions, then return to this procedure.

The Local Area Connection Status window opens.

3 Click **Properties**.

The Local Area Connection Properties window opens.

4 Select **Internet Protocol (TCP/IP)** and then go to step 6.

N O T E: If **Internet Protocol (TCP/IP)** is not listed, go to step 5.

5 Install TCP/IP:

i Click **Install**.

The Select Network Component Type window opens.

ii Select **Protocol** from the list.

iii Click **Add**.

The Select Network Protocol window opens.

iv Select **Internet Protocol (TCP/IP)**.

v Click **OK**.

vi Insert the Windows 2000 CD or reboot the computer if prompted to do so.

vii If the PC reboots, repeat steps 1 to 4, then go to step 6.

6 Check TCP/IP properties:

i Click **Properties**.

ii The Internet Protocol (TCP/IP) Properties window opens to the General tab.

iii Make sure the **Obtain an IP address automatically** radio button is enabled.

iv Make sure the **Obtain DNS server address automatically** radio button is enabled.

v Click **OK** on the Internet Protocol (TCP/IP) Properties window.

vi Click **OK** on the Local Area Connection Properties window.

vii Click **Close** on the Local Area Connection Status window.

viii Restart the computer if prompted to do so.

7 Check your Internet connection by launching a Web browser on the computer connected to the SOMAport.

If your browser automatically opens to your service provider's Web site, full service has already been activated.

If your browser does not automatically open to your service provider's Web site, go to step 8.

8 Enter a valid Internet address (such as www.web.com) in the **Address** field and press Enter.

- If the Web.com Web page opens, full service has already been activated and you can begin using your SOMAport for Internet service.

- If your service provider's Web page opens, activate full service by following the sign-up procedure that is provided on the Web site.

- If your computer attempts to connect to the Internet using an old dial-up connection, see .

- If you do not get an Internet connection, see .

Changing network settings in Windows XP

Change your computer's network settings if you could not get an Internet connection after connecting your computer to the SOMAport.

The procedure you follow depends on whether or not your PC has previously been set up for a dial-up Internet connection. Choose one of the following procedures:

- If the PC has not previously been set up for a dial-up connection, you can use the Internet Connection Wizard. See "To run the Internet Connection Wizard in Windows XP" below.

- If the PC has been previously set up for a dial-up connection, the Internet Connection Wizard will not work and you must manually change the network settings. See "To change network settings in Windows XP" on page 51.

▶ To run the Internet Connection Wizard in Windows XP

1   Choose Start→Programs→Accessories→Communications→New Connection Wizard.

The Welcome to the New Connection Wizard opens.

2   Click **Next**.

The Network Connection Type window opens.

3   Enable the **Connect to the Internet** radio button and click **Next**.

The Getting Ready window opens.

4   Enable the **Set up my connection manually** radio button and click **Next**.

The Internet Connection window opens.

5   Enable the **Connect using a broadband connection that is always on** radio button and click **Next**.

The Completing the New Connection Wizard window opens.

6   Click **Finish**.

▶ **To change network settings in Windows XP**

1 Select Start→Settings→Network Connections.

The Network Connections window opens.

2 Select the Local Area Connection icon.

- If there are one or more Local Area Connection icons, double-click the Local Area Connection icon that is associated with the Ethernet card.

- If there is no icon, the Ethernet card has not been properly installed. Install the Ethernet card by following the manufacturer's instructions, then return to this procedure.

The Local Area Connection Status window opens.

3 Click **Properties**.

The Local Area Connection Properties window opens.

4 Select **Internet Protocol (TCP/IP)** and then go to step 6.

N O T E : If **Internet Protocol (TCP/IP)** is not listed, go to step 5.

5 Install TCP/IP:

i Click **Install**.

The Select Network Component Type window opens.

ii Select **Protocol** from the list.

iii Click **Add**.

The Select Network Protocol window opens.

iv Select **Internet Protocol (TCP/IP)**.

v Click **OK**.

vi Insert the Windows XP CD or reboot the computer if prompted to do so.

vii Once TCP/IP has been installed, repeat steps 1 to 4, then go to step 6.

6 Check TCP/IP properties:

i Click **Properties**.

The Internet Protocol (TCP/IP) Properties window opens to the General tab.

ii Make sure the **Obtain an IP address automatically** radio button is enabled.

iii Make sure the **Obtain DNS server address automatically** radio button is enabled.

iv Click **OK** on the Internet Protocol (TCP/IP) Properties window.

      v   Click **OK** on the Local Area Connection Properties window.

      vi Click **Close** on the Local Area Connection Status window.

      vii Restart the computer if prompted to do so.

7 Check your Internet connection by launching a Web browser on the computer connected to the SOMAport.

If your browser automatically opens to your service provider's Web site, full service has already been activated.

If your browser does not automatically open to your service provider's Web site, go to step 8.

8 Enter a valid Internet address (such as www.web.com) in the **Address** field and press Enter.

- If the Web.com Web page opens, full service has already been activated and you can begin using your SOMAport for Internet service.

- If your service provider's Web page opens, activate full service by following the sign-up procedure that is provided on the Web site.

- If your computer attempts to connect to the Internet using an old dial-up connection, see "The computer uses an old dial-up connection to connect to the Internet" on page 74.

- If you do not get an Internet connection, see "Finding problem causes" on page 64.

Changing network settings in Mac OS 8 and 9

Change your computer's network settings if you could not get an Internet connection after connecting your computer to the SOMAport.

▶ **To change network settings in Mac OS 8 and 9**

N O T E : Your computer must have an Ethernet card and Open Transport networking software to connect to the Internet.

1 Click the Apple icon and choose Control Panels→TCP/IP.

The TCP/IP window opens.

2 Select **Ethernet** from the **Connect via** pop-up menu.

3 Select **Using DHCP Server** from the **Configure** pop-up menu.

4 Close the TCP/IP control panel.

If you made any changes, you are prompted to save the changes.

5 Restart your computer.

6 Check your Internet connection by launching a Web browser on the computer connected to the SOMAport.

If your browser automatically opens to your service provider's Web site, full service has already been activated.

If your browser does not automatically open to your service provider's Web site, go to step 7.

7 Enter a valid Internet address (such as www.web.com) in the **Address** field and press Enter.

■ If the Web.com Web page opens, full service has already been activated and you can begin using your SOMAport for Internet service.

■ If your service provider's Web page opens, activate full service by following the sign-up procedure that is provided on the Web site.

■ If you do not get an Internet connection, see "Finding problem causes" on page 64.

Changing network settings in Mac OS X

Change your computer's network settings if you could not get an Internet connection after connecting your computer to the SOMAport.

▸ **To change network settings in Mac OS X**

1 Click the Apple icon and choose System Preferences.

2 Choose View→Network.

3 Choose **Built-in Ethernet** from the Show pop-up menu.

4 Click the TCP/IP tab, if necessary.

5 Choose **Using DHCP** from the Configure pop-up menu.

6 Click **Apply Now**.

7 Restart your computer.

8 Check your Internet connection by launching a Web browser on the computer connected to the SOMAport.

   If your browser automatically opens to your service provider's Web site, full service has already been activated.

   If your browser does not automatically open to your service provider's Web site, go to step 9.

9 Enter a valid Internet address (such as www.web.com) in the **Address** field and press Enter.

   ■ If the Web.com Web page opens, full service has already been activated and you can begin using your SOMAport for Internet service.

   ■ If your service provider's Web page opens, activate full service by following the sign-up procedure that is provided on the Web site.

   ■ If you do not get an Internet connection, see "Finding problem causes" on page 64.

Changing network settings in Linux

Change your computer's network settings if you could not get an Internet connection after connecting your computer to the SOMAport.

▶ To change network settings in Linux

1 Log in as root.

2 Configure your Linux-based PC to run a DHCP client daemon such as dhcpcd, pump, or dhclient.

   In many RedHat-based distributions, this can be done using netconfig, a command-line-based utility. See your distribution's documentation for specific network configuration procedures.

3 Reboot your PC.

4 Check the network status by running ifconfig from the command line.

   Under the "eth0" entry, where eth0 is the name of the network card connected to the SOMAport, "inet addr" should have a valid IP address.

   See the DHCP mini-HOWTO for information about configuring Linux to use DHCP, available from *The Linux Documentation Project* at http://www.tldp.org.

5 Restart your computer.

6 Check your Internet connection by launching a Web browser on the computer connected to the SOMAport.

   If your browser automatically opens to your service provider's Web site, full service has already been activated.

   If your browser does not automatically open to your service provider's Web site, go to step 7.

7 Enter a valid Internet address (such as www.web.com) in the **Address** field and press Enter.

   ■ If the Web.com Web page opens, full service has already been activated and you can begin using your SOMAport for Internet service.

   ■ If your service provider's Web page opens, activate full service by following the sign-up procedure that is provided on the Web site.

   ■ If you do not get an Internet connection, see "Finding problem causes" on page 64.

SOMAport Lights

This chapter describes how to read the SOMAport lights so that you can recognize the operating status of the SOMAport, the strength of the radio signal, the Ethernet status, and which antenna the SOMAport is using.

Contents

Status light

The status light is a bicolor light that indicates whether or not the SOMAport is powered on and operating normally. It can be either green or amber.
It is the top light on the front panel of the SOMAport as shown below.
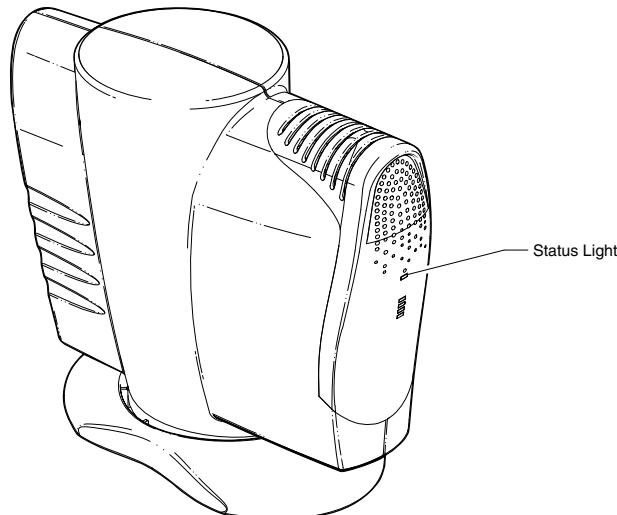
Status Light

00093

Status light states

The status light can be in one of the following states.

State	Description
Off	The SOMAport is not plugged in.
	See "The SOMAport is not getting power" on page 69.
Amber	The SOMAport is performing a diagnostic test. If the light does not start flashing after five minutes, the test has failed.
	See "There is a fault condition" on page 68.
Flashing amber	The diagnostic test passed and the SOMAport is connecting to the service provider's network.
Green	The SOMAport is on and is receiving a radio signal.

Signal strength indicator lights

The signal strength indicator is made up of four lights. They are on the front of the SOMAport, below the status light.

Signal Strength Indicator Lights
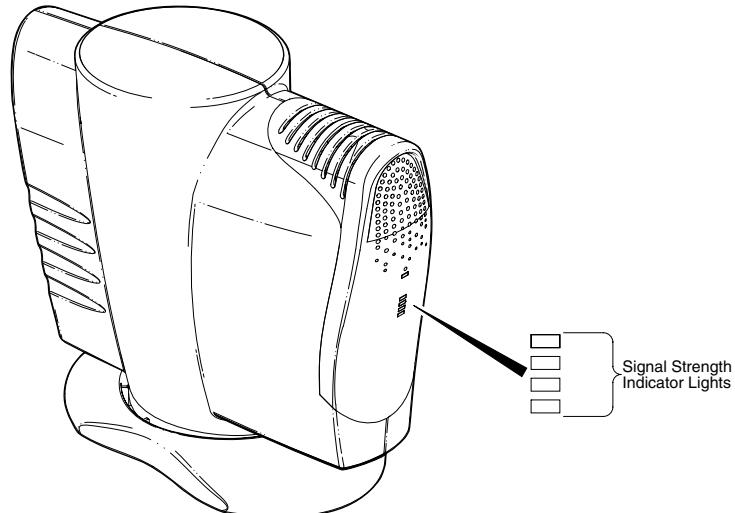
00094

Signal strength indicator light states

During SOMAport startup, the four lights that make up the signal strength indicator remain off until a radio channel has been acquired.

When one or more of the lights is solidly lit, the SOMAport has locked in a radio signal and is ready to use. The more lights that are lit, the stronger the signal. For example, when all four lights are lit, the signal is optimized. If only one light is lit, the signal is weak, however, the SOMAport can still operate normally.

What to do if performance is affected by a weak signal

Radio signal strength can have an effect on the quality of your telephone calls and your ability to access the Internet. If the signal is too weak you may experience some of the following problems:

■ During telephone calls, you hear noise or calls cut out.

■ It takes a long time to open a Web page.

■ You cannot get onto the Internet at all.

These problems may be temporary and due to interference or a temporary physical obstruction near your building.

If performance problems persist and the signal strength lights indicate a weak signal, see "The signal is weak" on page 66 for information about the steps you can take to optimize the signal. If you cannot improve the signal reception by following the recommendations made there, you may have to obtain an SAU. See "The SAU" on page 17 for more information.

Ethernet status lights

There are two Ethernet status lights that report on the connection between the SOMAport and an Ethernet device (a computer or a hub). These lights are located on the Ethernet port on the back of the SOMAport. They do not report on the status of USB connections.

Link Light
(Green)

Data Transmit Light
(Amber)
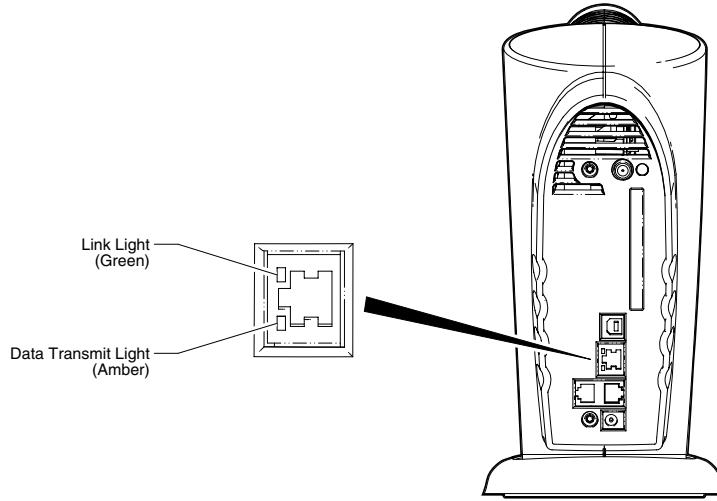
00097

Ethernet status light states

These lights provide information about the SOMAport's connection to an Ethernet device (a computer or a hub) on its Ethernet port.

Link Light	Description
Off	The SOMAport is not connected to an Ethernet device.
	See "There is no connection between the SOMAport and your computer or hub" on page 70.
On	The SOMAport is connected to an Ethernet device.
Data Transmit Light	**Description**
Off	The SOMAport is not actively transmitting data on the Ethernet.
	It is normal for this light to be off much of the time since the SOMAport is not always transmitting data.
Flashing	The SOMAport is actively transmitting data on the Ethernet.

SAU light

This light is located on the back panel, to the right of the SAU connector. When the SOMAport starts, it checks whether or not a SOMA Networks SAU is attached to the SAU connector. If the SOMAport detects an SAU, it uses it, otherwise, the SOMAport uses the internal antenna.
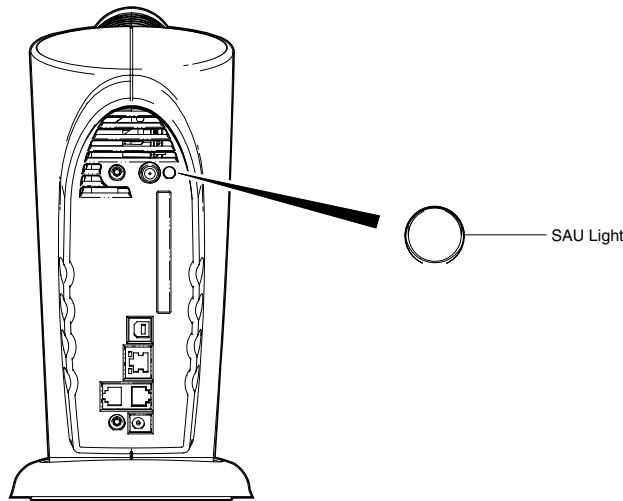
SAU Light

00438

SAU light states

This light indicates which antenna is being used.

State	Description
Off	The SOMAport is using the internal antenna.
Green	The SOMAport is using the SAU.

TROUBLESHOOTING AND GETTING HELP

This chapter describes the problems the SOMAport may exhibit, the possible causes of those problems, and the actions you should take to fix them.

Contents

Finding problem causes

Look up the problem you are experiencing and follow the suggested actions. If the recommenced actions do not fix the problem, call your wireless service provider for technical support.

Problem	Possible causes	Action
Computer		
It takes a long time to open a Web page	■ There is Internet congestion.	■ Try again.
	■ The signal is weak.	■ See "The signal is weak" on page 66.
	■ The cable connecting the computer to the SOMAport is damaged.	■ Replace the cable.
You cannot connect to the Internet	■ The changed network settings haven't taken effect.	■ Reboot your computer.
	■ The channel has been dropped.	■ Unplug the SOMAport and plug it back in again.
	■ The SOMAport is not receiving power.	■ See "The SOMAport is not getting power" on page 69.
	■ The SOMAport experienced a fault condition during startup.	■ See "There is a fault condition" on page 68.
	■ There is no connection between the computer and the SOMAport.	■ See "There is no connection between the SOMAport and your computer or hub" on page 70.
	■ You are using Internet Explorer and the LAN settings are not properly configured.	■ See "Internet Explorer LAN settings are incorrect" on page 76.
	■ The signal is weak.	■ See "The signal is weak" on page 66.
The network connection is slow (This applies only if your SOMAport is directly connected to the Network Interface Card (NIC) of your computer.)	■ Your NIC is in full duplex mode.	■ Use the appropriate system control to change the duplex setting of your NIC to half duplex. Refer to the documentation for your operating system.

Problem	Possible causes	Action
Old dial-up connection is used	Your computer is still set up to connect to the Internet via dial-up by default.	■ See "The computer uses an old dial-up connection to connect to the Internet" on page 74
Telephone		
Voice quality is poor	■ The signal is weak.	■ See "The signal is weak" on page 66.
	■ The telephone is broken.	■ Try a telephone that is known to work. If the telephone is cordless, try using a corded telephone.
	■ If the telephone is connected to the SOMAport via the in-building telephone wiring, there may be a problem with the wiring.	■ Connect the telephone directly to the SOMAport or call the telephone company to check the wiring in your building.
Calls are dropped	■ The signal is weak.	■ See "The signal is weak" on page 66.
No dial tone	■ If you hear a series of tones (not a regular dial tone) the SOMAport has not finished booting.	■ Wait a few minutes and try again.
	■ Cable connections are not secure.	■ Make sure the telephone cable is securely connected to the SOMAport and the telephone.
	■ The telephone's telephone cable is inserted into the SOMAport's Ethernet port.	■ Make sure the telephone is connected to a telephone jack. See "Connecting a computer via Ethernet" on page 28.
	The telephone is broken.	■ Try a telephone that is known to work. If the telephone is cordless, try using a corded telephone.
	■ The SOMAport experienced a fault condition during startup.	■ See "There is a fault condition" on page 68.
	■ The SOMAport is not receiving power.	■ See "The SOMAport is not getting power" on page 69.
	■ The signal is weak.	■ See "The signal is weak" on page 66.
	■ You have connected the SOMAport to your in-building telephone wiring, however, the line to which it is connected is also connected to the telephone company.	■ Call your wireless service provider.

The signal is weak

If you are having any of the following problems, the signal to your SOMAport may be weak.

■ Telephone voice quality is poor or calls are dropped.

■ It takes a long time to open a Web page.

■ You cannot browse the Internet at all.

▶ **To improve reception quality**

If the signal strength lights indicate a weak signal or if you are experiencing an ongoing performance problem, try the following steps.

1 Make sure you have located the SOMAport according to the guidelines listed in "Choosing the best location for the SOMAport" on page 25.

2 See if a nearby appliance is having an effect on the signal. Do the following for each appliance, testing one appliance at a time:

   i Turn off the appliance.

   ii While the appliance is off, check the signal strength indicator to see if the signal improves.

   ■ If there is an improvement, reposition either the appliance or the SOMAport so that they are farther apart.

   ■ If there is no improvement, turn the appliance back on and try another appliance.

3 If you cannot improve reception in the SOMAport's current location, try moving it to another location that meets the guidelines on page 25.

You may need an SAU

Reception can be temporarily affected by severe weather conditions such as heavy storms, ice, or strong winds. However, if performance problems persist and the reception quality does not improve, the signal may be affected by one of the following factors:

■ There are obstructions—tall buildings, trees, or mountains—between your SOMAport and the nearest transmitting tower.

- Your SOMAport is located at the extreme outer limit of an area covered by the transmitting tower.

If you have a persistent signal reception problem, contact your wireless service provider to order an SAU.

There is a fault condition

If the status light is amber, the SOMAport has detected a fault during the diagnostic test which is run whenever the SOMAport is powered on. In this situation, you must restart the SOMAport.

▶ **To restart the SOMAport**

1 Unplug the SOMAport and leave it off for at least 10 seconds.

2 Plug the SOMAport back in.

Wait until the status light on the front panel is green (an indication that the SOMAport is receiving a radio signal).

If the status light still indicates a problem, call your wireless service provider.

The SOMAport is not getting power

If the light on the power supply and the status light on the SOMAport are off, the SOMAport is not getting power. Try each of the actions in the following procedure until you locate the source of the problem.

▶ To check the power

1 Make sure the SOMAport is plugged in.

2 Make sure the power cord that connects the power supply to the wall outlet is securely connected to the power supply and the wall outlet.

3 Make sure the power cord that connects the power supply to the SOMAport is securely connected to the power jack on the back of the SOMAport.

4 Make sure the wall receptacle is working by plugging in an appliance that you know works.

5 Check the circuit breaker.

6 If you cannot find the source of the problem, call your wireless service provider.

There is no connection between the SOMAport and your computer or hub

If there is a problem with the physical connection between the SOMAport and your computer or hub, you will not be able to browse the Internet.

The problem may be with the power, cabling, or your network settings.

Ethernet connection

The link light on the Ethernet port indicates the status of the connection between the SOMAport and an Ethernet device (a computer or a hub). The link light remains off unless an Ethernet device is successfully connected to the SOMAport using the Ethernet port.

USB connection

There is no link light on the USB port. If you are using USB to connect your computer or hub to the SOMAport and you suspect there is a problem with the physical connection, follow the procedures documented here to find the cause of the problem.

If you want to verify whether or not there is a physical connection, you can run the ipconfig command in Windows. This command returns either the IP address (which indicates there is a connection) or a message stating that the cable is disconnected. See your Windows documentation for more information.

▶ **To check the power**

Check the light on the power supply and the status light on the SOMAport to make sure the SOMAport is receiving power.

If the lights are off, see "To check the power" on page 69.

▶ To check Ethernet cabling

1 Make sure the cable connectors are firmly inserted in the proper Ethernet ports on the SOMAport and computer or hub.

2 Make sure you are using the correct type of cable.

Configuration	Cable type
Ethernet port of a computer	Straight-through cable This cable is shipped with the SOMAport.
Uplink port of a hub	Straight-through cable This cable is shipped with the SOMAport.
Ethernet port of a hub	Ethernet crossover cable This cable is not shipped with the SOMAport.

3 Make sure the length of the cable does not exceed 100 meters (328 feet).

4 If none of the previous steps solve the problem, replace the cable.

You can replace the cable while the SOMAport is on.

▶ To check USB cabling

1 Make sure the cable connectors are firmly inserted in the proper USB ports on the SOMAport and the computer or hub.

2 Make sure the length of the cable does not exceed 5 meters (15 feet).

3 If you are using a USB extension cable, check to see if it is faulty by removing the USB extension and using a single USB cable between the SOMAport and the computer.

You may have to reposition the SOMAport to do this.

4 Replace the USB cable.

You can replace the cable while the SOMAport is on.

5 Try getting a connection using an Ethernet cable to see if there is a problem with the USB port:

i Remove the USB cable.

ii Connect the computer or hub to the SOMAport using an Ethernet cable.

▶ To obtain a new IP address (Windows 95 only)

1   Choose Start→Run.

2   Enter `winipcfg` in the **Open** field and click **OK**.

The IP Configuration window opens.

3   Select the network interface that has a default gateway of 192.168.1.1 from the pull-down list.

4   Click **Release All**.

5   Force your computer to obtain a new IP address by clicking **Renew All**.

Wait until the fields in the IP Configuration window have values in them or an error message appears. If you close this program before it has completed its task you will have to reboot your computer before you can use your Internet service.

6   Close the IP Configuration window.

▶ To obtain a new IP address (all other versions of Windows)

1   Open the MS-DOS Prompt window using one of the following methods:

- ■   In Windows 2000, choose Start→Run→Accessories→Command Prompt.

- ■   In all other versions of Windows, choose Start→Programs→MS-DOS Prompt.

  The MS-DOS Prompt or Command Prompt window opens.

2   Force your computer to obtain a new IP address by typing the appropriate command from the following table:

IF you have	THEN type
Windows 98 or ME	`ipconfig /renew_all` ↵
Windows 2000 or XP	`ipconfig /renew` ↵

The Windows IP configuration is displayed.

3 Look for the output section related to the network interface for the SOMAport.

Example:

```
1 Ethernet adapter:

    IP address . . . . . . . . . . . . .  :  65.94.64.155
    Subnet Mask . . . . . . . . . . . . . : 255.255.255.0
    Default Gateway . . . . . . . . . . .:  192.168.1.1
```

4 Close the MS-DOS Prompt or Command Prompt window.

▶ To obtain a new IP address in Linux

1 Log in as root.

2 Activate the Ethernet interface and obtain an IP address by typing:

ifup eth0 ↵

The following message is displayed:

```
Determining IP information for eth0 ... done
```

This message may appear very quickly or it may take up to a few minutes, depending on your system.

3 Display the IP address for eth0 by typing:

ifconfig ↵

The computer uses an old dial-up connection to connect to the Internet

If you have switched from a dial-up Internet service, you may still be prompted to connect to the Internet using the old dial-up connection. If this is the case, follow this procedure to ensure that your dial-up connection is not automatically activated whenever you attempt to connect to the Internet.

▶ **To disable the automatic dial-up connection in Windows**

1 Open the Control Panel.

■ **In Windows XP** – Choose Start→Control Panel.

■ **In all other versions of Windows** – Choose Start→Settings→Control Panel.

2 Double-click the Internet Options icon.

The Internet Properties window opens.

3 Click the Connections tab.

4 Enable the **Never dial a connection** checkbox.

5 Click **OK**.

N O T E : If you still cannot display a Web page, check your browser to make sure it is in online mode.

▶ **To disable the automatic dial-up connection in Mac OS 8 and 9**

1 Click the Apple icon and choose Control Panels.

2 Click **Remote Access**.

3 Click **Options**.

4 Click the Protocol tab.

5 Make sure the **Connect automatically when starting TCP/IP applications** box is disabled.

6 Click **OK**.

7 Choose File→Quit.

8 Click **Save** when prompted to save the current configuration.

▶ **To disable the automatic dial-up connection in Mac OS X**

1 Click the Apple icon and choose System Preferences.

2 Click the Network icon.

3 Click **Show**.

4 Select **Network Port Configurations** from the pull-down list.

5 Disable the **On** checkbox for the dial-up modem.

6 Click **Apply Now**.

Internet Explorer LAN settings are incorrect

If you are using Internet Explorer as your Web browser, make sure the LAN settings are properly configured. By default, Internet Explorer is configured to automatically detect settings. However, if this option has been disabled, you will not be able to connect to the Internet.

▶ **To check Internet Explorer settings**

1 Open Internet Explorer.

2 Choose **Tools→Internet Options**.

The Internet Options window opens.

3 Click the Connections tab.

4 Click **LAN Settings**.

The Local Area Network (LAN) Settings window opens.

5 Make sure the **Automatically detect settings** checkbox is enabled.

6 Click **OK**.

7 Click **OK** on the Internet Options window.

8 Close Internet Explorer.

Index

Page numbers in **bold** point to information in tables and figures.