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

Installation CD

The Installation CD contains:

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

Confirming Device Installation

1 With your PC Card installed in the computer, double-click the My Computer icon. If you are running Windows XP, click Start > Control Panel and go to step 3.
2 Double-click the Control Panel icon.
3 Double-click the System icon. The System Properties window appears, detailing your system setup.
4 Click the Device Manager tab. A list of devices appears, arranged by type. If you are using Windows XP or 2000, click the Hardware tab and click Device Manager.
5 Double-click Network Adapters. An entry for 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

<table>
<thead>
<tr>
<th></th>
<th>3CRSHPW796</th>
<th>3CRWE154G72</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Power/Activity LED</strong></td>
<td>Activity LED</td>
<td></td>
</tr>
<tr>
<td>Off</td>
<td>The computer does not recognise the Wireless LAN PC Card or the computer is powered off.</td>
<td>No data transfer</td>
</tr>
<tr>
<td>On</td>
<td>The Wireless LAN PC Card has power.</td>
<td>n/a</td>
</tr>
<tr>
<td>Flashing</td>
<td>Data transfer is taking place.</td>
<td>Data transfer is taking place.</td>
</tr>
<tr>
<td><strong>Link LED</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Off</td>
<td>The PC Card is not associated with a Wireless network.</td>
<td>The PC Card is not associated with a Wireless network.</td>
</tr>
<tr>
<td>On</td>
<td>The PC Card is associated with a Wireless network.</td>
<td>The PC Card is associated with a Wireless network.</td>
</tr>
<tr>
<td>Flashing</td>
<td>n/a</td>
<td>The PC Card is scanning for a wireless network.</td>
</tr>
</tbody>
</table>
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.”

<table>
<thead>
<tr>
<th>Problem</th>
<th>Solutions</th>
</tr>
</thead>
</table>
| 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.
Troubleshooting

1. Make sure you have exited any networking applications.
2. Use the standard operating system procedure to remove the card driver.
   The procedure for Windows XP, 2000, Windows Me, and Windows 98 SE, is shown below.
   a. If you are using Windows 2000, Me, or 98 SE, click Start > Settings > Control Panel.
      If you are using Windows XP, click Start > Control Panel.
   b. Double-click the System icon.
      If you are using Windows XP or 2000, click the Hardware tab.
      The System Properties window appears, detailing your system setup.
   c. Click Device Manager.
      A list of devices appears, arranged by type.
   d. Double-click Network Adapters.
      Select the entry for 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.
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 the 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 Technical Support

3Com provides easy access to technical support information through a variety of services. This appendix describes these services. Information contained in this appendix is correct at time of publication. For the most recent information, 3Com recommends that you access the 3Com Corporation World Wide Web site.

Online Technical Services

3Com offers worldwide product support 24 hours a day, 7 days a week, through the following online systems:

- World Wide Web site
- 3Com Knowledgebase Web Services
- 3Com FTP site

World Wide Web Site

To access the latest networking information on the 3Com Corporation World Wide Web site, enter this URL into your Internet browser:

http://www.3com.com/

This service provides access to online support information, such as technical documentation and a software library, as well as support options that range from technical education to maintenance and professional services.

3Com Knowledgebase Web Services

The 3Com Knowledgebase is a database of technical information to help you install, upgrade, configure, or support 3Com products. The Knowledgebase is updated daily with technical information discovered by 3Com technical support engineers. This complimentary service, which is available 24 hours a day, 7 days a week to 3Com customers and partners, is located on the 3Com Corporation World Wide Web site at:

http://knowledgebase.3com.com

3Com FTP Site

Download drivers, patches, software, and MIBs across the Internet from the 3Com public FTP site. This service is available 24 hours a day, 7 days a week.

To connect to the 3Com FTP site, enter the following information into your FTP client:

- Hostname: ftp.3com.com
- Username: anonymous
- Password: <your Internet e-mail address>

With Web browser software, such as Netscape Navigator and Internet Explorer, you do not need a user name and password.
Support from Your Network Supplier

If you require additional assistance, consult your network supplier. Many suppliers are authorized 3Com service partners who are qualified to provide a variety of services, including network planning, installation, hardware maintenance, application training, and support services.

When you consult your network supplier, have the following information ready:
- Product model name, part number, and serial number
- A list of system hardware and software, including revision levels
- Diagnostic error messages
- Details about recent configuration changes, if applicable

If you are unable to consult your network supplier, see the following section on how to contact 3Com.

Support from 3Com

If you are unable to obtain assistance from the 3Com online technical resources or from your network supplier, 3Com offers technical telephone support services. To find out more about your support options, go to the Web site associated with your region of the world shown below.

<table>
<thead>
<tr>
<th>Region</th>
<th>URL for Regional Web Site</th>
</tr>
</thead>
<tbody>
<tr>
<td>Asia and the Pacific Rim</td>
<td><a href="http://ap.3com.com/support/">http://ap.3com.com/support/</a></td>
</tr>
<tr>
<td>Africa, Europe, and the Middle East</td>
<td>emea.3com.com/support/supportnumbers.html</td>
</tr>
<tr>
<td>Latin America</td>
<td>lat.3com.com/lat/support/index.html (Also, you can telephone 800.998.2112.)</td>
</tr>
<tr>
<td></td>
<td>or for Portuguese speakers: <a href="http://lat.3com.com/br/support/index.html">http://lat.3com.com/br/support/index.html</a> (Also you can telephone 0800 13 3COM)</td>
</tr>
<tr>
<td>North America</td>
<td>3com.com (Also, you can telephone 1 800 876 3266)</td>
</tr>
</tbody>
</table>

When you contact 3Com for assistance, have the following information ready:
- Product model name, part number, and serial number
- A list of system hardware and software, including revision levels
- Diagnostic error messages
- Details about recent configuration changes, if applicable

Returning Products for Repair

Before you send a product directly to 3Com for repair, you must first obtain an authorization number. Products sent to 3Com without authorization numbers will be returned to the sender unopend, at the sender's expense. To obtain an authorization number, go to the Web site listed below and select your region:

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.

The OfficeConnect Wireless 11g PC Card (3CRWE154G72) has been tested to the FCC exposure requirements (Specific Absorption Rate).

Unintentional Radiator

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

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

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

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

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

Manufacturer’s Declaration of Conformity

3Com Corporation, Corporate Headquarters, 5500 Great America Parkway, Santa Clara, CA 95052-8145, USA
Declares that the Product:
Date: January 31, 2002
Brand Name: 3Com Corporation
Model Number: 3CRSHPW796
Equipment Type: 802.11b Wireless PC Card
Complies with Part 15 of the FCC rules. Operation is subject to the following two conditions:
1 this device may not cause harmful interference, and
2 this device must accept any interference received, including interference that may cause undesired operation.

3Com Corporation
3CRSHPW796
Tested To Comply
With FCC Standards
FOR HOME OR OFFICE USE

Declares that the Product:
Date: April 30, 2003
Brand Name: 3Com Corporation
Model Number: 3CRWE154G72
Equipment Type: 802.11g Wireless PC Card
Complies with Part 15 of the FCC rules. Operation is subject to the following two conditions:
1 this device may not cause harmful interference, and
2 this device must accept any interference received, including interference that may cause undesired operation.

3Com Corporation
3CRWE154G72
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 être placé loin des fenêtres afin de fournir un écran de blindage maximal.
L’installateur du présent matériel radio doit s’assurer que l’antenne est située ou pointée de manière à ce que cette dernière n’émette pas de champs radioélectriques supérieurs aux limites spécifiées par Santé Canada pour le grand public; consulter le Code de sécurité 6, disponible sur le site Web de Santé Canada, à l’adresse suivante: www.hc-sc.gc.ca/rpb.
Industry Canada (IC) Emissions Compliance Statement

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

Avis de conformité à la réglementation d’Industrie Canada

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

Safety Notice

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

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

European Community CE Notice

Marking by the symbol

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

- EN 300 328-2 — Electromagnetic compatibility and Radio spectrum Matters (ERM); Wideband Transmission systems; data transmission equipment operating in the 2,4GHz ISM band and using spread spectrum modulation techniques
- EN 60950 — Safety of information technology equipment, including electrical business equipment.

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

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