3com

Wireless LAN PC Card

Wireless LAN PC Card User Guide

3CRSHPW796
3CRWE154G72
3CRWE154A72

3Com Corporation
350 Campus Drive, Marlborough, MA 01752-3064

ENVIRONMENTAL STATEMENT

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

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

Conserving energy, materials and natural resources in all operations.

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

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

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

Improving our environmental record on a continual basis.

End of Life Statement

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

Regulated Materials Statement

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

Environmental Statement about the Documentation

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

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

Installation CD

The *Installation CD* contains:

- Separate drivers for 3CRSHPW796, 3CRWE154G72, and 3CRWE154A72, for Windows XP, 2000, Millennium Edition (Windows Me), and 98 Second Edition (SE).
- 3Com Wireless Card Manager
- Warranty Information
- This Wireless LAN PC Card User Guide
- Wireless LAN PC Card Installation Guide
- Adobe Acrobat Reader

Windows XP, 2000, Me, and 98 SE

1 With the computer on and Windows running, insert the *Installation CD* into the CD-ROM drive. The auto-start feature starts the installation. If nothing happens within five seconds, click *Start > Run* and type `d:\setup.exe` (where d: is your CD-ROM drive).

2 Insert your Wireless LAN PC Card as indicated below:

3 Respond to the prompts as they appear.

If you are prompted for the drivers, enter `d:\` where d: is the location of the CD-ROM drive where the *Installation CD* is inserted.

4 During the installation process, you may receive prompts for the Windows installation CD. Insert the CD for your Windows operating system and indicate the correct path.

Your computer goes through a brief installation process during which it displays several windows indicating what is currently installing.

5 Restart the computer whenever you are prompted.

Confirming Device Installation

1 With your PC Card installed in the computer, double-click the *My Computer* icon.
If you are running Windows XP, click *Start* > *Control Panel* and go to step 3.

2 Double-click the *Control Panel* icon.

3 Double-click the *System* icon. The System Properties window appears, detailing your system setup.

4 Click the *Device Manager* tab. A list of devices appears, arranged by type.
If you are using Windows XP or 2000, click the *Hardware* tab and click *Device Manager*.

5 Double-click *Network Adapters*. An entry for your 3Com Wireless PC Card appears.

6 Double-click the entry to display a description of the current status.
The device status should indicate "This device is working properly."

7 Close the windows you have opened until you return to the desktop.

Installing 3Com Wireless Card Manager

1 If you restarted your computer after installing the Wireless LAN PC Card and the install program did not start automatically, click *Start* > *Run* and type `d:\setup.exe` (where d: is your CD-ROM drive).

2 From the *Installation CD*, select *Install 3Com Wireless Card Manager* and follow the prompts, removing the *Installation CD* and restarting your computer whenever you are prompted.

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

Using Wireless Card Manager

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

Wireless LAN PC Card LED Indicators

	3CRSHPW796	3CRWE154G72/3CRWE154A72
	Power/Activity LED	**Activity LED**
Off	The computer does not recognise the Wireless LAN PC Card or the computer is powered off.	No data transfer.
On	The Wireless LAN PC Card has power.	n/a
Flashing	Data transfer is taking place.	Data transfer is taking place.
	Link LED	**Link LED**
Off	The PC Card is not associated with a Wireless Network.	The PC Card is not associated with a Wireless Network.
On	The PC Card is associated with a Wireless Network.	The PC Card is associated with a Wireless network.
Flashing	n/a	The PC Card is scanning for a Wireless network.

2 Troubleshooting

Diagnosing Problems

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

Problem	Solutions
Wireless LAN PC Card Power/Activity LED is off (applies to 3CRSHPW796 only)	■ Make sure the PC Card is properly inserted in the slot. ■ Check the Wireless LAN PC Card icon in the Windows control panel and make sure the PC Card type can be recognized. ■ Check "Confirming Device Installation" on page 6.
Wireless LAN PC Card installs as an unknown device	Remove the unknown device from the Device Manager and repeat the installation procedure. Make sure you insert the 3Com CD when the installation calls for it and that you wait for it to come up to speed in the drive.
Installation program does not finish or the driver fails to load	Use the Device Manager to resolve resource conflicts that may exist. Select *System* from the Control Panel, and then click the Device Manager tab.
Network association is intermittent	Try reorienting the computer. For best use of the antenna: ■ Keep the area around the antenna clear from materials that could block radio transmission, such as metal objects, electronic devices, and cordless telephones. ■ If the signal is weak, change the position of the computer slightly. ■ If necessary, move your computer a few inches to find a better signal.
Computer operating system does not recognize the card	■ Make sure the card is properly inserted in the slot and Cardbus support is installed. ■ Windows XP, 2000, Me, and 98 SE: Check whether the computer has a Plug-and-Play BIOS.
No network association exists when the computer becomes active again after being in sleep mode or after the Wireless LAN PC Card is removed and reinserted	Log out and log in again, or restart the computer to restore the connections.

Uninstalling the PC Card

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

■ Wireless LAN PC Card fails to function.

■ Operating system does not detect the Wireless LAN PC Card.

■ System issues a warning tone at start-up.

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

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

1 Make sure you have exited any networking applications.

2 Use the standard operating system procedure to remove the card driver.
The procedure for Windows XP, 2000, Windows Me, and Windows 98 SE, is shown below.

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

   b Double-click the *System* icon.
     If you are using Windows XP or 2000, click the *Hardware* tab.
     The System Properties window appears, detailing your system setup.

   c Click *Device Manager*.
     A list of devices appears, arranged by type.

   d Double-click *Network Adapters*.
     Select the entry for your Wireless PC Card.

   e If you are using Windows 98 SE and ME select *Remove*.
     If you are using Windows XP or 2000, from the Action menu, select *Uninstall*.

   f Click *OK*.

   g Close the open windows until you return to the desktop.

3 Remove the adapter.

4 Restart the computer.

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

Uninstalling Wireless Card Manager

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

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

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

2 Click *Add/Remove Programs*.

3 Select *3Com Wireless Card Manager*.

4 Click *Change/Remove*.

5 Click *Remove*.

6 When the uninstall is complete, remove the adapter and restart your computer.

Updating the Wireless LAN PC Card Driver

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

Windows XP and 2000

1 Insert your Wireless LAN PC Card into the PC card slot.

2 If you are using Windows 2000, select *Start > Settings > Control Panel*, then double-click the *System* icon.

   If you are using Windows XP, select *Start > Control Panel*, then double-click the *System* icon.

3 Select the *Hardware* tab and click *Device Manager.*

4 Double-click *Network Adapters*.

5 In Windows 2000, double-click the appropriate entry for your Wireless PC Card, select the *Driver* tab, and click *Update Driver*.

   In Windows XP, right-click the appropriate entry for your Wireless PC Card and click *Update Driver.*

6 The Hardware Update Wizard window appears. Locate the update file on your computer's hard disk if you have downloaded it from the 3Com website or on the 3Com Installation CD.

7 In Windows 2000, click *Display list of known drivers so that I can choose a specific driver* and click *Next*.

   In Windows XP, select *Install from a list or specific location (Advanced)* and click *Next.*

8 In Windows XP, select *Don't search. I will choose the driver to install* and click *Next*.

9 When you are prompted to select an adapter, click *Have Disk…* and enter the drive letter for the *3Com Installation CD* or enter the directory on your hard drive where the updated driver is located. Click *Continue*.

10 Select *Wireless LAN PC Card* and click *Next*. Follow the prompts through the remainder of the driver update.

11 When the installation has completed, click *Finish*.

Windows Me and 98 SE

1 Insert your Wireless LAN PC Card into the PC card slot.

2 From the Windows Start menu, select *Settings*, then select *Control Panel*.

3 Double-click the *System* icon, then select *Device Manager*.

4 In the Device Manager window, double-click the Network Adapters list.

5 Select your Wireless PC Card entry and click *Properties*.

6 Select *Driver* and click *Update Driver*.

7 The Hardware Update Wizard window appears. Insert the 3Com Installation CD.

8 In the Update Device Driver Wizard, follow the prompts to install the upgrade.

9 When you are prompted to select an adapter, click *Have Disk…* and enter the drive letter for the *3Com Installation CD* or enter the directory on your hard drive where the updated driver is located. Click *Continue*.

10 When prompted, click *Restart* for the changes to take effect.

2   Troubleshooting

A Obtaining Support for your Product

Register Your Product to Gain Service Benefits

To take advantage of warranty and other service benefits, you must first register your product at `http://eSupport.3com.com/`. 3Com eSupport services are based on accounts that you create or have authorization to access. First time users must apply for a user name and password that provides access to a number of eSupport features including Product Registration, Repair Services, and Service Request.

Purchase Value-Added Services

To enhance response times or extend warranty benefits, contact 3Com or your authorized 3Com reseller. Value-added services can include 24x7 telephone technical support, software upgrades, onsite assistance or advance hardware replacement. Experienced engineers are available to manage your installation with minimal disruption to your network. Expert assessment and implementation services are offered to fill resource gaps and ensure the success of your networking projects. More information on 3Com Extended Warranty and Professional Services is available at `http://www.3com.com/`

Contact your authorized 3Com reseller or 3Com for additional product and support information.

Troubleshoot Online

You will find support tools posted on the 3Com web site at `http://www.3com.com/`

- **3Com Knowledgebase** helps you troubleshoot 3Com products. This query-based interactive tool is located at `http://knowledgebase.3com.com` and contains thousands of technical solutions written by 3Com support engineers.

- **Connection Assistant** helps you install, configure and troubleshoot 3Com desktop and server NICs, wireless cards and Bluetooth devices. This diagnostic software is located at:
  `http://www.3com.com/prodforms/software/connection_assistant/ca_thank you.html`

Access Software Downloads

Software Updates are the bug fix / maintenance releases for the version of software initially purchased with the product. In order to access these Software Updates you must first register your product on the 3Com web site at `http://eSupport.3com.com/`.

First time users will need to apply for a user name and password. A link to software downloads can be found at `http://eSupport.3com.com/`, or under the Product Support heading at `http://www.3com.com/`

Software Upgrades are the software releases that follow the software version included with your original product. In order to access upgrades and related documentation you must first purchase a service contract from 3Com or your reseller.

A Obtaining Support for your Product

Contact Us

3Com offers telephone, e-mail and internet access to technical support and repair services. To access these services for your region, use the appropriate telephone number, URL or e-mail address from the list below. You will find a current directory of support telephone numbers posted on the 3Com web site at `http://csoweb4.3com.com/contactus/`

Telephone Technical Support and Repair

To obtain telephone support as part of your warranty and other service benefits, you must first register your product at `http://eSupport.3com.com/`

When you contact 3Com for assistance, please have the following information ready:

- Product model name, part number, and serial number
- A list of system hardware and software, including revision level
- Diagnostic error messages
- Details about recent configuration changes, if applicable

To send a product directly to 3Com for repair, you must first obtain a return authorization number (RMA). Products sent to 3Com, without authorization numbers clearly marked on the outside of the package, will be returned to the sender unopened, at the sender's expense. If your product is registered and under warranty, you can obtain an RMA number online at `http://eSupport.3com.com/`. First time users will need to apply for a user name and password.

Telephone numbers are correct at the time of publication. Find a current directory of support telephone numbers posted on the 3Com web site at `http://csoweb4.3com.com/contactus/`

Country	Telephone Number	Country	Telephone Number
Asia, Pacific Rim Telephone Technical Support and Repair			
Australia	1 800 678 515	Philippines	1235 61 266 2602 or
Hong Kong	800 933 486		1800 1 888 9469
India	+61 2 9424 5179 or	P.R. of China	10800 61 00137 or
	000800 650 1111		021 6350 1590 or
Indonesia	001 803 61009		00800 0638 3266
Japan	00531 616 439 or	Singapore	800 6161 463
	03 5977 7991	S. Korea	080 333 3308
Malaysia	1800 801 777	Taiwan	00801 611 261
New Zealand	0800 446 398	Thailand	001 800 611 2000
Pakistan	+61 2 9937 5083		
You can also obtain support in this region using the following e-mail: `apr_technical_support@3com.com`			
Or request a repair authorization number (RMA) by fax using this number:			+ 65 543 6348

Country	Telephone Number	Country	Telephone Number
Europe, Middle East, and Africa Telephone Technical Support and Repair			
From anywhere in these regions, call:	+44 (0)1442 435529		
From the following countries, you may use the numbers shown:			
Austria	01 7956 7124	Luxembourg	342 0808128
Belgium	070 700 770	Netherlands	0900 777 7737
Denmark	7010 7289	Norway	815 33 047
Finland	01080 2783	Poland	00800 441 1357
France	0825 809 622	Portugal	707 200 123
Germany	01805 404 747	South Africa	0800 995 014
Hungary	06800 12813	Spain	9 021 60455
Ireland	01407 3387	Sweden	07711 14453
Israel	1800 945 3794	Switzerland	08488 50112
Italy	199 161346	U.K.	0870 909 3266

You can also obtain support in this region using the following URL:
http://emea.3com.com/support/email.html

Country	Telephone Number	Country	Telephone Number
Latin America Telephone Technical Support and Repair			
Antigua	1 800 988 2112	Guatemala	AT&T +800 998 2112
Argentina	0 810 444 3COM	Haiti	57 1 657 0888
Aruba	1 800 998 2112	Honduras	AT&T +800 998 2112
Bahamas	1 800 998 2112	Jamaica	1 800 998 2112
Barbados	1 800 998 2112	Martinique	571 657 0888
Belize	52 5 201 0010	Mexico	01 800 849CARE
Bermuda	1 800 998 2112	Nicaragua	AT&T +800 998 2112
Bonaire	1 800 998 2112	Panama	AT&T +800 998 2112
Brazil	0800 13 3COM	Paraguay	54 11 4894 1888
Cayman	1 800 998 2112	Peru	AT&T +800 998 2112
Chile	AT&T +800 998 2112	Puerto Rico	1 800 998 2112
Colombia	AT&T +800 998 2112	Salvador	AT&T +800 998 2112
Costa Rica	AT&T +800 998 2112	Trinidad and Tobago	1 800 998 2112
Curacao	1 800 998 2112	Uruguay	AT&T +800 998 2112
Ecuador	AT&T +800 998 2112	Venezuela	AT&T +800 998 2112
Dominican Republic	AT&T +800 998 2112	Virgin Islands	57 1 657 0888

You can also obtain support in this region using the following:

Spanish speakers, enter the URL:
http://lat.3com.com/lat/support/form.html

Portuguese speakers, enter the URL:
http://lat.3com.com/br/support/form.html

English speakers in Latin America should send e-mail to:
lat_support_anc@3com.com

US and Canada Telephone Technical Support and Repair			
	1 800 876 3266		

A   Obtaining Support for your Product

Regulatory
Compliance Information

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

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

CAUTION: FCC Radio-Frequency Exposure Notice

This device generates and radiates radio-frequency energy. In order to comply with FCC radio-frequency radiation exposure compliance requirements, a separation distance of at least 2.5 cm (1.0 inch) must be maintained between the antenna of the device and all persons.
This product does not contain any user serviceable components. Any unauthorized product changes or modifications will invalidate 3Com's warranty and all applicable regulatory certifications and approvals.

This device is restricted to indoor use due to its operation in the 5.15 to 5.25 GHz frequency range. The FCC requires this product to be used only indoors to reduce the potential for harmful interference to co-channel Mobile Satellite systems.

This device has been tested for compliance with FCC RF Exposure (SAR) limits in the typical laptop computer configuration and this device can be used in "substantially similar" laptop computers with side mounted PCMCIA slots. This device cannot be used with handheld PDAs (personal digital assistants) or other portable host devices.

This device and its antenna must not be co-located or operated in conjunction with any other antenna or transmitter.

Unintentional Radiator

WARNING: This equipment has been tested and found to comply with the limits for a Class B digital device as applicable, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

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

1 This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undersired operation.

2 The user may find the following booklet prepared by the Federal Communications Commission helpful: *The Interference Handbook*

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

Manufacturer's Declaration of Conformity

3Com Corporation, 3930 W. Parkway Blvd., PO Box 704010, West Valley City, UT 84119, (847) 262-0070

Declares that the Product:

Date: June 30, 2003

Brand Name: 3Com Corporation

Model Number: SL-3040

Equipment Type: 802.11b/a/g Wireless PC Card

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

1 this device may not cause harmful interference, and

2 this device must accept any interference received, including interference that may cause undesired operation.

3Com Corporation	SL-3040
	Tested To Comply
	With FCC Standards
FOR HOME OR OFFICE USE	

Industry Canada Notice (Applicable for use within Canada)

This device complies with Canadian RSS-210.

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

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

Avis de conformité à la réglementation d'Industrie Canada

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

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

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

Industry Canada (IC) Emissions Compliance Statement

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

Avis de conformité à la réglementation d'Industrie Canada

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

Safety Notice

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

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

IEC 60950

EN 60950

European Community CE Notice

Marking by the symbol

$C\epsilon$

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

- EN 300 328-2 — Electromagnetic compatibility and Radio spectrum Matters (ERM); Wideband Transmission systems; data transmission equipment operating in the 2,4GHz ISM band and using spread spectrum modulation techniques

- ETN 301 489-17: V.1.1.1 (09-2000) — Electromagnetic compatibility and Radio spectrum Matters (ERM); ElectroMagnetic Compatibility (EMC) standard for radio equipment and services; Part 17: Specific conditions for Wideband data and HIPERLAN equipment

- EN 60950 — Safety of information technology equipment, including electrical business equipment.

- EN 301 893 v1.2.1 — Broadband Radio Access Networks (BRAN); 5 GHz high performance RLAN; Harmonized EN covering essential requirements of article 3.2 of the R&TTE Directive.

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

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