



SOMApport™ Setup Guide

Release 2.0

Part 003776A revision 02

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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 SOMApport 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 SOMApport 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 SOMApport 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 SOMApport or it has been exposed to water.
- An object has fallen into the SOMApport.
- The SOMApport 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 SOMApport has been dropped and a change in performance has occurred.
- The SOMApport 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

We SOMA Networks, Inc.,
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declare 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.

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INTRODUCTION

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

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Overview

The SOMApport 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 SOMApport. Because the SOMApport uses wireless technology, there is no wiring or cabling connecting it to your wireless service provider's facilities. Instead, the SOMApport 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 SOMApport 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 SOMApport 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 SOMApport 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 SOMApport 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.

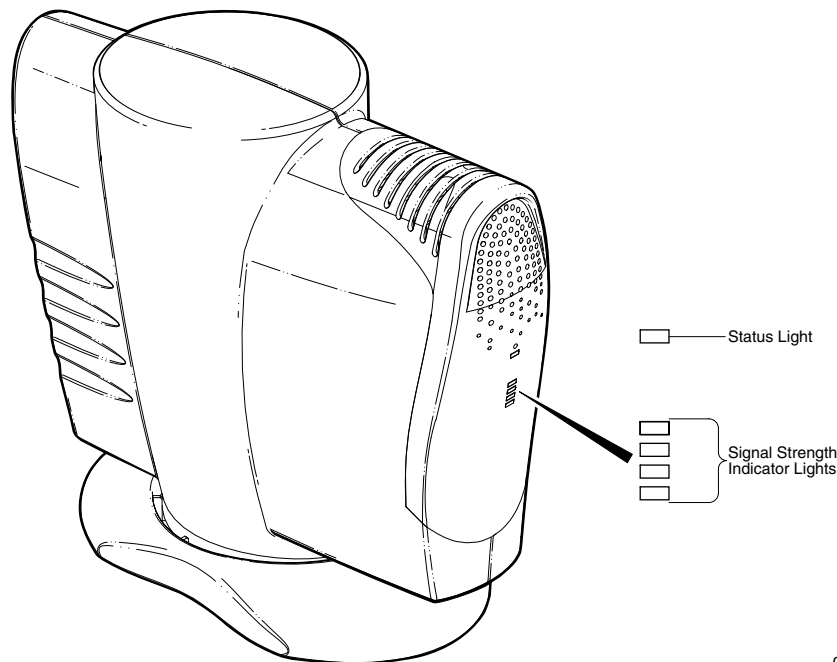
Other documents

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

- **Booster Antenna Installation Guide** – This document is shipped with the optional booster antenna.
- **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 SOMApport. These lights indicate the state of the SOMApport. Their locations are shown below.



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Lights

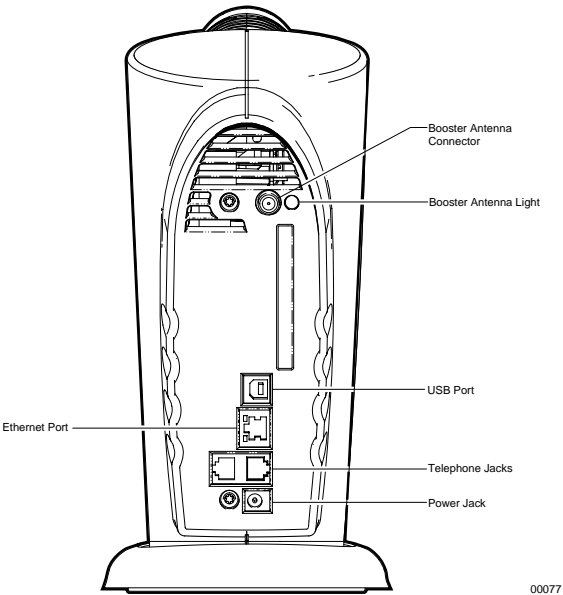
The lights have the following functions.

Light	Description
Status	The top light is the Status light. It indicates whether or not the SOMApport 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 “SOMApport Lights” on page 45 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.



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

Part	Description
Booster antenna connector	This is the connector to which the optional SOMA Networks external booster antenna attaches. ATTENTION: The booster antenna connector should only ever be connected to the SOMA Networks booster antenna, as control voltages and signals are present at this connector. Other manufacturers' antennas should never be connected to the booster antenna connector as they will provide no improvement to reception and will result in irreparable damage to the SOMAport, rendering it inoperative.
Booster antenna light	This light indicates which antenna is being used. See " Booster antenna light " on page 50.

Continued

Part	Description
USB port	This port provides an alternative method for connecting a USB-compatible computer or hub to the SOMApport.
Ethernet port	<p>This port connects a computer or a hub to the SOMApport using a straight-through Ethernet cable (for a computer) or a crossover cable (for a hub).</p> <p>The Ethernet lights are located on this port. They indicate the status of the Ethernet connection. See “Ethernet status lights” on page 49.</p>
Telephone jacks	These jacks connect telephones to the SOMApport.
Power jack	The power supply plugs into this jack.

Cables

The following cables are supplied with the SOMApport.

Cable Type	Description
Ethernet	<p>If your computer has an Ethernet card, use the Ethernet cable to connect your computer to the SOMApport.</p> <p>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.</p>
USB	<p>If your computer does not have an Ethernet card, but has a USB port, use the USB cable to connect your computer to the SOMApport.</p>

Antennas

The SOMAport is essentially a two-way radio. Inside is an antenna that 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 internal antenna provides good reception in most situations. You don't have to aim this antenna yourself. The antenna tunes itself when you plug in the SOMAport.

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 booster antenna

In rare cases, the internal antenna is unable to acquire a sufficiently strong signal. The SOMAport supports a booster antenna to address these circumstances. The booster antenna 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 booster antenna.



WARNING: Only the SOMA Networks booster antenna can be connected to the SOMAport. Connecting other manufacturer's antennas or products to the SOMAport will provide no improvement to reception and will result in irreparable damage to the SOMAport, rendering it inoperative.

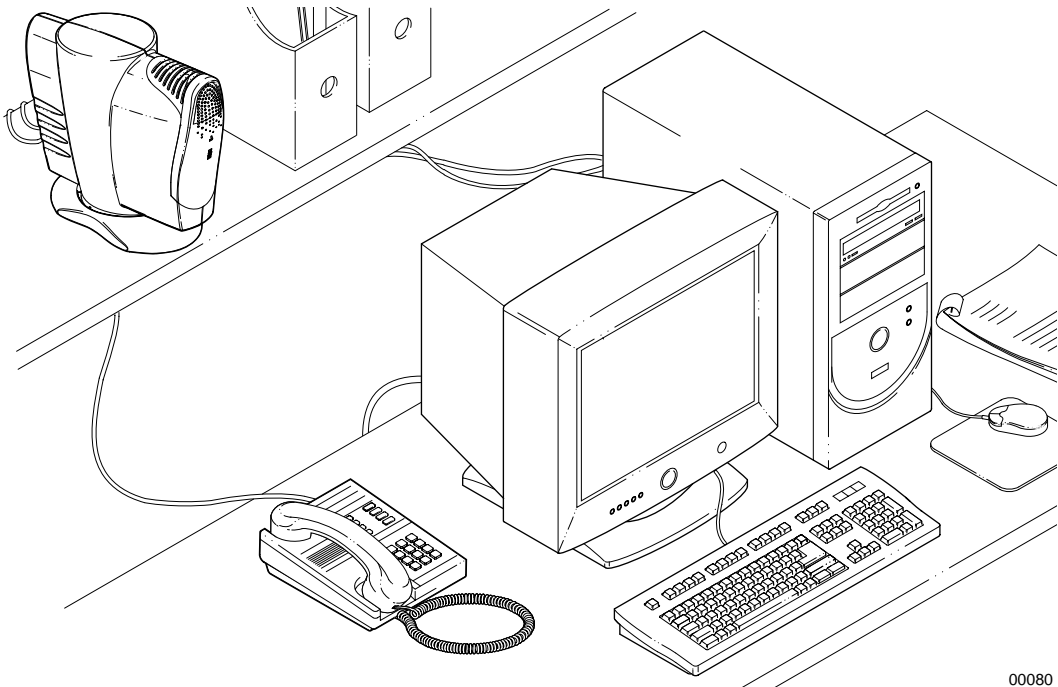
Connection options for telephones

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

- Connect the telephone directly to the SOMApport by plugging it into one of the telephone jacks on the back of the SOMApport.
- Use your in-building telephone wiring to connect telephones to the SOMApport.

Direct connections

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



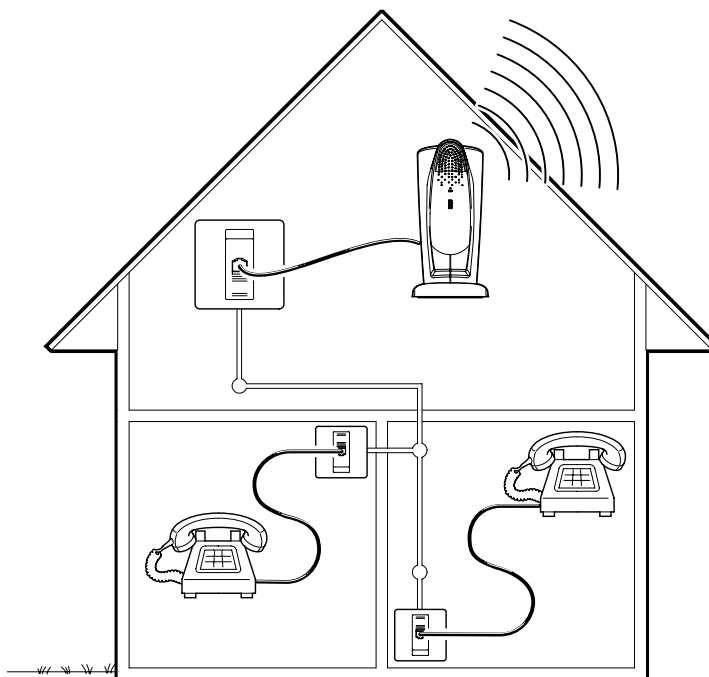
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Connections to in-building telephone wiring

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.



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INSTALLING THE SOMAport

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

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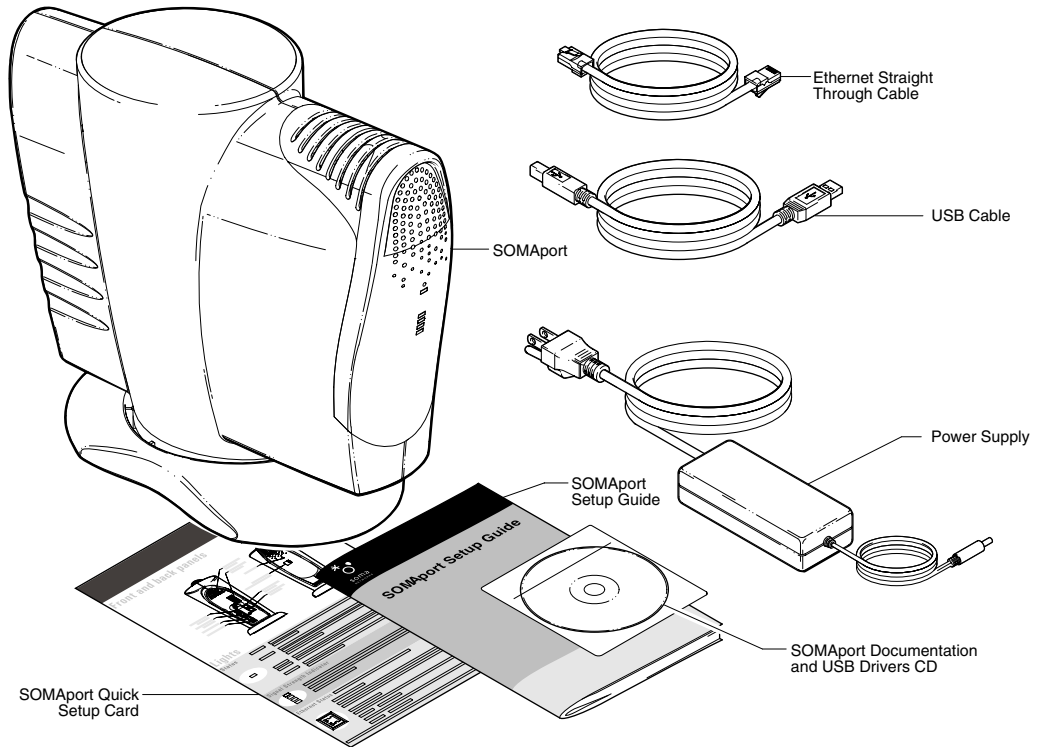
An overview of the installation

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

Task	See
1 Unpack the SOMApport and make sure you have all the necessary parts.	"Unpacking the SOMApport" on page 23
2 Locate the serial number on the base of the SOMApport. Write it down in a convenient place. You will need this number if you call customer support.	
3 Choose a location for the SOMApport.	"Choosing the best location for the SOMApport" on page 24
4 Connect your computer to the SOMApport. You can use Ethernet or, if your computer does not have an Ethernet card, USB. You can also connect multiple computers to the SOMApport using a hub or a switch.	"Connecting a computer via Ethernet" on page 25 or "Connecting a computer via USB" on page 27
5 If telephone service is available in your area and you subscribe to it, connect your telephone to the SOMApport.	"Connecting telephones to the SOMApport" on page 32
6 Connect the power supply to the SOMApport and plug in the SOMApport to power it on. NOTE: The SOMApport acquires a radio signal that is optimized for it's current location when you power it on. Power on the SOMApport only after you have connected your equipment to it and positioned it in its final location. If, once the SOMApport has been installed, you decide to move it, power it down first, move it to the new location, and then power it back on to optimize the signal for the new location.	"Connecting the power supply and powering on the SOMApport" on page 36
7 Test the computer equipment connected to the SOMApport to make sure you get an Internet connection, and if you have subscribed to telephone service, make sure you get dial tone on the telephone connected to the SOMApport.	"Testing your equipment" on page 38
8 You may have to activate full service if your service provider hasn't already done so.	"Activating full service" on page 43

Unpacking the SOMAport

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



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Choosing the best location for the SOMApport

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

- Allow at least 46 centimeters (18 inches) of space around the SOMApport.
- If your home or office has multiple floors, place the SOMApport on one of the upper floors, if possible. Avoid putting it in the basement.
- Place the SOMApport 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 SOMApport on a surface such as a desk rather than in a cupboard or under a table.
- Place the SOMApport near a window rather than on the other side of the room.
- Avoid placing the SOMApport close to certain electronic devices, such as microwave ovens and computer monitors, as this can cause interference.

Connecting a computer via Ethernet

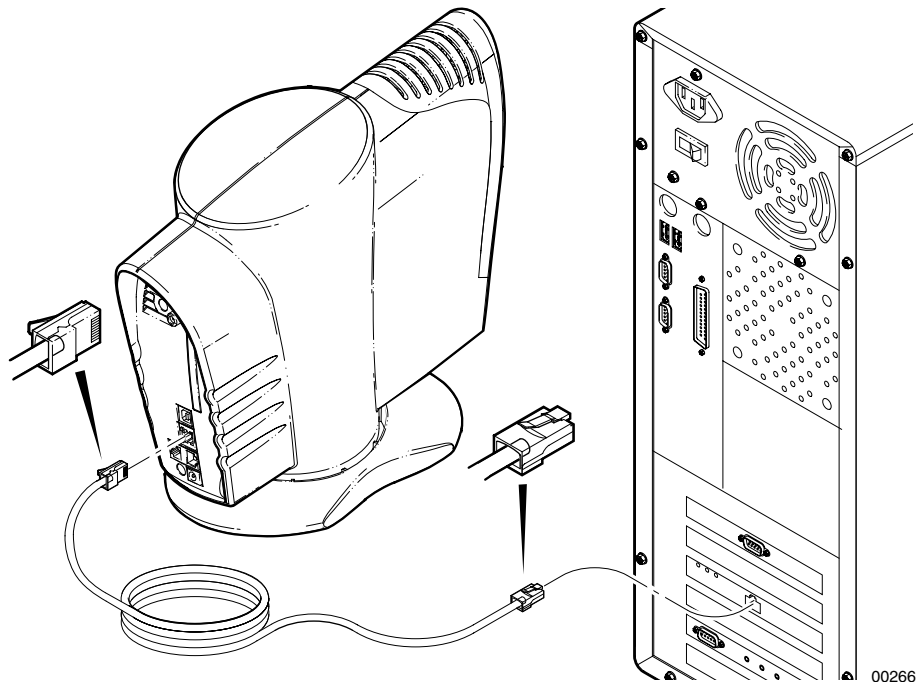
If your computer has an Ethernet card, use an Ethernet cable to connect your computer to the SOMAport. If your computer does not have an Ethernet card and it is running Windows 98SE or later, use the USB cable instead. See [“Connecting a computer via USB” on page 27](#) for more information.

NOTE: 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

NOTE: To connect multiple computers to the SOMAport, see [“Connecting multiple computers to the SOMAport” on page 30](#).

- 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.



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What's next

If telephone service is available in your area and you are connecting a telephone to the SOMApport, go to [“Connecting telephones to the SOMApport”](#) on page 32.

If telephone service is not available in your area or you are not connecting a telephone to the SOMApport, go to [“Connecting the power supply and powering on the SOMApport”](#) on page 36.

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.

► To determine if the USB port is set up properly

- 1** Open the Control Panel.
 - If you have Windows 98/2000/ME, choose Start→Settings→Control Panel.
 - If you have Windows XP, choose Start→Control Panel.
- 2** Double-click the System icon.
- 3** Open the Device Manager:
 - If you have Windows 98/ME, click the Device Manager tab.
 - If you have Windows 2000/XP, click the Hardware tab and then click the **Device Manager** button.
- 4** Make sure the **View device by type** radio button is enabled.
- 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:

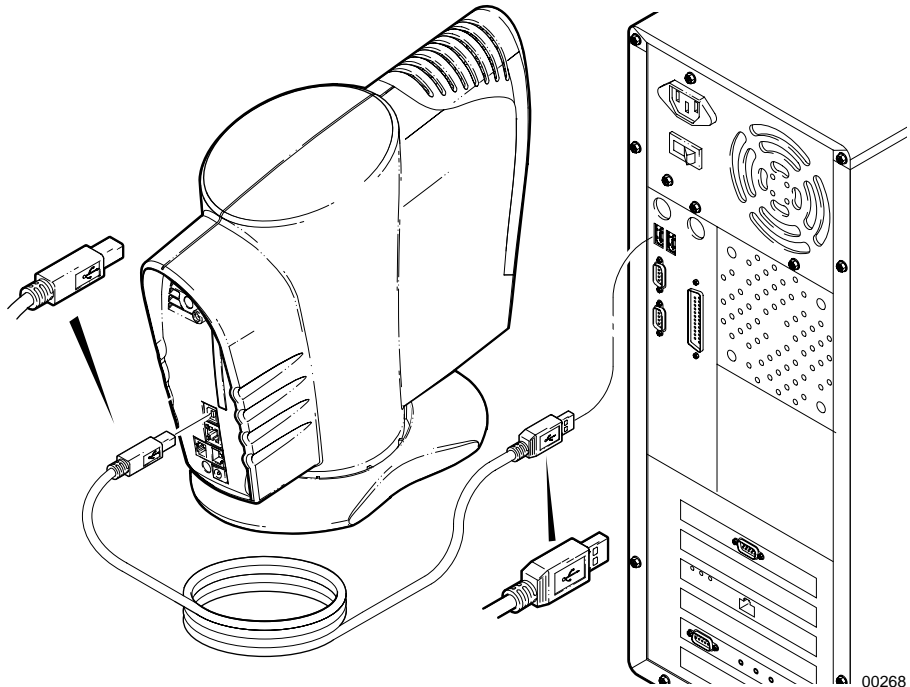
 - USB Host Controller
 - USB Root Hub

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 SOMApport

- 1 Insert the SOMApport Documentation and USB Drivers CD into the CD-ROM drive on the computer.
The SOMApport Documentation window opens.
- 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.
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.

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. <p>Windows XP finds the driver automatically.</p>

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 32](#).

If telephone service is not available in your area or you are not connecting a telephone to the SOMAport, go to [“Connecting the power supply and powering on the SOMAport” on page 36](#).

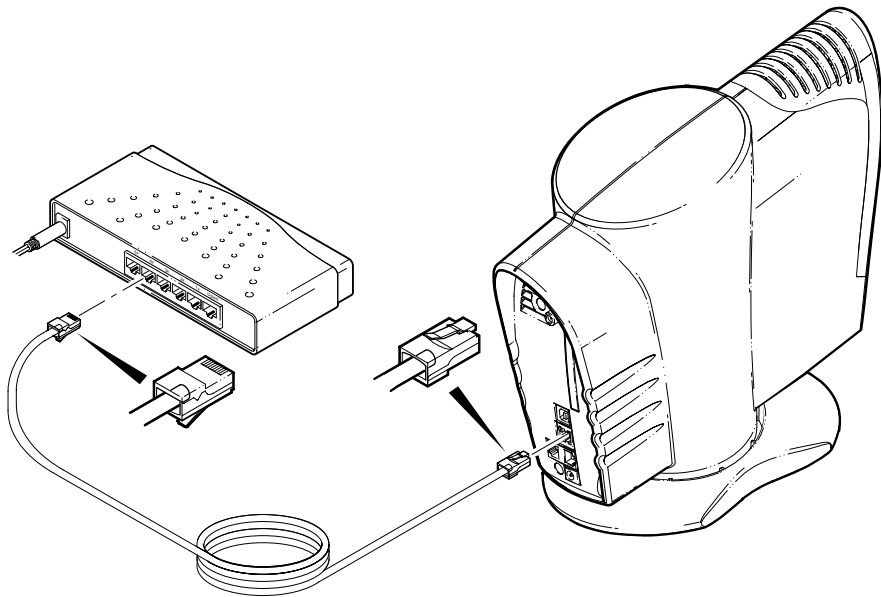
Connecting multiple computers to the SOMApport

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 SOMApport.

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

► To connect multiple computers to the SOMApport

- 1** Insert one end of the straight-through Ethernet cable into the Ethernet port at the back of the SOMApport.
- 2** Insert the other end of the cable into any empty Ethernet port on your hub or switch.



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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 32.

If telephone service is not available in your area or you are not connecting a telephone to the SOMAport, go to [“Connecting the power supply and powering on the SOMAport”](#) on page 36.

Connecting telephones to the SOMApport

If telephone service is not available in your area or if you do not subscribe to telephone service, skip to “Connecting the power supply and powering on the SOMApport” on page 36.

Telephone jacks on the SOMApport

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

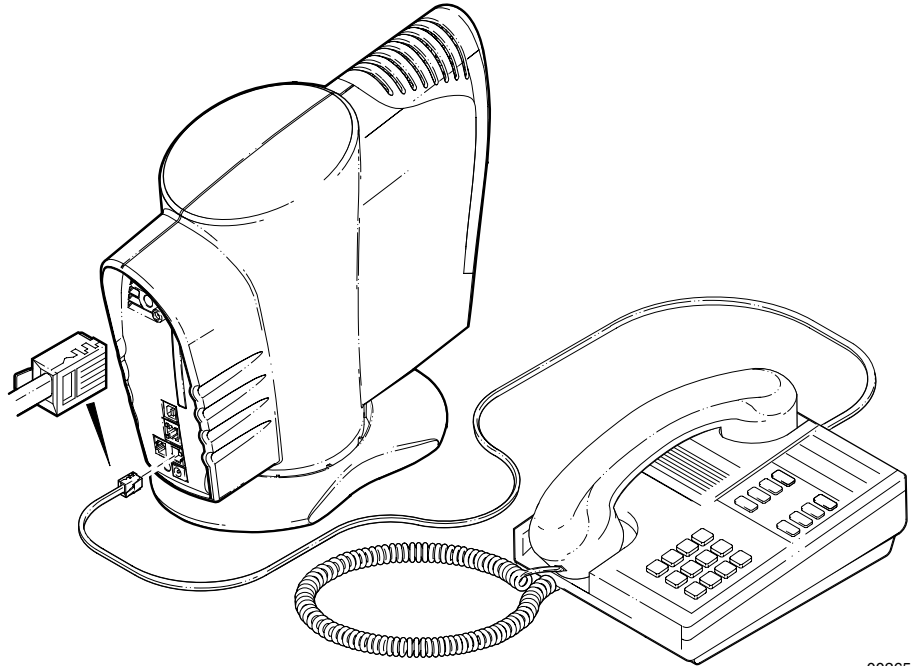
The way in which you connect telephones to the SOMApport depends on three things: the number of telephone lines you subscribe to (one or two), the number of telephones you connect to the SOMApport, and the types of telephones you connect (one-line or two-line telephones). The following table shows how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

Telephone lines	Connecting one telephone	Connecting two telephones
One	<p>You must connect the telephone to the line 1 jack. You cannot use the line 2 jack.</p> <p>See “To connect a single telephone to the SOMApport” on page 33.</p>	<p>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.</p> <p>See “To connect two telephones to the SOMApport (when you have one telephone line)” on page 35.</p>
Two	<p>You can use either telephone jack.</p> <ul style="list-style-type: none">■ 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. <p>See “To connect a single telephone to the SOMApport” on page 33.</p>	<p>Connect telephones to both jacks.</p> <ul style="list-style-type: none">■ 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. <p>See “To connect two telephones to the SOMApport (when you have two telephone lines)” on page 34.</p>

NOTE: 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**

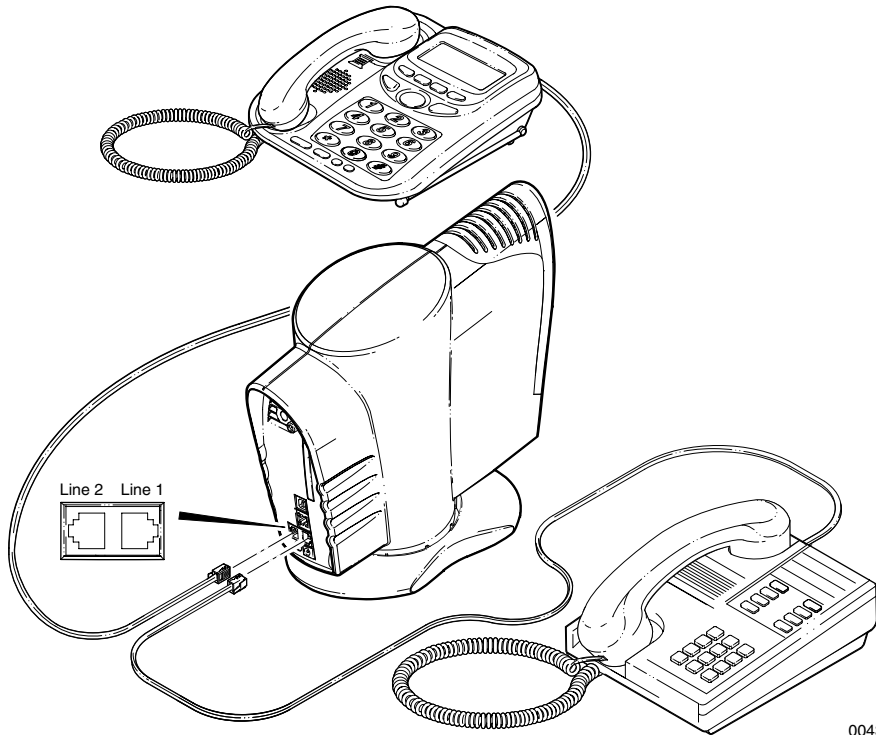
Insert the free end of the telephone cable into the right (line 1) jack.



00265

► **To connect two telephones to the SOMApport (when you have two telephone lines)**

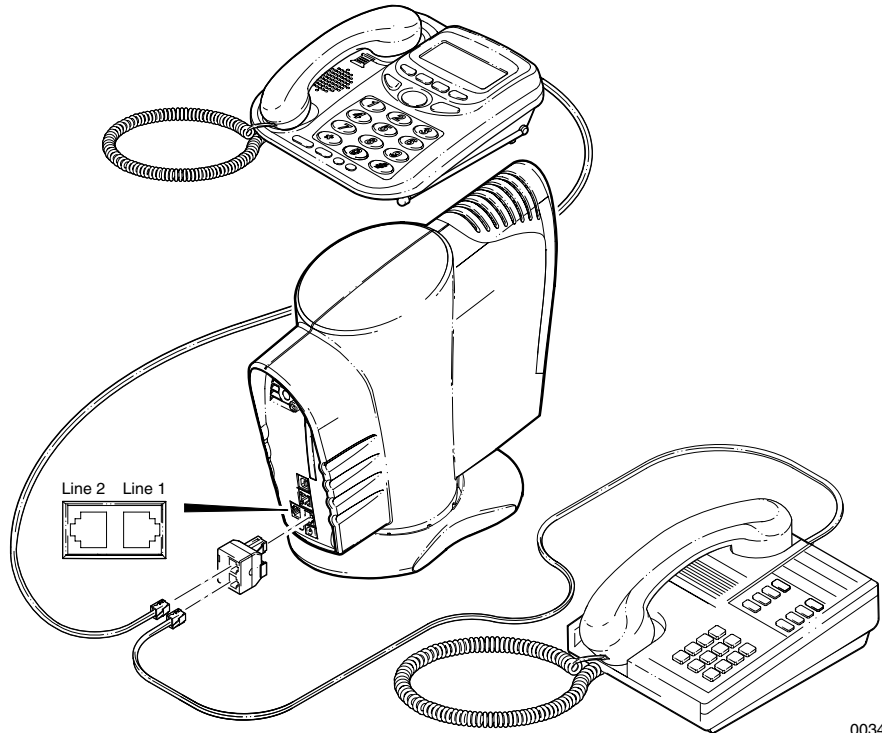
- 1** Connect the cable of the telephone you want serviced by line 1 to the right (line 1) jack.
- 2** Connect the cable of the telephone you want serviced by line 2 to the left (line 2) jack.



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.



00347

What's next

You are now ready to plug in the SOMAport. See [“Connecting the power supply and powering on the SOMAport”](#) on page 36.

Connecting the power supply and powering on the SOMApport

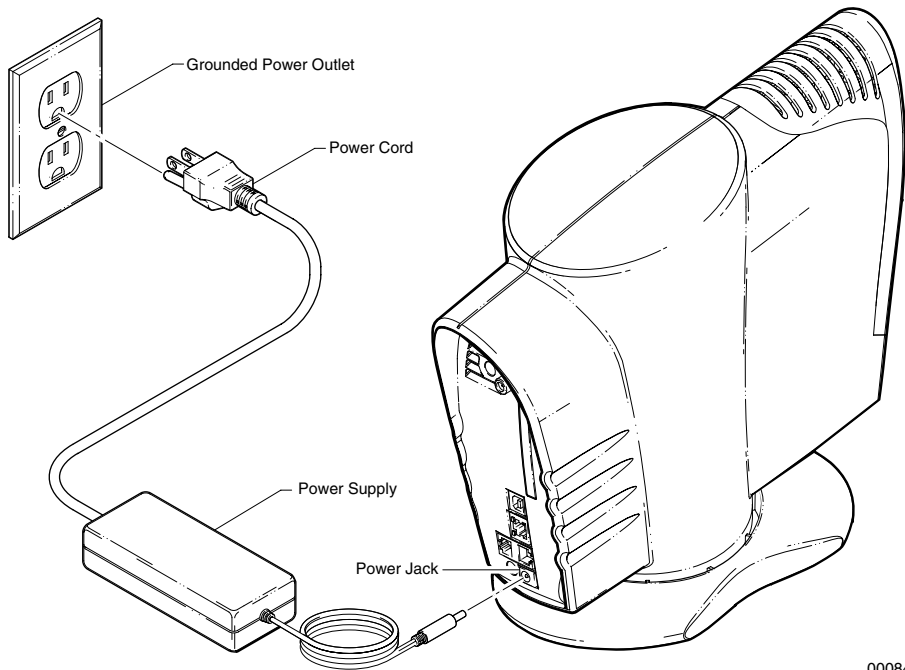
The SOMApport does not have a power switch. You turn on the SOMApport by plugging it into a power outlet, and turn it off by unplugging it. When you plug in the SOMApport, it boots, connects to your service provider's network, and tunes itself (acquires a radio channel).



WARNING: Use only the power supply and power cord that came with the SOMApport. 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 SOMApport

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



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.

NOTE: The SOMAport acquires a radio signal that is optimized for its location when you plug it in. If you move the SOMAport when it is on, the signal may no longer be optimized.

If, once the SOMAport has been installed, you decide to move it, unplug it first, move it to the new location, and then plug it in to ensure the signal is optimized for the new location.

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

The SOMAport takes up to five minutes to start, train itself to channel conditions, and connect to the network.

The Status light on the front panel is solid amber while performing a self-test. When the test has passed, it flashes amber.

NOTE: If you 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.

What's next

When the Status light on the front panel turns green, you are ready to test the equipment connected to the SOMAport. See [“Testing your equipment” on page 38](#).

Testing your equipment

This section describes how to test Internet and telephone connections.

Testing your Internet connection

- 1** Restart your computer while the SOMApport is on.
- 2** Check your Internet connection by launching a Web browser on the computer connected to the SOMApport.

Your browser should automatically open to your service provider's Web site. If it does not, enter your service provider's Internet address.

- If you get an Internet connection, you may have to activate full service if your service provider hasn't done so already. See ["Activating full service" on page 43](#) for more information.
- If you do not get an Internet connection, wait a couple of minutes and try launching the Web browser again. If you still cannot get a connection, change your network settings. See ["Configuring network settings for Ethernet connections" on page 39](#).

Testing your telephone connection

Pick up the receiver and listen for a dial tone.

- If you hear a dial tone, the SOMApport has finished booting 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 full service" on page 43](#) for more information.
- If you hear a series of tones, the SOMApport is still booting. Hang up, and listen again in a few minutes.
- If you hear silence, see ["Finding problem causes" on page 52](#).

Configuring network settings for Ethernet connections

Change your computer's network settings if you could not get an Internet connection after connecting your computer to the SOMAport. Several procedures follow. Choose the one that is appropriate for your operating system. If you are using Windows, you can use the Internet Connection Wizard.

► To change network settings in Windows

- 1 Start the Internet Connection Wizard.

IF you have ...	THEN choose ...
Windows 95	Start→Programs→Accessories→Internet Tools→Get on the Internet
Windows 98/2000/ME	Start→Programs→Accessories→Communications→Internet Connection Wizard
Windows XP	Start→All Programs→Accessories→Communications→New Connection Wizard

- 2 Do the following to complete the wizard.

IF you have ...	THEN ...
Windows 95/98/ME/2000	<ol style="list-style-type: none"> 1 Choose I want to set up my Internet connection manually, or I want to connect through a local area network (LAN). 2 Choose I connect through a local area network. 3 Leave all checkboxes on the Local area network Internet configuration window blank. 4 Choose No when prompted to set up an Internet Mail Account. 5 Click Finish.
Windows XP	<ol style="list-style-type: none"> 1 Choose Connect to the Internet. 2 Choose Set up my connection manually. 3 Choose Connect using a broadband connection that is always on. 4 Click Finish.

- 3 Restart your computer.

NOTE: Do not skip this step.

- 4 Check your Internet connection by launching a Web browser on the computer connected to the SOMApport.

Your browser should automatically open to your service provider's Web site. If it does not, enter your service provider's Internet address.

- If you get an Internet connection, you may have to activate full service if your service provider hasn't done so already. See ["Activating full service" on page 43](#) for more information.
- If you do not get an Internet connection, see ["Finding problem causes" on page 52](#).

► To change network settings in Mac OS 8/9

NOTE: Your computer must have an Ethernet card and Open Transport.

- 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 SOMApport.

Your browser should automatically open to your service provider's Web site. If it does not, enter your service provider's Internet address.

- If you get an Internet connection, you may have to activate full service if your service provider hasn't done so already. See ["Activating full service" on page 43](#) for more information.
- If you do not get an Internet connection, see ["Finding problem causes" on page 52](#).

► 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.

Your browser should automatically open to your service provider's Web site. If it does not, enter your service provider's Internet address.

- If you get an Internet connection, you may have to activate full service if your service provider hasn't done so already. See ["Activating full service" on page 43](#) for more information.
- If you do not get an Internet connection, see ["Finding problem causes" on page 52](#).

► 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 SOMApport.

Your browser should automatically open to your service provider's Web site. If it does not, enter your service provider's Internet address.

- If you get an Internet connection, you may have to activate full service if your service provider hasn't done so already. See ["Activating full service" on page 43](#) for more information.
- If you do not get an Internet connection, see ["Finding problem causes" on page 52](#).

Activating full service

You may have to activate full service yourself, depending on your service provider.

If, when you launch a Web browser on a computer connected to the SOMAport, you can go to any Web site, you already have full service and you have completed the installation.

If you can go to your service provider's Web site only, then your service will be restricted until you activate full service. Once full service is activated, you will be able to use all of the features to which you subscribe.

To activate full service, launch a Web browser on a computer connected to the SOMAport and go to your service provider's Web page, where you will be guided through a sign-up procedure. Alternatively, you can call your service provider.



SOMApORT LIGHTS

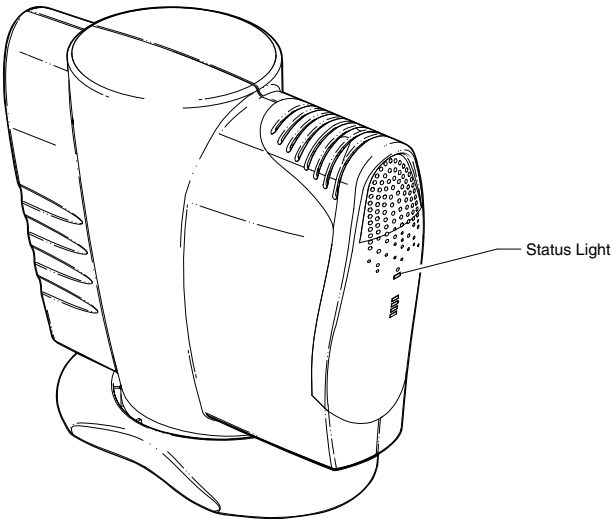
This chapter describes how to read the SOMApport lights so that you can recognize the operating status of the SOMApport, the strength of the radio signal, the Ethernet status, and if the SOMApport is using the booster antenna (if attached).

Contents

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Ethernet status lights	49
Booster antenna light	50

Status light

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



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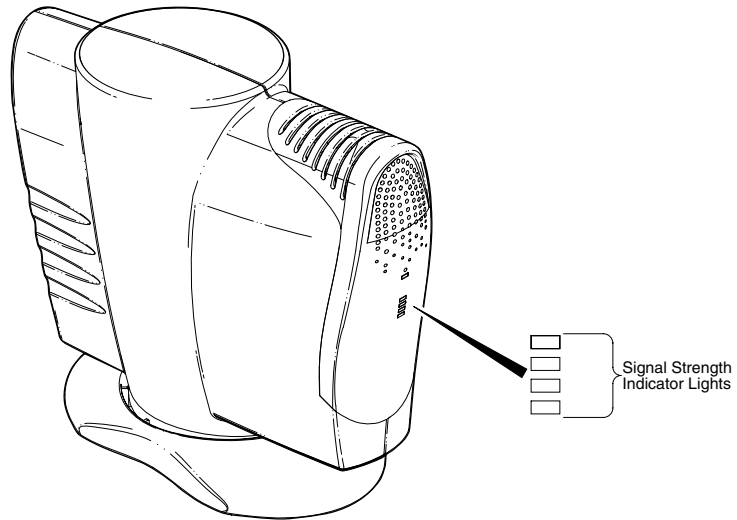
Status light states

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

State	Description
Off	The SOMApport is not plugged in. See “The SOMApport is not getting power” on page 57.
Amber	The SOMApport 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 56.
Flashing amber	The diagnostic test passed and the SOMApport is connecting to the service provider’s network.
Green	The SOMApport is on and has acquired a radio channel.

Signal strength indicator lights

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



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Signal strength indicator light states

During SOMApport 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 SOMApport 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 SOMApport 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:

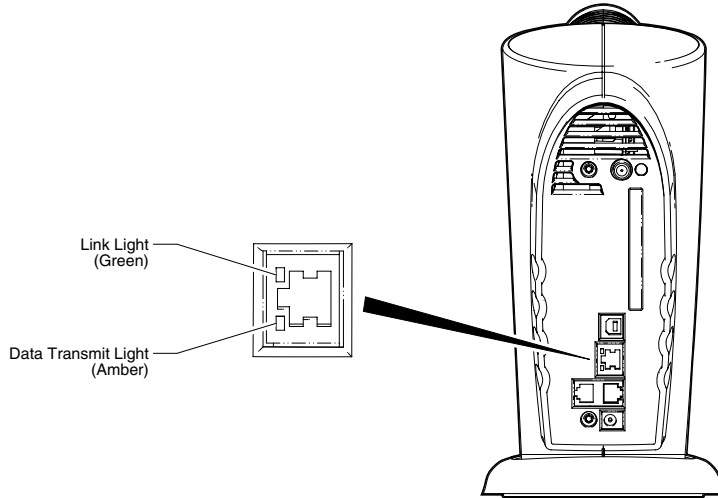
- During telephone calls, you hear noise or calls cut out.
- It takes a long time to open a Web page.
- You cannot get onto the Internet at all.

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 54](#) 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 a booster antenna.

Ethernet status lights

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



00097

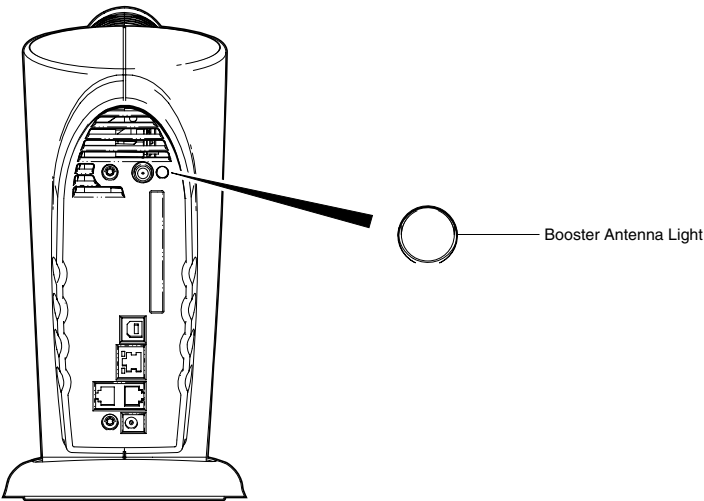
Ethernet status light states

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

Link Light	Description
Off	The SOMApport is not connected to an Ethernet device. See "There is no connection between the SOMApport and your computer or hub" on page 58.
On	The SOMApport is connected to an Ethernet device.
Data Transmit Light	Description
Off	The SOMApport is not actively transmitting data on the Ethernet. It is normal for this light to be off much of the time since the SOMApport is not always transmitting data.
Flashing	The SOMApport is actively transmitting data on the Ethernet.

Booster antenna light

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



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Booster antenna light states

This light indicates which antenna is being used.

State	Description
Off	The SOMApport is using the internal antenna.
Green	The SOMApport is using the booster antenna.



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.

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There is a fault condition	56
The SOMAport is not getting power	57
There is no connection between the SOMAport and your computer or hub ...	58
Internet Explorer LAN settings are incorrect	62

Finding problem causes

Look up the problem you are experiencing and follow the suggested actions. If the recommended 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	■ The signal is weak.	■ See “The signal is weak” on page 54.
	■ The cable connecting the computer to the SOMApport is damaged.	■ Replace the cable.
	■ There is Internet congestion.	■ Try again.
You cannot connect to the Internet	■ The changed network settings haven't taken effect.	■ Reboot your computer.
	■ The channel has been dropped.	■ Unplug the SOMApport and plug it back in again.
	■ The SOMApport is not receiving power.	■ See “The SOMApport is not getting power” on page 57.
	■ The SOMApport experienced a fault condition during startup.	■ See “There is a fault condition” on page 56.
	■ There is no connection between the computer and the SOMApport.	■ See “There is no connection between the SOMApport and your computer or hub” on page 58.
	■ You are using Internet Explorer and the LAN settings are not properly configured.	■ See “Internet Explorer LAN settings are incorrect” on page 62.
	■ The signal is weak.	■ See “The signal is weak” on page 54.

Continued

Problem	Possible causes	Action
Telephone		
Voice quality is poor	■ The telephone is broken.	■ Try a telephone that is known to work. If the telephone is cordless, try using a corded telephone.
	■ The signal is weak.	■ See “The signal is weak” on page 54.
	■ 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 54.
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 25.
	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 56.
	■ The SOMAport is not receiving power.	■ See “The SOMAport is not getting power” on page 57.
	■ The signal is weak.	■ See “The signal is weak” on page 54.
	■ 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 SOMApport 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 SOMApport according to the guidelines listed in [“Choosing the best location for the SOMApport” on page 24](#).
- 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 SOMApport so that they are farther apart. To move the SOMApport, unplug it, move it, and then plug it in again.
 - If there is no improvement, turn the appliance back on and try another appliance.
- 3** If you cannot improve reception in the SOMApport's current location, try moving it to another location that meets the guidelines outlined on [page 24](#).

NOTE: Unplug the SOMApport before moving it. Once it is positioned in its new location, plug it back in again. This ensures that the SOMApport acquires a radio signal that is optimized for the new location.

You may need a booster antenna

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 a booster antenna.

There is a fault condition

If the Status light is amber, the SOMApport has detected a fault during the diagnostic test. This test is run whenever the SOMApport is powered on after being fully shut down. In this situation, you must reboot the SOMApport.

► To reboot the SOMApport

- 1 Unplug the SOMApport and leave it off for at least 10 seconds.
- 2 Plug the SOMApport back in.

Wait until the Status light on the front panel is green (an indication that the SOMApport has acquired a radio channel).

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

The SOMAport is not getting power

If the Status light is 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 SOMApport and your computer or hub

If there is a problem with the physical connection between the SOMApport 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 SOMApport and an Ethernet device (a computer or a hub). The Link light remains off unless an Ethernet device is successfully connected to the SOMApport 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 SOMApport 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 Status light to make sure the SOMApport is receiving power.

If the Status light is off, see [“To check the power” on page 57](#).

► 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.
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 verify your network settings (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 pulldown list.
 - If this interface has been configured, an IP address was assigned to your computer and your computer configuration is not the problem. Your wireless service provider may not have set up your account for Internet access. Go to your wireless service provider's registration Web page or call your wireless service provider for details.
 - If there is no such configuration, make sure your network settings are properly configured and then continue with step 4. See [“Configuring network settings for Ethernet connections” on page 39](#) for more information.
- 4 Click **Release All**.
- 5 Click **Renew**.
- 6 Close the IP Configuration window.

► **To verify your network settings (all other versions of Windows)**

- 1 Open the MS-DOS Prompt window using one of the following methods.
 - Choose Start→Run→Accessories→Command Prompt if you have Windows 2000.
 - Choose Start→Programs→MS-DOS Prompt if you have another version of Windows.

The MS-DOS Prompt or Command Prompt window opens.

- 2 Type:
`ipconfig ↵`

Your Windows IP configuration appears.

- 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
```

- If an IP address was assigned to your computer, then your computer configuration is not the problem. Your wireless service provider may not have set up your account for Internet access. Go to your wireless service provider's registration Web page or call your wireless service provider for details.
 - If an IP address was not assigned, make sure your network settings are properly configured. See [“Configuring network settings for Ethernet connections” on page 39](#) for more information.
- 4 Close the MS-DOS Prompt or Command Prompt window.

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.

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