

Contents

Introduction	9
Overview	10
The Front Panel	11
The Back Panel	13
The Internal Antenna	14
Installing the SOMAport	15
Unpack the SOMAport	16
Choose the Best Location	17
Power on the SOMAport	18
Connect Computer Using Ethernet	19
Connect Computer Using USB	20
Connect Multiple Computers to the SOMAport	22
Connect Telephones to the SOMAport	23
Activate Service	27
Troubleshooting	29
Finding Causes of Computer Problems	30
Finding Causes of Telephone Problems	31
The Signal is Weak	32
There is a Fault Condition	33
The SOMAport is Not Receiving Power	34
There is a Problem with the Ethernet or USB Cabling	35
There is a Problem with the USB Port Settings	37
The Computer Uses an Old Dial-Up Connection	38
Internet Explorer LAN Settings are Incorrect	40
Ethernet Network Settings are Incorrect	41
IP address Needs to be Renewed	50
Specifications	53
Index	55

SOMA NETWORKS INC. ENDUSER PRODUCT LICENSE AGREEMENT

THE SOMAPORT™ SUBSCRIBER TERMINAL AND PROVIDED SOFTWARE CONTAIN CERTAIN COMPUTER PROGRAMS AND OTHER PROPRIETARY MATERIAL OF SOMA NETWORKS INC. OR LICENSED TO SOMA NETWORKS, INC., THE USE OF WHICH IS SUBJECT TO THIS AGREEMENT. BY: (A) SIGNING AN AGREEMENT FOR SERVICE WITH YOUR SERVICE PROVIDER; (B) OPENING THE SEALED ENVELOPE CONTAINING THE SOMAPORT; OR (C) USING THE SOMAPORT, YOU ASSENT TO AND ACCEPT THIS ENDUSER PRODUCT LICENSE AGREEMENT. IF YOU DO NOT AGREE WITH ALL THE TERMS OF THIS AGREEMENT YOU MUST RETURN THIS PRODUCT (WITH THE ENVELOPE STILL SEALED), ALL MANUALS AND DOCUMENTATION, ANY SOFTWARE PACKAGES PROVIDED WITH THE SOMAPORT AND PROOF OF PAYMENT TO THE PLACE YOU OBTAINED THEM FOR A FULL REFUND WITHIN THIRTY (30) DAYS OF FIRST ACQUIRING THE SOMAPORT, OTHERWISE YOU ARE DEEMED TO HAVE ACCEPTED AND AGREED TO THESE TERMS AND CONDITIONS. UNAUTHORIZED REPRODUCTION, DISTRIBUTION, DECOMPIATION OR OTHER REVERSE ENGINEERING OF THIS PRODUCT INCLUDING ITS HARDWARE AND/OR SOFTWARE, OR ANY PORTION OF IT, IS PROHIBITED AND MAY RESULT IN SEVERE CIVIL AND CRIMINAL PENALTIES, AND WILL BE PROSECUTED TO THE MAXIMUM EXTENT POSSIBLE UNDER THE LAW.

1. GRANT OF LICENSE: Subject to the terms of this Enduser Product License Agreement (the "Agreement"), SOMA Networks, Inc. ("SOMA") grants you (the "Licensee") a non-sub-licensable, non-exclusive right ("License") to use the Product. "Product" means, collectively, the Software and the provided hardware, and specifically the SOMAPort™ subscriber terminal and its accessories, if any, together with documentation provided to you by SOMA or your service provider. "Software" means, collectively, the version of the SOMA software program in object code format and all updates to that program distributed to you by SOMA, directly or indirectly, by any means and includes any firmware provided to you with the Product. You have no right, unless otherwise explicitly permitted, to receive any source code or design documentation relating to the Product. SOMA retains ownership of all Software copies. The Software and this License is only provided to you to be used in conjunction with the SOMAPort provided to you by SOMA or your service provider when you subscribed to services that utilize the SOMA wireless air interface technology and is not licensed to you to be used for any other purpose.

2. RESTRICTIONS: Except as reasonably required to use the Product strictly in accordance with the License and this Agreement, you may not copy any Software. Licensee shall not (and shall not allow any third party to): (I) decompile, disassemble, or otherwise reverse engineer or attempt to reconstruct or discover any source code or underlying ideas or algorithms or file formats or programming or interoperability interfaces of the Product by any means whatsoever; (II) remove any Product identification, copyright or other notices; (III) modify, incorporate into or with other software or create a derivative work of any part of the Software or Product; or (IV) modify or otherwise alter the operation of the Product. Various components, functions, routines and/or portions of the Product may be protected by Intellectual Property Rights ("IPR") including, but not limited to, designs, copyrights, trade secrets and one or more patents or pending patent applications. Licensee is licensed under such IPR, if any, only to the extent that such a license is required by the licensee to operate the Product in the manner intended by SOMA. No other rights are granted under such IPR and no right to repair or replace the Product is intended or provided and specifically, no right of reconstruction, substitution or repair is provided.

3. TERMINATION: This License is effective until terminated. This License will terminate automatically if you fail to cure any material breach, as determined at the sole discretion of SOMA, of this Agreement within thirty (30) days after such breach first occurs (or immediately in the case of a breach of § 2). Upon termination, you shall immediately cease all use of the Product and return all of the Product including Software, hardware, manuals, documentation of any kind accompanying Product to the place where you first obtained such Product or such other location as may be designated from time to time. Except for this License and except as otherwise expressly provided herein, the terms of the Agreement shall survive termination.

4. WARRANTY DISCLAIMER: THE SOFTWARE IS PROVIDED "AS IS" WITHOUT WARRANTY OF ANY KIND INCLUDING, WITHOUT LIMITATION, ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE OR NON-INFRINGEMENT. FURTHER, SOMA DOES NOT WARRANT, GUARANTEE OR MAKE ANY REPRESENTATIONS REGARDING THE USE, OR THE RESULTS OF THE USE, OF THE PRODUCT OR WRITTEN MATERIALS IN TERMS OF CORRECTNESS, ACCURACY, RELIABILITY, OR OTHERWISE. YOUR SERVICE PROVIDER MAY PROVIDE FURTHER WARRANTY COVERAGE FOR YOU.

5. LIMITATION ON REMEDIES AND DAMAGES: SOMA SHALL NOT BE RESPONSIBLE OR LIABLE UNDER ANY CIRCUMSTANCE WITH RESPECT TO ANY SUBJECT MATTER OF THIS ENDUSER PRODUCT LICENSE AGREEMENT UNDER ANY CONTRACT, NEGLIGENCE, STRICT LIABILITY OR OTHER THEORY: (A) FOR LOSS OR INACCURACY OF RECORDS OR DATA OR (EXCEPT FOR RETURN OF AMOUNTS PAID TO SOMA THEREFOR) COST OF PROCUREMENT OF SUBSTITUTE GOODS, SERVICES OR TECHNOLOGY, (B) FOR ANY SPECIAL, INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES INCLUDING, BUT NOT LIMITED TO, LOSS OF PROFITS, LOSS OF SAVINGS, (C) THIRD-PARTY CLAIMS AGAINST YOU FOR DAMAGES, OR (D) FOR ANY MATTER BEYOND THE REASONABLE CONTROL OF SOMA EVEN IF SOMA AND / OR ITS SUPPLIERS IS/ARE INFORMED OF THEIR RESPONSIBILITY. SOME JURISDICTIONS DO NOT ALLOW FOR THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.

6. UPDATES TO SOFTWARE and TRANSMISSION OF PERSONAL DATA: You consent to receive and employ updates to Software, without requiring further notice to you, that may occur from time to time, as may be necessary, as determined at the sole discretion of SOMA and/or your service provider, for the use of Product by you and for the efficient utilization of services as may be purchased or subscribed to by you from your service provider. You also agree to the application of the terms of this Agreement to any and all such updates. You accept and acknowledge that Software shall be able to transmit such data as is authorized by your service provider in order to allow for the utilization of services subscribed or purchased by you in order to allow for the billing of such services or as may be necessary by law.

7. MISCELLANEOUS: This Agreement and the License provided by this Agreement are not assignable or transferable by you without the prior written consent of SOMA. Any attempt by you to do so shall be void and void this License. Any notice, report, approval or consent required or permitted hereunder shall be in writing. If any provision of this Agreement shall be adjudged by any court of competent jurisdiction to be unenforceable or invalid, that provision shall be limited or eliminated to the minimum extent necessary so this Agreement shall otherwise remain in full force and effect and enforceable. This Agreement shall be construed pursuant to the laws of the United States of America and the State of California and without regard to conflicts of laws principles thereof. If successful in any action to enforce this Agreement, SOMA shall be entitled to recover costs and expenses including, without limitation, attorney's fees. The parties agree that a material breach of this Agreement would cause irreparable injury to SOMA, or its suppliers, for which monetary damages would be an adequate equitable relief and SOMA shall be entitled to any other remedies it may have available hereunder or at law. Both parties agree that this Agreement is the complete and exclusive statement of mutual understanding of the parties and supersedes and cancels all previous written and oral agreements and communications relating to the subject matter of this Agreement. BOTH YOU AND SOMA AGREE AND ACKNOWLEDGE THAT SOMA RESERVES THE RIGHT TO AMEND THE TERMS AND CONDITIONS OF THIS AGREEMENT WITHOUT FURTHER NOTICE TO YOU OTHER THAN PROVIDING TO YOU THE AMENDED TERMS AND CONDITIONS OF THIS AGREEMENT. IF YOU DO NOT ACCEPT THE AMENDED TERMS AND CONDITIONS AS PROVIDED TO YOU BY SOMA, THIS LICENSE SHALL TERMINATE IMMEDIATELY. ALL USE OF THE SOFTWARE AND ANY SERVICES SUPPORTED BY THE PRODUCT AND SOFTWARE MAY CEASE OR BE CAUSED TO BE CEASED WITHOUT ANY LIABILITY TO YOU BY SOMA AND YOU SHALL RETURN ALL PRODUCT HARDWARE, MANUALS, DOCUMENTATION OF ANY KIND ACCOMPANYING SOFTWARE TO THE PLACE WHERE YOU FIRST OBTAINED SUCH HARDWARE, MANUALS, DOCUMENTATION AND SOFTWARE.

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 and 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 or aerosol cleansers. Use a dry cloth to wipe the outside of the unit.

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.

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 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 4600
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.



Introduction

This chapter provides an introduction to the SOMAport subscriber terminal. Please read this chapter to familiarize yourself with the features and operation of the device.

Contents

Overview	10
The Front Panel	11
The Back Panel	13
The Internal Antenna	14

OVERVIEW

The SOMAport™ subscriber terminal provides high-speed Internet access and telephone service. The SOMAport works like a cell phone, in that it communicates with your service provider's network over the air and does not require a special wire connection or external antenna.

Installation is easy. You simply plug-in the SOMAport and connect it to your computer using the provided Ethernet or USB cables. The SOMAport will automatically connect to your service provider and you can setup your account using a Web browser.

If you are using your SOMAport to provide telephone service, you can connect ordinary telephones to it.

Internet Access

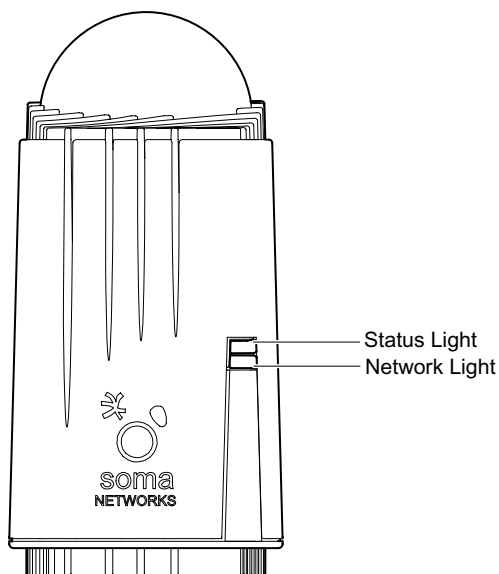
The SOMAport provides a high-speed, “always on” Internet connection, which means you can be connected to the Internet and still use your telephone. The SOMAport is designed to be left on—it should not be turned off when not in use.

Telephone Service

The telephone service provided by the SOMAport is separate from your land-line telephone service. The services to which you can subscribe may differ from traditional land-line services. Consult your wireless service provider for details.

THE FRONT PANEL

There are two lights on the front panel that indicate the state of the SOMApot: status and network.



Status Light

The status light indicates whether or not the SOMAport is powered on and operating normally.

State	Description
Off	The SOMAport is not receiving power.
Amber	The SOMAport is booting and running its internal diagnostics.
Flashing amber	The SOMAport is upgrading its software.
Green	The SOMAport is powered and operating normally.
Red	An error occurred. The SOMAport is not currently functional.

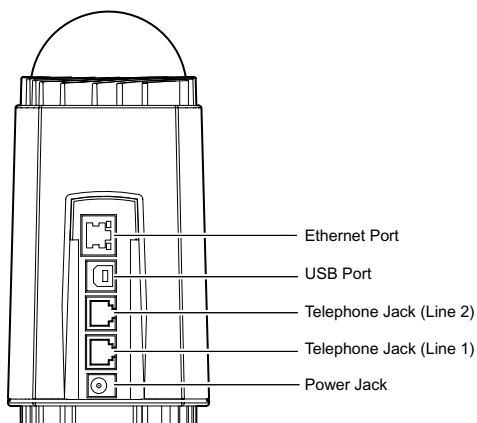
Network Light

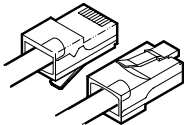
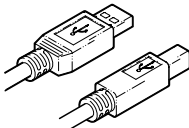
The signal strength light indicates if the SOMAport has located a basestation.

State	Description
Off	The SOMAport is not receiving power.
Amber	The SOMAport is attempting to locate a basestation.
Flashing amber	The SOMAport cannot locate a basestation.
Flashing green	The SOMAport has located a basestation and is attempting to establish a connection.
Green	The SOMAport has located a basestation and has established a connection.
Red	An error occurred. The SOMAport is not currently functional.

THE BACK PANEL

The jacks and ports for connecting other devices to the SOMAport are on the back panel, as shown below.



Part	Description	
Ethernet port	Use this port with the supplied Ethernet cable to connect the SOMAport to a computer or hub. This is the preferred type of Internet connection.	
USB port	Use this port with the supplied USB cable to connect the SOMAport to a computer. This type of connection is intended for use with computers that do not have an Ethernet port.	
Telephone jacks	Use these jacks to connect telephones to the SOMAport.	
Power jack	Use this jack to connect the power supply.	

THE INTERNAL ANTENNA

The SOMAport communicates with a cellular tower operated by your wireless service provider. The SOMAport contains an antenna that automatically steers itself toward the best signal when you plug in the SOMAport. It also periodically checks to see if the current antenna direction is optimal and adjusts automatically if required. So, if you move the SOMAport without unplugging it, and the antenna direction is no longer optimal, the SOMAport automatically steers the antenna to improve performance.



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.



Installing the SOMApport

This chapter explains how to install the SOMApport and activate service. After following the procedures described in this chapter, your SOMApport should be fully functional.

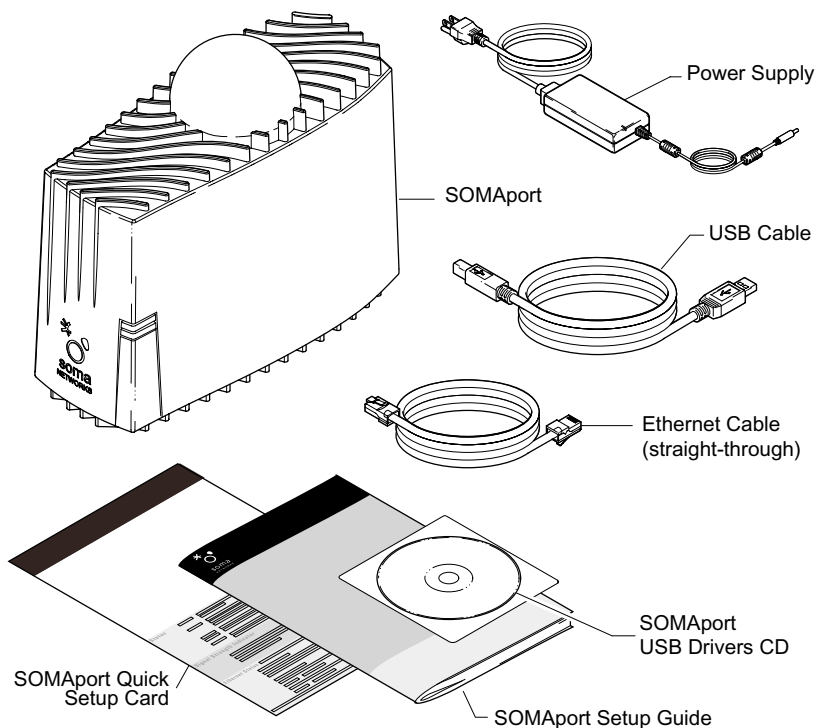
Contents

Unpack the SOMApport	16
Choose the Best Location	17
Power on the SOMApport	18
Connect Computer Using Ethernet	19
Connect Computer Using USB	20
Connect Multiple Computers to the SOMApport	22
Connect Telephones to the SOMApport	23
Activate Service	27

UNPACK THE SOMAPORT

Unpack the SOMAport and make sure you have all the pieces shown below. Find the SOMAport serial number on the bottom of the unit and write it down. You may need this number if you call for technical support.

SOMAport Serial Number: _____



CHOOSE THE BEST LOCATION

Although the SOMAport's internal antenna is self-steering, you can optimize signal reception 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 near a window.
- Avoid placing the SOMAport close to certain electronic devices, such as microwave ovens and computer monitors, as they can cause interference.

POWER ON THE SOMAport

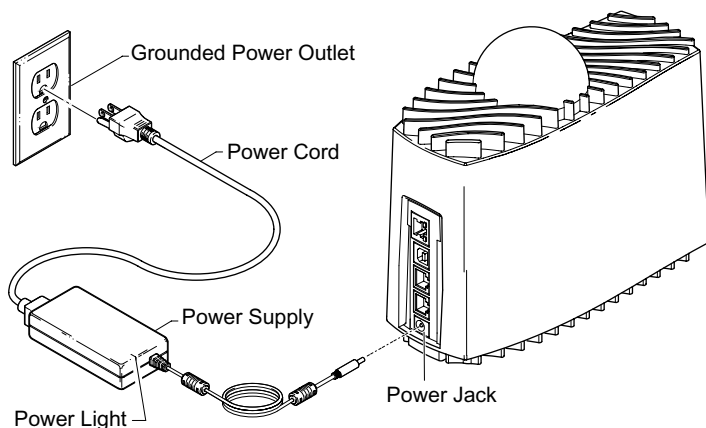
The SOMAport does not have a power switch. To turn it on, plug it into a power outlet. To turn it off, unplug it.



WARNING: Use only the power supply and power cord that come with the SOMAport. Using another power supply may damage your equipment and might cause shock or electrocution.

► To power on the SOMAport

- 1 Insert the connector on the power supply cord into the power jack on the back of the SOMAport.



- 2 Insert the socket end of the power cord into the power supply's receptacle.
- 3 Insert the plug end of the power cord into a three-prong grounded power outlet.

The light on the power supply turns on when it is receiving power.

The SOMAport takes up to five minutes to start, acquire a signal, and connect to the network. Wait for the network light on the front panel to turn green before you attempt to use the SOMAport.

NOTE: If you ever need to disconnect the SOMAport, unplug the power cord from the wall power outlet first and then unplug the connector from the back of the SOMAport.

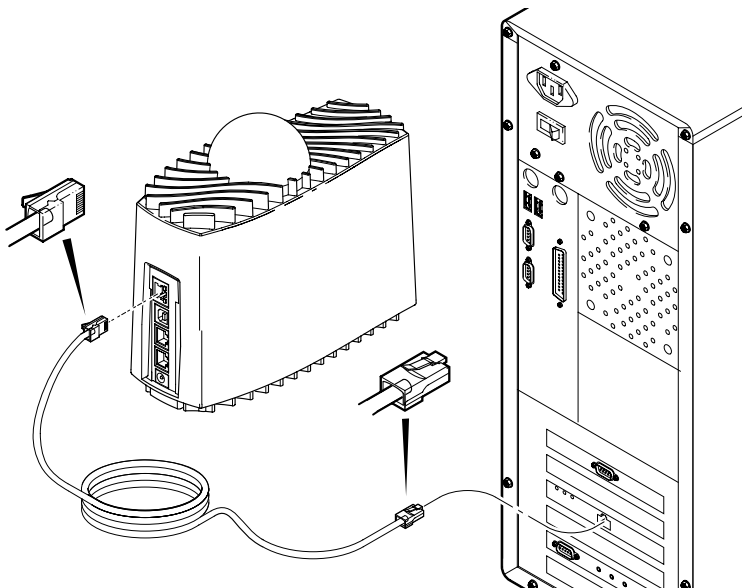
CONNECT COMPUTER USING ETHERNET

If your computer has an Ethernet port, use the supplied Ethernet cable to connect your computer to the SOMApot.

If your computer does not have an Ethernet port, use the USB cable instead. See “Connect Computer Using USB” on page 20 for more information.

► To connect a computer via Ethernet

- 1 Insert one end of the supplied Ethernet cable into the Ethernet port on the back of the SOMApot.
- 2 Insert the other end of the cable into the Ethernet port on your computer.



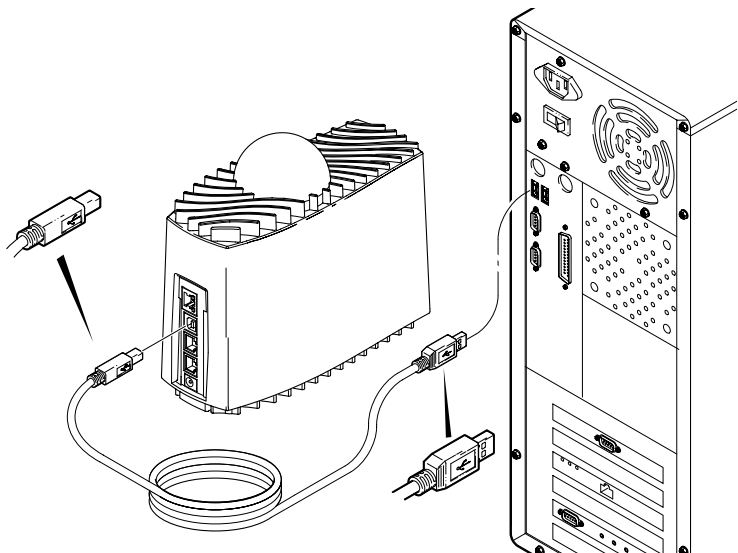
CONNECT COMPUTER USING USB

If your computer does not have an Ethernet port and it is running Windows 98SE, ME, 2000, or XP, you can use the supplied USB cable to connector your computer to the SOMApport.

NOTE: Ethernet is the preferred type of connection. The USB connection should only be used in computers that do not support Ethernet.

► To connect a computer via USB

- 1 Insert the SOMApport USB Drivers CD into the CD-ROM drive on the computer.
- 2 Plug the square connector on the USB cable into the USB port on the back of the SOMApport.
- 3 Plug the flat connector into the USB port on your computer.



A hardware wizard window opens.

You will see the following message at the beginning of the installation:
The software you are installing for this hardware:
SOMApport USB (SOMApport.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.

- 4 Follow the on-screen instructions in the wizard, making sure you select the values indicated in the following table for your version of Windows.

Version	Selections
Windows 98	<ul style="list-style-type: none">■ 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	<ul style="list-style-type: none">■ 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	<ul style="list-style-type: none">■ When prompted for the type of search, select Specify a location.■ When prompted for a location, select Removable Media.
Windows XP	<ul style="list-style-type: none">■ When prompted for the type of search, select Install the software automatically.

- 5 Close the wizard windows and remove the CD from the drive. If prompted to do so, reboot your computer.

CONNECT MULTIPLE COMPUTERS TO THE SOMAport

You can connect the SOMAport to an Ethernet hub, switch, or router device (referred to in the rest of this section as “hub” generically) in order to share the Internet connection among many computers.

The SOMAport functions as a DHCP server (it automatically assigns IP addresses to devices attached to it). Consult the documentation for your hub for information about how to configure the hub and computers for Internet access via the SOMAport.

► To connect an Ethernet hub to the SOMAport

- 1 Insert one end of the straight-through Ethernet cable into the Ethernet port on the SOMAport.
- 2 Insert the other end of the cable into an uplink port (sometimes labeled as a WAN or Internet port) on the hub.

NOTE: If the Ethernet hub does not have an uplink port, you may connect to the SOMAport using an Ethernet port (which may be labeled as a switched, LAN, or numbered port) on the hub. However, you must obtain and use a crossover Ethernet cable (not shipped with the SOMAport) to make this connection.

- 3 Configure the hub and computers as required to access the Internet via the SOMAport.

CONNECT TELEPHONES TO THE SOMAport

In order to use a telephone with your SOMAport, you will need to subscribe to your service provider's telephone service during service activation.

If telephone service is not available in your area or if you do not want to use telephones with your SOMAport, skip to "Activate Service" on page 27.

Telephone Jacks

There are two telephone jacks on the back of the SOMAport, one for line 1 (bottom) and the other for line 2 (top).

How you connect telephones to the SOMAport depends on three things:

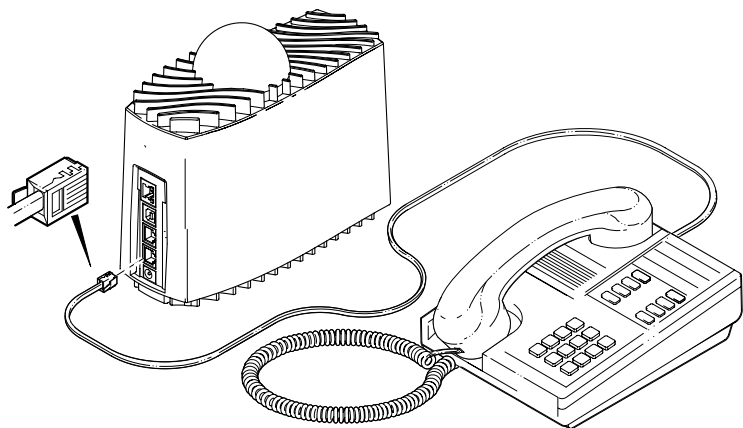
- The number of lines you subscribe to (one or two)
- The number of telephones you connect to the SOMAport
- The type of telephones you connect (one-line or two-line telephones)

Lines	Connecting One Telephone	Connecting Two Telephones
One	Use the line 1 (bottom) jack. See "To connect a single telephone" on page 24.	Insert a duplex adapter into the line 1 (bottom) jack and then connect both telephones to the adapter. See "To connect two telephones (when you have one line)" on page 26.
Two	Use the line 1 (bottom) jack. See "To connect a single telephone" on page 24.	Connect telephones to both jacks. See "To connect two telephones (when you have two lines)" on page 25.

► To connect a single telephone

Insert the free end of the telephone cable into the line 1 (bottom) jack on the SOMAport.

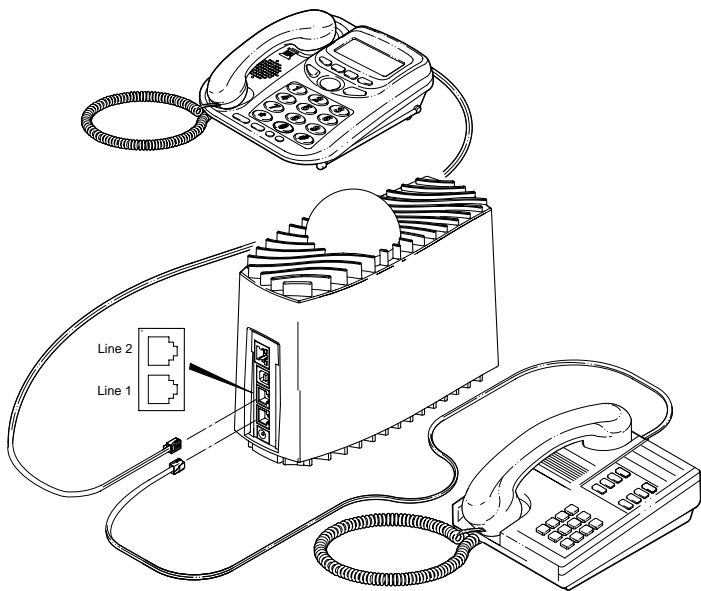
NOTE: To connect a two-line telephone, you must subscribe to two lines.



► To connect two telephones (when you have two lines)

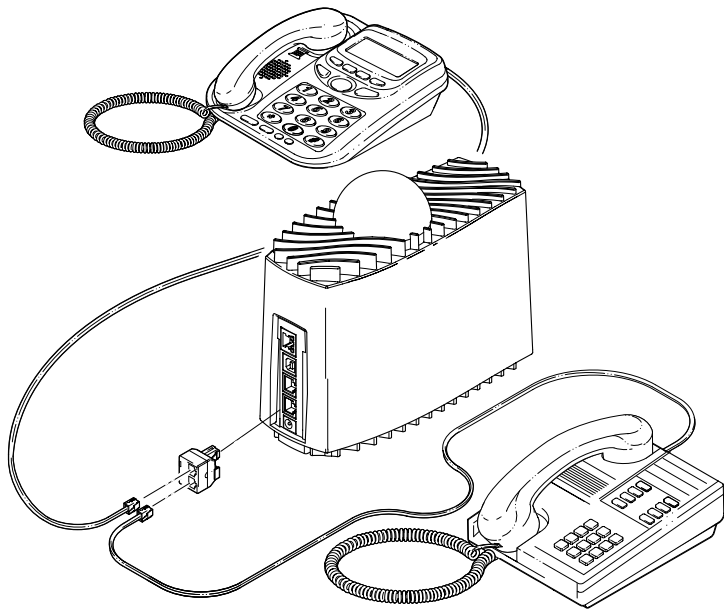
- 1 Connect the cable of the telephone you want serviced by line 1 to the line 1 (bottom) jack on the SOMAport.
- 2 Connect the cable of the telephone you want serviced by line 2 to the line 2 (top) jack on the SOMAport.

NOTE: If you have a two-line telephone, connect it to the line 1 (bottom) jack.



► To connect two telephones (when you have one line)

- 1 Insert a duplex adapter into the line 1 (bottom) jack of the SOMAport.
- 2 Insert the free end of one telephone cable into one of the jacks on the adapter.
- 3 Insert the free end of the second telephone cable into the other jack on the adapter.



► To test your SOMAport telephone service

Pick up the receiver and listen for dial tone.

- If you hear a standard dial tone, the SOMAport 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 "Activate Service" on page 27.
- 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 Causes of Telephone Problems" on page 31.

ACTIVATE SERVICE

After the SOMAport powers on, it will be in one of two service modes:

- **Restricted access** – Your SOMAport remains in this mode until your account is activated by your service provider. You can use the SOMAport only to contact your service provider to activate full service, either by telephone or through the service provider's Web site. You cannot receive telephone calls in this mode, although you can place a call to an emergency service (for example, 911 in North America).
- **Full-service access** – You can browse any site on the Internet, receive telephone calls, and place calls to any telephone number.

► 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, complete the sign-up procedure on the Web site to activate full service.
 - If you can not open any Web pages at all, see "Finding Causes of Computer Problems" on page 30.

NOTE: If you subscribe only to telephone service, activate full service by calling your service provider's technical assistance center.



Troubleshooting

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

Contents

Finding Causes of Computer Problems	30
Finding Causes of Telephone Problems	31
The Signal is Weak	32
There is a Fault Condition	33
The SOMApport is Not Receiving Power	34
There is a Problem with the Ethernet or USB Cabling	35
There is a Problem with the USB Port Settings	37
The Computer Uses an Old Dial-Up Connection	38
Internet Explorer LAN Settings are Incorrect	40
Ethernet Network Settings are Incorrect	41
IP address Needs to be Renewed	50

FINDING CAUSES OF COMPUTER PROBLEMS

Look up the problem you are experiencing and follow the suggested actions. If the recommended actions do not fix the problem, call your service provider.

Problem	Possible causes	Action
You cannot connect to the Internet	Network settings for an Ethernet connection are incorrect.	See "Ethernet Network Settings are Incorrect" on page 41.
	Signal has been dropped.	Unplug the SOMApport and plug it back in again.
	SOMApport is not receiving power.	See "The SOMApport is Not Receiving Power" on page 34.
	SOMApport experienced a fault condition during startup.	See "There is a Fault Condition" on page 33.
	No connection between the computer and the SOMApport.	See "There is a Problem with the Ethernet or USB Cabling" on page 35.
	You are using Internet Explorer and the LAN settings are not properly configured.	See "Internet Explorer LAN Settings are Incorrect" on page 40.
	Signal is weak.	See "The Signal is Weak" on page 32.
It takes a long time to open a Web page	Internet congestion.	Try again.
	Signal is weak.	See "The Signal is Weak" on page 32.
	Cable connecting the computer to the SOMApport is damaged.	Replace the cable.
	Your network interface card (NIC) is in full-duplex mode. (This applies only if your SOMApport is directly connected to the NIC of your computer, rather than through a hub.)	Use the appropriate system control to change the duplex setting of your NIC to half-duplex. Refer to the documentation for your operating system.
Making a wireless Internet connection is prevented by old dial-up default	Computer is set up to connect to the Internet via dial-up by default.	See "The Computer Uses an Old Dial-Up Connection" on page 38
You cannot send email	SMTP server associated with your existing email account is not accessible.	Use a Web account, such as yahoo, for sending and receiving messages.

FINDING CAUSES OF TELEPHONE PROBLEMS

Look up the problem you are experiencing and follow the suggested actions. If the recommended actions do not fix the problem, call your service provider.

Problem	Possible causes	Action
Irregular dial tone	If you hear a series of tones (not a regular dial tone) before you attempt a call, the SOMAport has not yet acquired a signal.	Wait a few minutes and try again.
	If you hear a “fast busy” tone after you attempt to dial a number, you are in restricted mode.	Activate full service as described in “Activate Service” on page 27.
No dial tone	If your telephone is connected to line 2 and you hear silence before dialing a call, you are in restricted mode.	Activate full service as described in “Activate Service” on page 27.
	Cable connections are not secure.	Make sure the telephone cable is securely connected to the SOMAport and the telephone.
	Telephone cable is inserted into the SOMAport’s Ethernet port.	Make sure the telephone is connected to a telephone jack.
	Telephone is broken.	Try a telephone that is known to work. If you were using a cordless telephone, try using a corded one.
	SOMAport experienced a fault condition during startup.	See “There is a Fault Condition” on page 33.
	SOMAport is not receiving power.	See “The SOMAport is Not Receiving Power” on page 34.
	Signal is weak.	See “The Signal is Weak” on page 32.
Voice quality is poor	Signal is weak.	See “The Signal is Weak” on page 32.
	Telephone is broken.	Try a telephone that is known to work. If you were using a cordless telephone, try using a corded one.
Calls are dropped	Signal is weak.	See “The Signal is Weak” on page 32.

THE SIGNAL IS WEAK

The signal to your SOMAport may be weak if you are having any of the following problems:

- 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

- 1 Make sure you have located the SOMAport according to the guidelines listed in “Choose the Best Location” on page 17.
- 2 See if a nearby appliance is disrupting 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 if the network performance 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 17.

Persistent Reception Difficulties

Reception can be temporarily affected by severe weather conditions such as heavy storms, ice, or strong winds. Problems may persist in the absence of these conditions if:

- There are obstructions—tall buildings, trees, or mountains—between your SOMAport and the nearest communications tower.
- Your SOMAport is located at the outer limit of the coverage area.

Contact your service provider if you experience persistent signal reception difficulties.

THERE IS A FAULT CONDITION

If the status light is red, the SOMAport has detected a fault. In this situation, restart the SOMAport.

► To restart the SOMAport

- 1 Unplug the SOMAport from the wall power outlet and wait at least 10 seconds.
- 2 Plug the SOMAport back in.
- 3 Wait until the status light on the front panel is green (an indication that the SOMAport is operating correctly).

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

THE SOMAPORT IS NOT RECEIVING 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 power cord that connects the power supply to the wall outlet is securely connected to the power supply and the wall outlet.
- 2 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.
- 3 Make sure the wall receptacle is working by plugging in an appliance that you know works.
- 4 Check the circuit breaker.
- 5 If you cannot find the source of the problem, call your service provider.

THERE IS A PROBLEM WITH THE ETHERNET OR USB CABLING

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.

Ethernet connection

There are two lights on the Ethernet port that indicate the status of the Ethernet connection: link (green), and data transmit (amber).

If the link light is off, the connection between the SOMAport and the Ethernet device is not working or does not exist.

The data transmit light flashes when data is being transmitted across the link. It is normal for this light to be off much of the time.

► 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	Provided
Ethernet port of a computer	Straight-through	Yes
Uplink port of a hub	Straight-through	Yes
Ethernet port of a hub	Crossover	No

- 3 Make sure the length of the cable does not exceed 100 meters (328 feet).
- 4 If none of the previous steps solves the problem, replace the cable.

NOTE: You can replace the cable while the SOMAport is on.

USB connection

There is no link light on the USB port. If you are using USB to connect your computer to the SOMAport and you suspect there is a problem with the physical connection, check the USB cabling.

► 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.

THERE IS A PROBLEM WITH THE USB PORT SETTINGS

If you are having problems getting the USB connection to work, ensure that your computer's USB port is enabled and properly set up.

► To check your PC's USB port settings

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 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 valid USB Host Controller installed in your PC. You cannot use USB until you install a valid USB Host Controller.

THE COMPUTER USES AN OLD DIAL-UP CONNECTION

If you switched from a dial-up Internet service when you subscribed to wireless SOMApport Internet service, you may still be prompted to connect to the Internet using the old dial-up connection. If this is the case, use the procedure in this section appropriate to your operating system 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**.

NOTE: 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 it is configured to automatically detect LAN settings. If this default setting 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.

ETHERNET NETWORK SETTINGS ARE INCORRECT

If you could not get an Internet connection after connecting your computer to the SOMAport via Ethernet, but your physical connection seems to be intact, your computer's Ethernet network settings may need to be changed.

Use the procedure in this section appropriate to your operating system to reconfigure Ethernet network settings. You may be prompted to insert the installation CD for your operating system, and you may need to reboot your computer after changing the settings before you can successfully connect to the Internet.

► To change network settings in Windows 95

1 Choose **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, activate full service by following the sign-up procedure that is provided on the Web site.
- 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 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" on page 38.
- If you do not get an Internet connection, see "Finding Causes of Computer Problems" on page 30.

► To change network settings in Windows 98 and ME

1 Choose **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 4.

- If TCP/IP is not listed, install it:

- 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.

4 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.

5 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 and you can begin using your SOMAport for Internet service.
 - If your browser does not automatically open to your service provider's Web site, go to step 6.
- 6 Enter a valid Internet address (such as **www.web.com**) in the **Address** field and press Enter.
- If the 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" on page 38.
 - If you do not get an Internet connection, see "Finding Causes of Computer Problems" on page 30.

► **To change network settings in Windows 2000**

- 1 Right-click the My Network Places icon and choose **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)**.
If **Internet Protocol (TCP/IP)** is not listed, install it as follows:
 - 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.
- 5 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.
- 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 and you can begin using your SOMAport for Internet service.
 - 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 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” on page 38.
- If you do not get an Internet connection, see “Finding Causes of Computer Problems” on page 30.

► To change network settings in Windows XP

1 Choose **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)**.

If **Internet Protocol (TCP/IP)** is not listed, install it as follows:

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.

5 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.
- 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 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" on page 38.
 - If you do not get an Internet connection, see "Finding Causes of Computer Problems" on page 30.

► To change network settings in Mac OS 8 and 9

NOTE: 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, save them when prompted.

- 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 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 Causes of Computer Problems" on page 30.

► 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 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 Causes of Computer Problems" on page 30.

IP ADDRESS NEEDS TO BE RENEWED

If you cannot connect to the Internet even after you have checked all cabling and network settings and have rebooted the computer, follow the appropriate procedure in this section to manually obtain a new IP address.

► 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 a command window using one of the following methods:

- In Windows 2000 or XP, choose **Start→Programs→Accessories→Command Prompt**.
- In Windows 98 or ME, choose **Start→Programs→MS-DOS Prompt**.

The command window opens.

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

Operating system	Command
Windows 98 or ME	<code>ipconfig /renew_all ↵</code>
Windows 2000 or XP	<code>ipconfig /renew ↵</code>

The Windows IP configuration is displayed.

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

Example:

```
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.

Specifications

Release	SOMApport R3.0
Internal antenna	Type: internal passive-steered array antenna Internal antenna gain: 3 dBi Receiver noise figure: 6 dB Transmitted EIRP: 30 dBm RF output power: 27 dBm
Device ports and interfaces	Telephone Jacks: 2 RJ-11 telephone jacks Max REN per jack: 5 Max REN per SOMApport: 5 REN simultaneous, 10 REN interleaved Data Ethernet (RJ-45, 10Base-T), USB (type "B", 1.1)
Lights	Network, status
Power requirements	Power Supply Type: U.S./International 120/230V AC–DC external power supply Cable: Power cord with non-wall-mounted AC-to-DC transformer
Environmental specifications	Temperature Operating: +5°C to +40°C (+41°F to +104°F) (without fan) Storage: –20°C to +65°C (–4°F to +149°F) Humidity Operating: 20%–95%, noncondensing Storage: 5%–95%, noncondensing Altitude Operating: 2438 m (8000 feet)
Packaging	Dimensions Height: 14 cm (5.5 inches) Width: 7 cm (2.8 inches) Depth: 19 cm (7.5 inches) Weight: 0.85 kg (1.9 pounds) Volume: 1700 cc (104 cubic inches)
Regulatory certifications	CE MET, MET-c IEC 60950-1 FCC Part 15B, Part 24 (PCS Only)

Index

A

- activating full service 27
- antenna 14
 - improving signal reception 17

B

- back panel 13

C

- cables
 - crossover 35
 - Ethernet 35
 - problems and actions 30, 31
 - USB 36
- calls
 - are dropped 31
- computer equipment
 - connecting to a SOMAport
 - using the Ethernet port 19
 - using the USB port 20
- connecting
 - an Ethernet hub 22
 - computer equipment
 - using the Ethernet port 19
 - using the USB port 20
 - multiple computers 22
 - power supply 18
 - telephones 23
- connection problem 36
- connectors
 - Ethernet 13
 - USB 13

D

- dial tone
 - none 31
- dial-up connection
 - disabling 38

- disconnecting power supply 18

E

- Ethernet
 - cables 22, 35
 - hub 22
 - network settings
 - Mac OS X 48
 - Windows 2000 44
 - Windows 95 41
 - Windows 98 and ME 43
 - Windows XP 46
 - port 13

F

- fault conditions 33
- front panel 11
- full service
 - activating 27

H

- hub. *See* Ethernet *and* LANs

I

- Internet 30
 - access problems 32
 - access to LAN PCs 22
 - cannot connect to 30
 - disabling dial-up connection 38
- Internet Explorer
 - detecting LAN settings 40
- IP address
 - obtaining automatically
 - Mac OS X 48
 - Windows 2000 44
 - Windows 95 41
 - Windows 98 and ME 43
 - Windows XP 46

renewing in Windows 50–51

J

jacks. *See* telephone jacks *and* power jack

L

LANs

Internet access to PCs 22

Internet Explorer settings 40

See also Ethernet

lights

link 36

network 12

status 12

M

Mac OS X

network settings 48

multiple computers

connecting 22

N

network light 12

network settings

changing

Mac OS X 48

Windows 2000 44

Windows 95 41

Windows 98 and ME 43

Windows XP 46

Windows 95 41

P

performance

optimizing 17

problem causes 32

ports 13

Ethernet 13

USB 13

power jack 13

power requirements 53

power supply

checking 34

connecting 18

disconnecting 18

powering on the SOMAport 18

problems

Internet connection 30

R

radio signals. *See* signals

reception quality 17

restarting

SOMAport 33

restricted access 27

S

safety instructions 5, 14

safety warnings 5

separation distance 14

service modes 27

service providers 10

services

activating 27

servicing. *See* SOMAports

settings

Internet Explorer 40

See also network settings

signals

causes of weak signal 32

reception quality 17

strength levels 12

SOMAports

connecting Ethernet hubs 22

maintenance and servicing 6

optimizing performance of 17

parts shipped 16

performance problems 32

powering on 18

restarting 33

signal strength 32

status light

states 12

T

telephone

checking 26

- poor voice quality 31
- telephone calls
 - are dropped 31
- telephone jacks 13, 23
- testing
 - telephone connection 26
- two-line telephones 23

U

- unpacking 16
- USB
 - checking the cable 36
 - installing drivers 21
 - port 13
 - troubleshooting 36
 - when to use 19

V

- voice quality 31

W

- warnings 5
- Web pages. *See* Internet
- Windows 2000
 - network settings 44
- Windows 95
 - network settings 41
- Windows 98 and ME
 - network settings 43
- Windows XP
 - network settings 46
- wireless service provider 10

