



HOMECONNECT ADSL MODEM DUAL LINK USER'S GUIDE

PPP Mode

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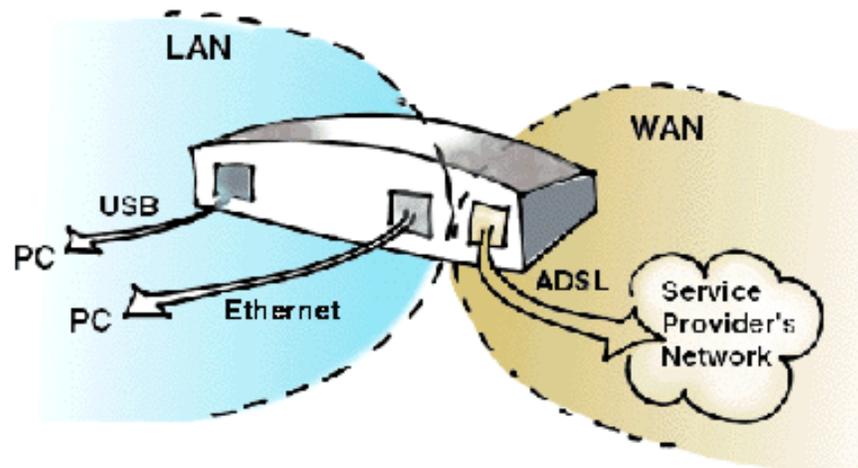
Congratulations!

You are installed in PPP Mode. PPP stands for Point-to-Point Protocol.

- [To complete your installation and get dialing access](#)
- [To add other PCs to your modem's configuration](#)
- [To add other Internet Service Providers](#)

You have successfully installed your 3Com HomeConnect ADSL Modem Dual Link.

The Dual Link provides a [flexible mechanism](#) to link multiple computers to each other and to the Internet.



Your modem has the ability to support several ADSL service modes. Your modem has been installed to support the **PPP mode**. In the PPP mode you connect to the Internet by using the Broadband Dialer application supplied (by 3Com) with your modem. While you can only connect one PC at a time to a specific Internet connection, if you obtain and install multiple internet connections, you can access different ISPs on other PCs attached to the modem.

First, you will need to set up the 3Com Broadband Dialer in order to complete your install process. To do this, from the Start button, click:

TOP

[Start->Programs->3Com Dual Link Modem->Dialer](#)

You will then enter the information provided by your Service Provider.

Once you have completed the installation of the Dual Link software on this PC, you may want to set up [additional PCs](#).

At some point you may need to have [more than one](#) ISP. You can add ISPs using information provided by your service provider.

The modem installation procedure you have completed installed a program group on your hard drive. This [program group](#) provides shortcuts to:

1. Access the modem for [diagnostics](#), monitoring your connection and upgrading your modem software. *For the most part, you should not have to directly access your modem.*
2. View this online [guide](#).
3. Install the [Instant Update](#) package which allows you to automatically obtain software updates for your modem over the Internet.
4. [Uninstall](#) the modem program group from your hard drive.

You can learn more about unfamiliar or technical terms by consulting the glossary in this guide.



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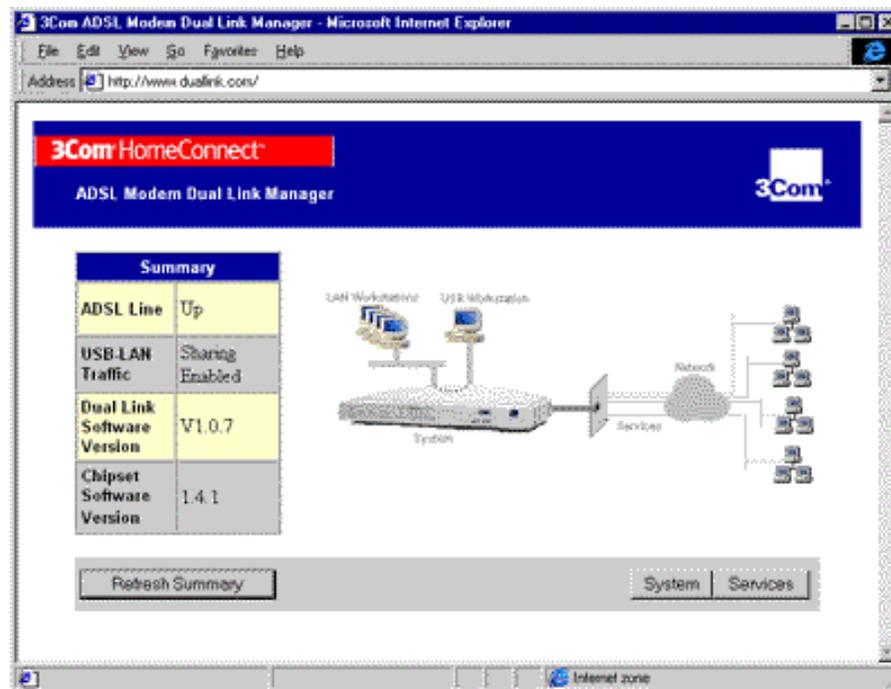
[FAQs](#)

Using your Dual Link Modem

The "Dual Link Manager" is accessed via your browser by clicking:

[Start->Programs->Dual Link Modem->Modem Settings](#)

Your browser should automatically connect to the modem and display the Dual Link Manager screen.



This screen contains a summary of your modem's configuration and an indication of whether the ADSL line is operational. Besides the summary, the Dual Link Manager provides two selections: [System](#) and [Services](#). System settings allow you to monitor the modem and update its software. Service settings allow you to monitor your connection to the Internet.



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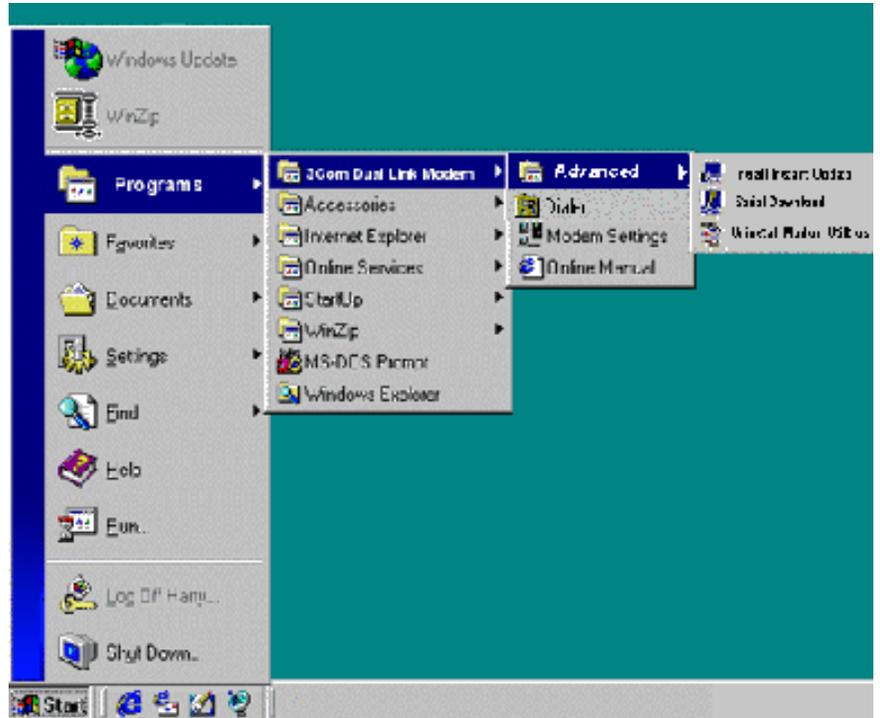
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Advanced Procedures



From your Start button, proceed as follows:

Start->Programs->3Com Dual Link Modem->Advanced

and select one of the options given:

- [Install Instant Update](#)
- [Serial Download](#)
- [Uninstall Modem Utilities](#)



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General Information

The information provided in these pages covers points of interest and information that you don't need to know to operate your modem under normal circumstances but that might be of use or interest to you:

- [Specifications](#)
- [Safety Information](#)
- [Technical Support](#)
- [Glossary of Terms](#)
- [Manufacturer's Declaration of Conformity](#)
- [3Com Corporation Limited Warranty](#)
- [Copyright Information](#)





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Troubleshooting

Here you will find troubleshooting tools and information for your 3Com HomeConnect ADSL Modem Dual Link.

- [LED Status Indicator Diagnostics](#)
- [Troubleshooting Tools](#)
- [Troubleshooting Tables](#)
 - [Power Problems](#)
 - [LAN Connection Problems](#)
 - [USB Connection Problems](#)
 - [Control Center Connection Problems](#)
 - [Dual Link Manager \(Web Browser\) Connection Problems](#)
 - [ADSL Connection Problems](#)
 - [Slow Network response](#)

LED Status Indicator Diagnostics

TOP

LED	IS	When
Alert	Off	The modem is operating properly
	Flashing Orange	During boot, the modem is checking for the download of new software. This lasts for about 4 seconds.
	Flashing Green slowly	While the modem is initializing. This lasts for 30 to 40 seconds after booting the modem.
	Flashing Green rapidly	The reset button is being held in and the modem has just been powered on. This lets you know that the modem has recognized the reset request. It lasts for about 4 seconds.
	Orange	An unexpected error has occurred, but it does not affect the operation of the modem.
	Red	A non-recoverable error has occurred. If this happens, the modem will automatically reboot.
Power	Green	Power is on.
LAN Status	Off	No Ethernet signal has been detected.

	Green	A PC or hub is properly connected to the Ethernet port.
	Flashing Green	A proper connection exists and data is present on the Ethernet port.
USB Status	Off	No USB signal has been detected.
	Flashing Orange	A PC is properly connected to the USB port but the modem has not "enumerated." (When you plug in the modem, the PC senses voltage differences in the USB network and proceeds to query (enumerate) the modem for type, vendor, functionality and bandwidth required.)
	Orange	The modem has enumerated with the PC. This means that the operating system running on the PC has recognized the modem.
	Green	The modem's software has established communications with the 3Com USB driver software running on the PC.
	Flashing Green	The modem is working and data is present on the USB port.
ADSL Status	Off	No ADSL signal has been detected
	Flashing Orange	The modem is attempting to synchronize with the DSL service provider's equipment.
	Green	The link has been established between your modem and the DSL service provider's equipment.
	Flashing Green	The link is up and there is data on the ADSL port.

Troubleshooting Tools

TOP

The 3Com HomeConnect ADSL Modem Dual Link has a number of features which can be used to help troubleshoot problems.

The Dual Link Manager has several important diagnostic tools:

On the [Dual Link Manager Summary Page](#), you can see your ADSL line status (whether the line is up or down.)

In the [Dual Link Manager Systems Page](#) area, Diagnostics includes a number of statistics that your service provider would find useful if they were trying to fix an ADSL line problem.

In the Dual Link Manager, you also have the ability to reset the ADSL port. This renegotiates the ADSL-level connection.

Troubleshooting Tables

TOP

The troubleshooting tables are organized so that potential hardware and line problems are presented first, followed by higher level configuration problems.

How to Use these Tables

If you are having any type of connection problem (e.g., the workstations on the local LAN cannot connect to the remote network) you should work your way down the tables to eliminate any low-level problem before working through the WAN connection problems.

Power Problems

TOP

Symptoms	Possible Cause	Corrective Action
The LAN LED is Off.	The LAN cable is not connected	Check that one end of the LAN cable is fully plugged into the LAN port on your modem and the other end is fully plugged into the local LAN connection.
	The MDI/X switch on the back of the modem is set to connect to a single PC but the cable is connected to a hub (or vice versa).	Press the switch in to connect to a hub and out to connect to a PC.

LAN Connection Problems

TOP

Symptoms	Possible Cause	Corrective Action
The LAN LED is Off.	The LAN cable is not connected	Check that one end of the LAN cable is fully plugged into the LAN port on your modem and the other end is fully plugged into the local LAN connection.
	The MDI/X switch on the back of the modem is set to connect to a single PC but the cable is connected to a hub (or vice versa).	Press the switch in to connect to a hub and out to connect to a PC.
	The LAN cable has been damaged.	Replace the cable with another LAN cable.

USB Connection Problems

TOP

Symptoms	Possible Cause	Corrective Action
My Windows-based PC did not automatically detect the modem when I plugged in the USB cable for the first time.	The modem is not powered on.	Plug in the modem and allow it enough time to complete the boot process. (Status LED goes off.)

The USB LED on the modem is Off.	There's a USB connection problem.	Check that one end of the USB cable is fully plugged into the USB port on the modem and the other end is fully plugged into the PC's USB port.
	The USB cable has been damaged.	Replace the USB cable.
	Although your PC has a USB port, the operating system that is running on your system does not support its use.	If you are running Microsoft Windows 3.1, Windows 95, or Windows NT, you will need to upgrade your operating system to Windows 98 or Windows 2000.
	The USB port on your PC is not enabled.	Verify that the USB port is enabled by running the PC's Setup program (typically the F1 or Delete key at boot). Refer to your computer manufacturer's documentation if you are having trouble running the Setup program or cannot find the USB Configuration Settings section.
I successfully installed the 3Com USB driver, but after rebooting, I cannot communicate over the USB. The USB LED on the Dual Link Unit is solid orange.	The 3Com USB driver did not install correctly or the 3Com USB driver is not running.	De-install then re-install the 3Com USB driver. (See the driver installation procedure in Your Installation Guide.)

Control Center Connection Problems

TOP

Symptoms	Possible Cause	Corrective Actions
From the Dual Link Control Center, when I attempt to connect to my service, I get a connection timeout.	The modem is not powered on.	Plug in the modem and allow it sufficient time (about 1 minute) to complete the boot process.
	There's an Ethernet or USB connection problem.	See previous sections in this troubleshooting guide concerning Ethernet or USB connection problems.

Dual Link Manager Connection Problems

TOP

Symptoms	Possible Cause	Corrective Actions
I can't bring up the Dual Link Manager from my browser	The modem is not powered on.	Power on the modem and allow it sufficient time (about 1 minute) to complete the boot process.
	There's an Ethernet or USB connection problem.	See previous sections in this troubleshooting guide concerning Ethernet or USB connection problems.

	<p>I did not first establish a connection to the modem through the Dual Link Control Center.</p>	<p>Before you can access the Web-based management screens of the Dual Link unit, you must first establish a connection to the Dual Link unit. Double click 3Com Dual Link Control Center icon on your desktop. Then click the Dual Link Manager icon to launch a browser and bring up the Dual Link Manager.</p>
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ADSL Connection Problems

[TOP](#)

Symptoms	Possible Cause	Corrective Action
<p>ADSL LED is blinking orange</p> <p>The Dual Link Control Manager Summary confirms that the ADSL status is "down".</p> <p>The Dual Link Control Manager> System> Diagnostics shows that there is a loss of signal error.</p>	<p>The ADSL (modem) cable is not connected. (This is the RJ11 cable that plugs into your ADSL-enabled jack.)</p>	<p>Check that one end of the ADSL cable is fully plugged into your DSL-enabled wall plug. Check that the other end is fully plugged into the ADSL port in the back of your modem.</p>
	<p>The ADSL cable has been damaged.</p>	<p>Replace the ADSL cable.</p>
	<p>The ADSL cable wiring (inner pair versus outer pair) is not set correctly.</p>	<p>Make sure it is set as specified by your service provider or use the Auto Detect setting to allow the modem to select the correct pair.</p>
	<p>There is a problem at the other end of the ADSL connection that causes the ADSL negotiation to fail.</p>	<p>Contact your service provider.</p>
<p>My ADSL link is not stable (goes up and down a lot).</p>	<p>The ADSL cable wiring (inner pair versus outer pair) is not set correctly.</p>	<p>Make sure it is set as specified by your service provider or use the Auto Detect setting to allow the modem to select the correct pair.</p>
	<p>The distance from the CO may be at or near maximum, causing loss of signal.</p>	<p>Check statistics in the Dual Link Manager Systems> Diagnostics page. If you see a low upstream signal-to-noise ratio or a large number of errors, you may have a line quality issue. Contact your service provider.</p>
	<p>Wiring inside the house may be causing interference from analog phones or modems.</p>	<p>Make sure any filter or splitter which you received from your service provider is installed properly.</p>

Slow Network Response

[TOP](#)

Symptoms	Possible Cause	Corrective Action
Web browsing is slower than expected.	ADSL level connection problem.	Use Dual Link Manager to reset the ADSL line, then reconnect to your service. Contact your service provider.



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The Dual Link Manager Summary Page

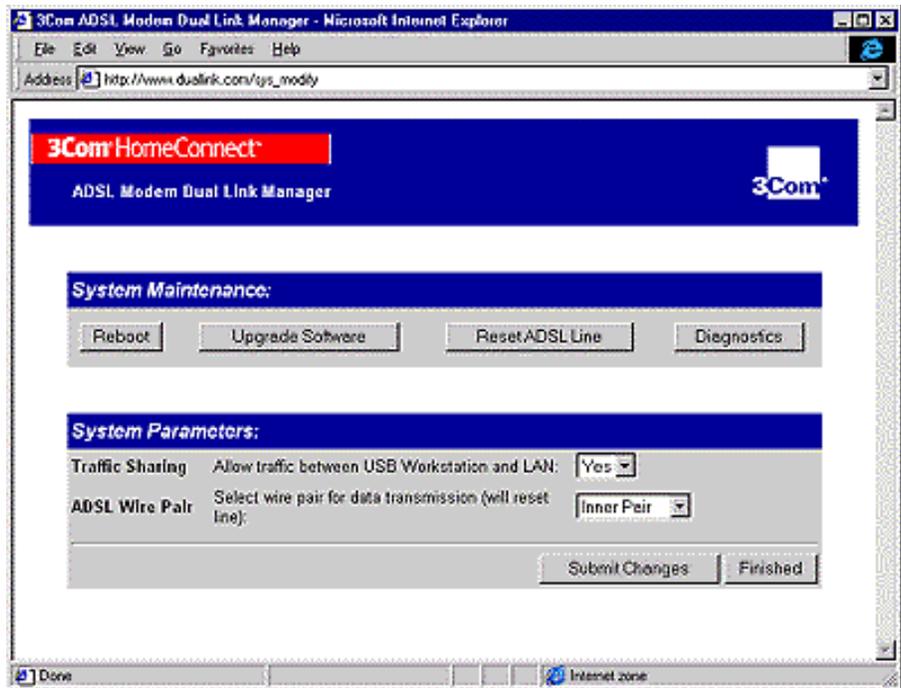
3Com HomeConnect
ADSL Modem Dual Link Manager

Summary	
ADSL Line	Up
USB-LAN Traffic	Sharing Enabled
Dual Link Software Version	V1.0.7
Chipset Software Version	1.4.1

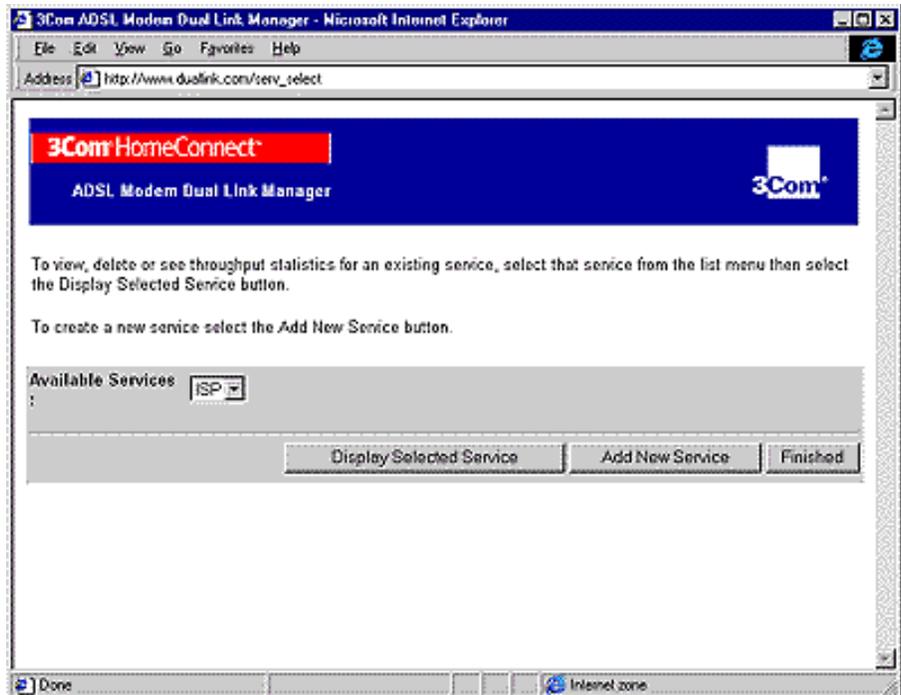
Refresh Summary

System Services

The Systems Page



The Services Page





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Frequently Asked Questions

- [What if I have other PCs that I need to configure?](#)
- [How do I upgrade code?](#)
- [How can I obtain Diagnostic information?](#)
- [How can I check the status of the DSL Line?](#)
- [How do I uninstall the software on my PC?](#)
- How can I delete the configuration?
 - On [the back of the Dual Link modem](#), there is a small button that you can use to reset the modem. Unplug the modem, hold the reset button in for 5 seconds *while* plugging the modem back in to its power source.
- How can I re-install the modem?
 - To reinstall the modem, first, the [software should be removed](#) from any PCs you are running on the modem, and then, the [modem configuration should be deleted](#).



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Configuring other PCs to use your Modem

Configuring other PCs in PPP mode

You must run the HomeConnect Dual Link modem installation on each PC that will use the modem to access the Internet.

Simply insert the installation CD in your CD-ROM drive and perform the installation as directed on the Installation map provided with your modem.



Then follow the instructions to configure that PC to access the [3Com Broadband Dialer](#) by adding the username and password you received from your service provider.



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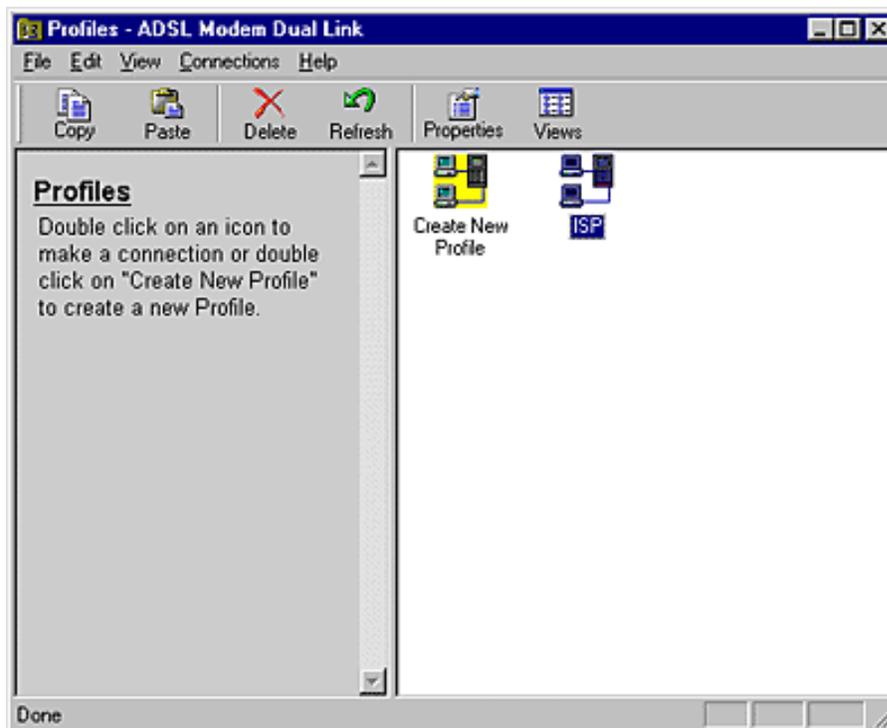
Completing your connection in PPP Mode

In PPP Mode, you need to complete the installation process on each PC you want to have access to the service you have purchased. To do this, you need to add some information which you received from your service provider to the 3Com Broadband Dialer application. First, access the Broadband Dialer by clicking:

Start->Programs->Dual Link Modem->Dialer



The Broadband Dialer window will appear. During the installation process, an icon named "ISP" was created and placed in the Dialer **Profiles** dialog box, as shown.

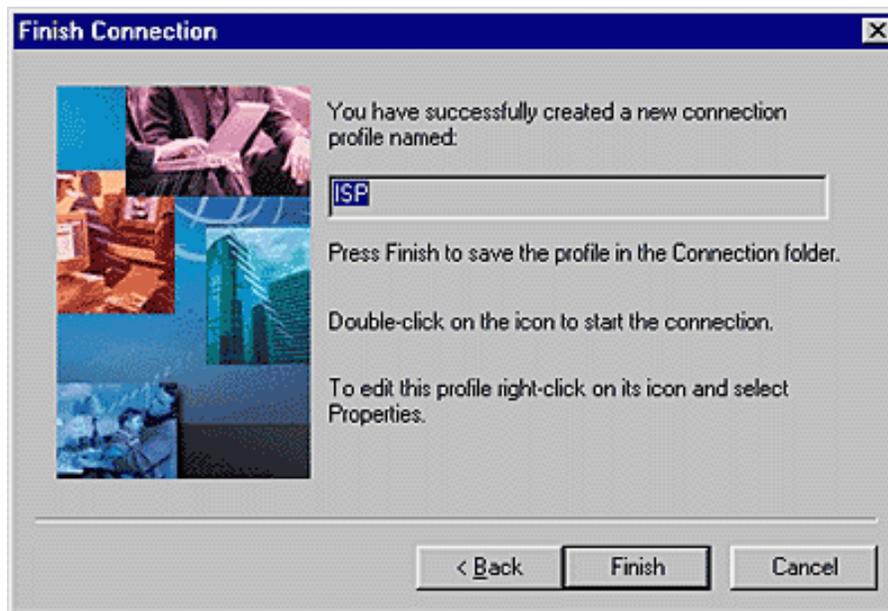


To dial the connection, double-click on the ISP icon.

The first time that you attempt to connect, you will complete the installation process by entering the username and password provided by your service provider in the boxes given. (This is done on **each** PC that you will be using to access the service.)



Click **Next** to complete the setup.

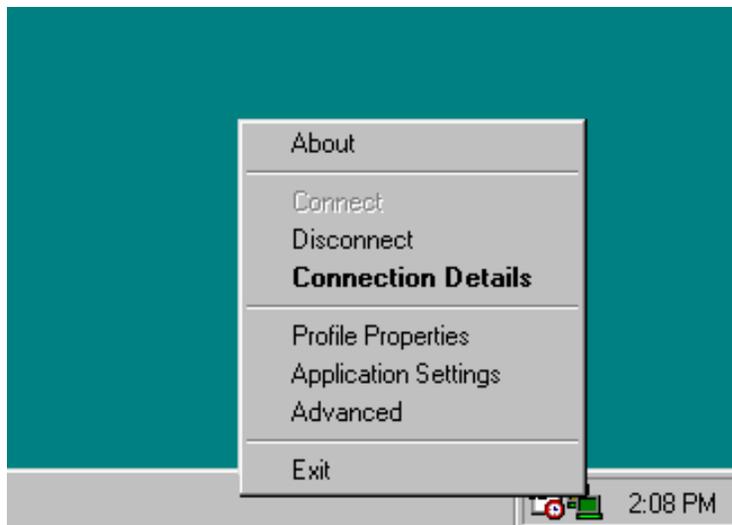


Once you have entered the username and password, you will be able to click on the ISP icon to immediately access the Internet.

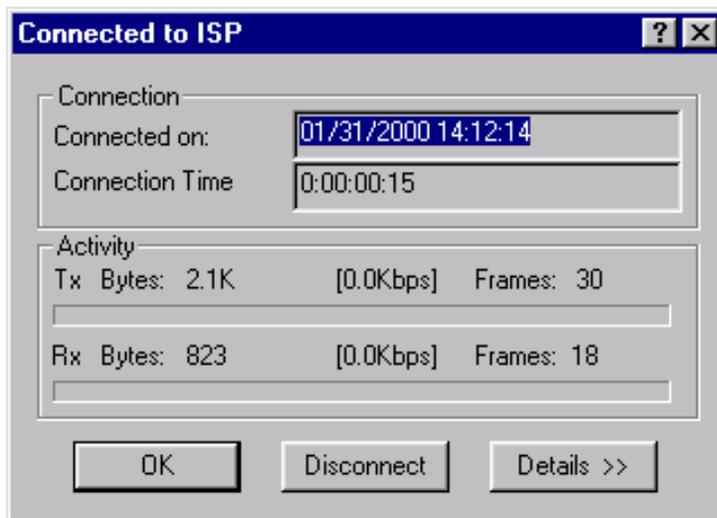
You will also notice that a small icon has been added to the right-hand side of your **Start** bar at the bottom of your screen.



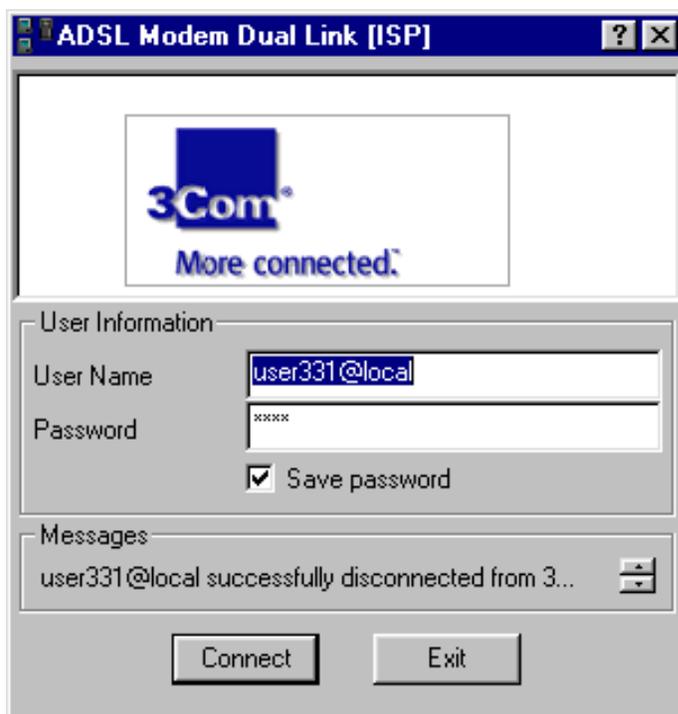
You can right click on it to pull up a menu that allows you to control your Internet connection.



Clicking on **Connection Details** gives you information on the current status of your connection.

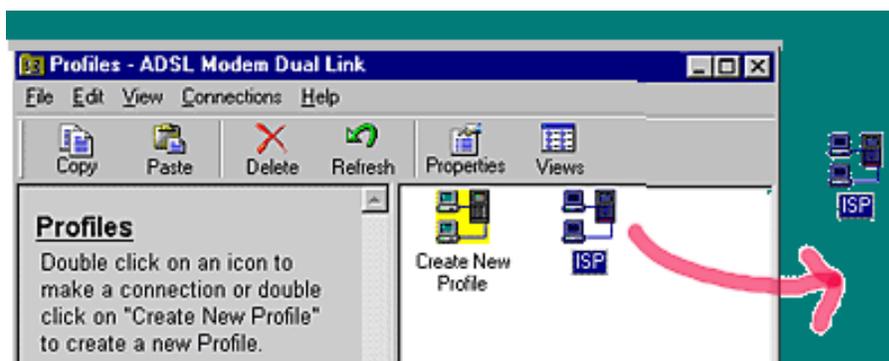


To disconnect, right click on the tray icon and click on **Disconnect**. The following screen is displayed, allowing you to reconnect immediately if you wish.



Even though [the Broadband Dialer can be installed on several PCs](#), only one at a time can use the modem to connect to the same Internet connection. You will have to hang up the connection from one PC before attempting to make the connection from another PC.

The **ISP Profile** icon can be moved from the Dialer window to your Windows Desktop. To do this, grab the icon using a left-click and then drag it to the Desktop.





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View diagnostics in the Dual Link Manager

This screen gives you information that may help solve problems should they arise. The statistics on the left side of the chart give the general status of the ADSL line. The right-hand side provides detailed information. This information may be of use if you need to talk to your DSL provider about performance.

The screenshot shows the 3Com ADSL Modem Dual Link Manager web interface. The browser window title is "3Com ADSL Modem Dual Link Manager - Microsoft Internet Explorer". The address bar shows "http://www.dualink.com/sys_adsl_stat". The page header includes the 3Com HomeConnect logo and the text "ADSL Modem Dual Link Manager".

The main content area is divided into two tables:

ADSL Statistics:	
Operational Mode	Operational
Upstream Attenuation	31.5 dB
Upstream Signal-to-Noise Ratio	6.0 dB
Transmit Power	12.0 dBm
Negotiated Downstream Baud Rate	8128000 bps
Negotiated Upstream Baud Rate	384000 bps

ADSL Counters:	
Loss Of Signal Events	0
Far End Corrected Frames	3
Far End CRC Errors	2174
Far End HEC Errors	372
Near End Corrected Frames	0
Near End CRC Errors	16455
Near End HEC Errors	9688

At the bottom of the page, there are two buttons: "Refresh Counters" and "Finished".



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This is a representation of the back of your 3Com modem Dual Link. Note the Reset button has been highlighted. If you need to reset the modem's configuration, unplug the modem, then plug it back in while holding the reset button in for 5 seconds.



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Technical Specifications

Power requirements:

17 watts maximum

Temperature requirements:

0 - 50 degrees C (operating)

-35 to +70 degrees C (shipping and storage)

Humidity requirements:

0-95% non-condensing (operating)

0-100% non-condensing (shipping and storage)

MTBF (Mean Time Between Failures):

65,000 hours

Jacks

The HomeConnect ADSL Modem Dual Link has one RJ-11 jack for the ADSL Modem, one RJ-45 jack for the LAN interface, one Type B jack for the USB interface, one DB-9 jack for the console interface, and one DC jack.

ADSL Interface (one RJ-11 jack)

Inner Pair

Pin 1 - Not Connected (NC)

Pin 2 - (Not used)

Pin 3 - Ring

Pin 4 - Tip

Pin 5 - (Not used)

Pin 6 - NC

Outer Pair

Pin 1 - NC

Pin 2 - Ring

Pin 3 - (Not used)

Pin 4 - (Not used)

Pin 5 - Tip

Pin 6 - NC

LAN Interface (one RJ-45 jack)

Pin 1 - Transmit Data +

Pin 2 - Transmit Data -

Pin 3 - Receive Data +

Pin 4 - NC

Pin 5 - NC

Pin 6 - Receive Data -

Pin 7 - NC

Pin 8 - NC

USB Interface (one Type B Jack)

Pin 1 - +5V

Pin 2 - Data -

Pin 3 - Data +

Pin 4 - Ground

Console Interface (DB-9) (Default configured as DCE)

Pin 1 - DCD LL \leq PC

Pin 2 - Transmit Data LL \Rightarrow PC

Pin 3 - Receive Data LL \leq PC

Pin 4 - DTR LL \leq PC

Pin 5 - Ground

Pin 6 - DSR LL \Rightarrow PC

Pin 7 - RTS LL \leq PC

Pin 8 - CTS LL \Rightarrow PC

Pin 9 - RI LL \Rightarrow PC



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Safety Information

When using the unit, observe the following safety information:

Retain this User's Guide for later use and pass it on to subsequent owners/managers of the unit.

The power adapter supplied with the unit is fitted with a molded plug for connection to a standard electrical mains system supply socket. If this plug is not suitable for connection to your mains supply, contact your reseller for advice. Do not attempt to connect to the mains supply using an inappropriate mains adapter.

Protect the unit from sudden, transient increases and decreases in electrical power by fitting it with an in-line surge suppressor or uninterruptible power supply.

Products manufactured by 3Com are safe and without risk provided they are installed, used, and maintained in good working order and in accordance with their instructions and recommendations.

Should any of the following conditions occur, isolate the electricity supply and refer to your 3Com reseller.

- If the case or cover is not correctly fitted.
- If the case is damaged.
- If the unit begins to make an odd noise, smell or emit smoke.
- If the unit shows signs of a distinct change in performance.

Never install telephone wires during a thunder storm, or install telephone connection sockets in wet locations (unless the socket is specifically designed for wet locations).

Do not touch uninstalled telephone wires or terminals unless the telephone line has been disconnected at the network interface. Always exercise caution when installing or modifying telephone lines.

Do not spill food or liquids on the unit. If the unit gets wet, isolate the electrical supply and contact your 3Com reseller.

Do not push any objects into the openings of the unit. Doing so can cause fire or electric shock by shorting out internal components.

Ensure nothing rests on the unit's system cables and that the cables are not located where they can be stepped on and cause damage to the unit.

Keep the unit away from radiators and heat sources. Allow 25 mm (1 inch) around the unit or stack to provide adequate air circulation.

Install the unit in a clean area that is free from dust or extreme temperatures.

The Dual Link has been designed to be a free-standing unit. Do not place anything else on top of the unit's case.

Allow a clearance gap of at least 50 mm (2 in) from the rear panel of the unit, to allow for cable access.

Normal operations of this unit could be interrupted by a lightning surge. In this event, the user must recycle the power to the unit in order to establish normal operating conditions.

Important Safety Information

WARNING: Warnings contain directions that you must follow for your personal safety. Follow all instructions carefully.

Please read the following information carefully and thoroughly before installing the unit: Take exceptional care during the installation and removal of the unit.

Locate the unit close to the main socket outlet, and ensure that the main socket is accessible.

Use the power adapter supplied with the unit to ensure compliance with national and international safety standards. Refer to the Conformity statement for more details.

Disconnect the power adapter before moving the unit. Power can only be disconnected from the unit by removing the power adapter from the unit or from the socket outlet.

Only connect apparatus complying with the relevant interface requirements to the ports on this unit. The safety status of the ports on this equipment are as follows.

Ports identified by the labels XXXX and YYYY = TNV.

TNV (Telecoms Network Voltage) is a circuit which, under normal operating conditions, carries telecommunication signals.

Ports identified by the labels AAAA and BBBB = SELV.

SELV (Safety Extra Low Voltage) is a secondary circuit which is designed and protected so that under normal and single-fault conditions, the voltage between any two accessible parts does not exceed a safe value (42.2 V peak or 60 V DC).

There are no user-replaceable fuses or user-serviceable parts inside the unit. If there is a physical problem with the unit that cannot be solved with problem solving actions in this guide, contact the 3Com reseller from whom the equipment was purchased.

If the units are stackable, only stack similar units.

WARNING: Twisted Pair RJ45 data ports. These are shielded RJ45 data sockets. They cannot be used as telephone sockets. Only connect RJ45 data connectors to these ports.



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Wichtige Sicherheitsinformationen

WARNUNG: Warnungen enthalten Anweisungen, die Sie zu Ihrer persönlichen Sicherheit befolgen müssen. Bitte halten Sie sich daran.

Bitte lesen Sie die folgenden Informationen aufmerksam, ehe Sie die Einheit installieren: Lassen Sie bei Installation und Abbau besondere Vorsicht walten.

Stellen Sie die Einheit in der Nähe einer Stromquelle auf und achten Sie darauf, daß diese zugänglich ist.

Verwenden Sie immer den mitgelieferten Netzadapter, damit die Einhaltung nationaler und internationaler Sicherheitsnormen gewährleistet ist. Wurde kein Adapter mitgeliefert, muß das verwendete Netzkabel den lokalen und nationalen Bestimmungen des Landes entsprechen und darf die Sicherheitsbestimmungen des Produkts (siehe den entsprechenden Abschnitt am Ende dieses Handbuchs) nicht verletzen.

Trennen Sie den Netzadapter von der Stromversorgung, bevor Sie die Einheit bewegen. Die Einheit kann nur von der Stromversorgung getrennt werden, indem Sie die Verbindung des Netzadapters entweder von Einheit oder der Stromquelle trennen.

Schließen Sie nur Geräte an den Schnittstellen dieser Einheit an, die den Interface-Voraussetzungen entsprechen. Die Sicherheitsmerkmale der Schnittstellen dieses Geräts sind:

Schnittstellen mit der Bezeichnung XXXX und YYYY = TNV.

TNV (Telecoms Network Voltage) ist ein Schaltkreis, auf dem unter normalen Betriebsbedingungen Telekommunikationssignale übertragen werden.

Schnittstellen mit der Bezeichnung AAAA und BBBB = SELV.

SELV (Safety Extra Low Voltage) ist ein sekundärer Schaltkreis, der unter normalen und Single-Fault-Bedingungen so eingerichtet ist, daß die Spannung zwischen zwei zugänglichen Bauteilen einen Sicherheitswert nicht übersteigt (42,2 V Spitzenspannung bzw. 60 V Gleichspannung).

Die Einheit enthält keine Sicherungen oder sonstige Bauteile, die vom Benutzer ausgewechselt oder gewartet werden können. Sollte ein physikalischer Fehler auftreten, der mit den in diesem Handbuch beschriebenen Maßnahmen nicht zu beheben ist, setzen Sie sich mit dem 3Com-Vertreter in Verbindung, bei dem Sie das Gerät erworben haben.

Bei stapelfähiger Konstruktion nur gleichartige Einheiten verwenden.

Nur für ServiceConnect: Erden Sie das Gerät an der Grundplatte des ServiceConnect 2000-Gehäuses.

WARNUNG: Twisted Pair RJ45-Datenschnittstellen. Dies sind abgeschirmte RJ45-Schnittstellen, die nicht für Telefonsignale verwendet werden können. Schließen Sie an diesen Schnittstellen nur RJ45-Datenstecker an.



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Important Notice de Securite

AVERTISSEMENT: les avertissements présentent des instructions que vous devez suivre très attentivement pour votre sécurité personnelle.

Veillez lire les informations suivantes attentivement avant l'installation de l'appareil.

Soyez très prudents pendant toute la durée de l'installation et du déplacement de l'appareil.

Placez l'appareil près d'une prise murale qui doit rester accessible à tout instant.

Utilisez l'adaptateur électrique fourni avec l'appareil pour garantir la conformité totale aux normes de sécurité nationales et internationales. Si aucun adaptateur n'est fourni, le câble électrique utilisé doit être conforme aux normes locales et nationales du pays et ne doit en aucun cas contrevenir aux normes de sécurité d'utilisation de l'appareil (veuillez consulter la section Approvals (Agréments) au dos du présent manuel).

Déconnectez l'adaptateur électrique avant de déplacer l'appareil. L'alimentation ne peut être déconnectée de l'appareil qu'en retirant l'adaptateur de l'appareil ou de la prise de courant.

Ne connectez l'appareil qu'en conformité avec les exigences techniques des ports de connexion de l'appareil. Les normes de sécurité de chaque port sont les suivantes :

Les ports identifiés par les étiquettes XXXX et YYYY = TNV. Les circuits TNV (Telecoms Network Voltage, tension du réseau de télécommunications) sont des circuits qui, en condition normale d'utilisation, transportent les signaux de télécommunication.

Les ports identifiés par les étiquettes AAAA et BBBB = SELV.

Les circuits SELV (Safety Extra Low Voltage, très basse tension de sécurité) sont des circuits secondaires qui sont conçus et protégés pour qu'en conditions normales et à défaillance unique, la tension n'excède jamais la valeur de sécurité de 42,2 V en crête, ou 60 V DC.

L'appareil ne contient aucun fusible remplaçable par l'utilisateur ni aucune pièce dont la maintenance peut être effectuée par l'utilisateur. Si un problème physique survient dans l'appareil, qui ne peut être résolu au moyen des techniques de dépannage du présent manuel, contactez le revendeur 3Com qui vous a fourni l'appareil.

Si vous disposez de plusieurs appareils empilables sur racks, n'empilez que les appareils similaires.

ServiceConnect uniquement : connectez la terre au milieu de la base du rack ServiceConnect 2000.

AVERTISSEMENT: ports de données RJ45 à paires torsadées. Il s'agit de prises de

données RJ45 blindées. Elles ne peuvent être utilisées comme prises de téléphone. Elles ne doivent recevoir que les connecteurs de données RJ45.



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Medidas de seguridad importantes

ADVERTENCIA: las advertencias contienen instrucciones que es preciso seguir al pie de la letra para evitar daños personales.

Antes de instalar la unidad, lea atentamente la siguiente información.

Tome todas las precauciones necesarias a la hora de instalar o desinstalar la unidad. Coloque la unidad cerca de una toma de corriente de fácil acceso.

Utilice el adaptador de corriente suministrado con la unidad, de este modo se asegura el pleno cumplimiento de las normas de seguridad nacionales e internacionales. En caso de no recibir un adaptador con la unidad, deberá utilizar un cable que responda a los requisitos estipulados por la normativa local o nacional pertinente y que no contravenga la garantía de seguridad del producto (consulte la sección relativa a este punto al final de esta guía).

Desenchufe el adaptador antes de mover la unidad. La única forma de interrumpir el paso de corriente consiste en desenchufar el adaptador de la unidad o de la toma de corriente.

No deben conectarse a los puertos de la unidad aparatos que no cumplan los requisitos de la interfaz en uso. Los puertos de la unidad son de los siguientes tipos:

Puertos con etiqueta XXXX o YYYY = TNV.

TNV (Telecoms Network Voltage) es un circuito que, en condiciones normales, transmite señales de telecomunicación.

Puertos con etiqueta AAAA o BBBB = SELV.

SELV (Safety Extra Low Voltage) es un circuito secundario diseñado para que el voltaje entre dos puntos accesibles no exceda límites seguros (42,2 V punta ó 60 V CC) en circunstancias normales o de fallo simple.

La unidad no contiene fusibles ni otros componentes que el usuario pueda cambiar o reparar. De producirse problemas cuya resolución no se explique en esta guía, póngase en contacto con el proveedor de 3Com.

Si las unidades que posee son apilables, acople las que sean similares entre sí.

ServiceConnect: la conexión de tierra debe centrarse con respecto a la base del bastidor de ServiceConnect 2000.

ADVERTENCIA: puertos de datos de par trenzado RJ45. Son enchufes blindados RJ45 a los que sólo deben acoplarse conectores de datos RJ45. No pueden utilizarse como enchufes telefónicos. Informazioni importanti per la sicurezza

AVVERTENZA: il testo delle avvertenze riporta importanti istruzioni alle quali occorre attenersi per motivi di sicurezza. Seguire attentamente tutte le istruzioni.

Prima di installare l'unità, leggere attentamente le informazioni riportate di seguito.

Procedere con estrema cautela durante l'installazione e la rimozione dell'unità.

Collocare l'unità vicino a una presa di corrente e verificare che la presa sia accessibile.

Per garantire la conformità alle norme di sicurezza nazionali e internazionali, usare l'adattatore di corrente fornito con l'unità. Se l'adattatore non è compreso, il cavo alimentatore deve essere conforme alle norme locali e nazionali del paese di destinazione nonché all'omologazione di sicurezza del prodotto (per ulteriori informazioni consultare la sezione relativa alle omologazioni riportata alla fine del manuale).

Scollegare l'adattatore prima di spostare l'unità. Per scollegare l'unità occorre rimuovere l'adattatore dall'unità stessa o dalla presa di corrente.

Collegare alle porte dell'unità solamente apparecchi conformi ai requisiti della relativa interfaccia. Le specifiche riguardanti la sicurezza delle porte sono le seguenti:

Porte contrassegnate dalle targhette XXXX e YYYY = TNV. TNV (Telecoms Network Voltage) è un circuito che, in normali condizioni di esercizio, trasmette segnali di telecomunicazione.

Porte contrassegnate dalle targhette AAAA e BBBB = SELV. SELV (Safety Extra Low Voltage) è un circuito secondario ideato e protetto in modo tale che, in condizioni normali e in caso di un unico guasto, la tensione tra due parti accessibili qualsiasi non superi il valore di sicurezza (42,2 V picco o 60 V CC).

All'interno dell'unità non vi sono fusibili sostituibili dall'utente o parti la cui manutenzione può essere effettuata dall'utente. Se si verifica un problema che non si è in grado di risolvere seguendo le istruzioni per la risoluzione dei problemi riportate nel presente manuale, contattare il rivenditore 3Com presso il quale si è acquistata l'unità.

Se le unità sono impilabili, impilare solamente unità simili.

Solo per ServiceConnect: collegare il filo di massa di sicurezza in posizione centrale sulla base dell'unità rack ServiceConnect 2000.

AVVERTENZA: porte dati RJ45 per doppino intrecciato. Si tratta di prese dati RJ45 schermate e non possono essere utilizzate come prese telefoniche. Collegare solamente connettori dati RJ45 a queste porte.



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TECHNICAL SUPPORT

3Com provides easy access to technical support information through a variety of services. This section describes these services.

Information contained in this section is correct at time of publication. For the most recent information, 3Com recommends that you access the [3Com Corporation World Wide Web site](#).

Technical Support

Technical Support Hotline

Technical questions about the 3Com HomeConnect ADSL Modem Dual Link can be answered by technical support representatives. Regular long distance charges will apply if you are outside the 847 area code. The hours service is available are 7:00 am - 8:00 pm CST, Monday through Friday and 7:00 am - 4:00 pm CST on Saturday. Dial the following number:

847-262-3700

Online Technical Support

3Com offers product support 24 hours a day, 7 days a week, through:

consumer.3com.com/dsl

World Wide Web: You can send a message to technical support by selecting **Contact Us** from the Site Tools section on the Web site.

3Com BBS: **847-262-6000**

If You Need to Return the Modem to Us

Contact 3Com Customer Support. If the support representative determines that you need to return the modem, you will receive an USO (User Service Order) number. You must have a USO number before returning the modem to us. Ship the unit, postage paid, in a strong box made of corrugated cardboard with plenty of packing material. DO NOT send the modem back in the original box. Send ONLY the modem (NOT manuals, diskettes, etc.) Include your USO number, name and address on the shipping label as well as inside the package. If possible, send the package via a courier capable of tracking the progress of the shipment. Ship to the following address:

3Com

USO# _____

Dock 15

1800 W. Central Road

Mount Prospect, IL 60056

Customers in Canada needing to return a modem for repair or replacement should send the modem to the following address:

Keating Technologies

25 Royal Crest Court

Suite 120

Markham, ONT L3R 9X4



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Glossary

ADSL (Asymmetric Digital Subscriber Line)

A new technology that allows more data to be sent over existing copper telephone lines (POTS or "Plain Old Telephone Service"). ADSL is more than 275 times faster than a 28.8 modem and up to 4 times faster than a T1 connection. That's really, really fast. DSL (ADSL, SDSL) technology uses your ordinary phone line but doesn't tie it up. You can access the Internet while you are telephoning or faxing. ADSL requires a special ADSL modem which allows your PC to connect to a remote site using a network protocol such as IP or IPX. Your HomeConnect ADSL Modem Dual Link contains one ADSL modem port, which is the WAN (Wide Area Network) interface. ADSL service runs between your home and your service provider, who then uses ATM technology to speed communications to more distant points.

ATM (Asynchronous Transfer Mode)

A network technology based on transferring data in small cells or packets of a fixed size. The small cell size allows ATM equipment to transmit video, audio, and computer data over the same network without any type of data consuming the entire capacity of the line. ATM differs from TCP/IP, where message packets take different routes from source to endpoint. ATM defines connections by two main parameters: Virtual Path Identifier (VPI) and Virtual Channel Identifier (VCI). VPI and VCI are defined in this Glossary. Your service provider will tell you what VPI and VCI values you must use in your Dual Link in order to properly connect to their service.

Bridging, Bridged

In networking, bridging is the process of moving a packet (or piece) of data from source to destination. A bridge is a mechanism which forwards packets between different networks based on hardware-level addresses. Your HomeConnect modem automatically maintains a forwarding table that contains information needed to correctly route data, so you don't need to manually add or delete entries as your home network configuration changes.

Connector (or Jack)

The part of a cable that plugs into a port or interface to connect one device to another.

Console Port

The console port on your Dual Link can be matched to the Com port (Com1, Com2...) on your computer using the DB-9 serial cable provided. On the ADSL

Modem Dual Link, it is typically used only in the case of disaster recovery.

DHCP (Dynamic Host Configuration Protocol)

This allows a device to have a different IP address every time it connects to the network or, in some cases, to change while it is still connected. The software keeps track of IP addresses. This allows a new computer to be added to a network without having to manually assign it a unique IP address.

DIP switch

A series of tiny switches built into circuit boards. DIP switches let you configure a circuit board to conform to a particular application. In the case of your Dual Link modem, the DIP switch is reserved and all toggle switches should be left in the Off position.

DSL (Digital Subscriber Line)

The two main categories of DSL currently are the ADSL (Asynchronous DSL) and SDSL (Synchronous DSL). DSL technologies pack data onto copper wires. They are used for connections from a telephone switching station to a home or office, not between switching stations. DSL is similar to ISDN in that both operate over existing copper telephone lines (POTS) and both require the short runs to a central telephone office (usually less than 20,000 feet). But DSL offers much higher speeds.

Encapsulation

In networking, encapsulation means wrapping a data set in a protocol header. This allows one network to send its data via another network's connections.

Ethernet

Ethernet is a LAN (local area network) protocol that was developed by Xerox Corporation in cooperation with DEC and Intel in 1976. It is one of the most widely implemented LAN standards. Its function is to move data packets from one computer to another.

Flash Memory

An area on the modem where basic information necessary to operate the modem is stored. In your modem Dual Link, it contains a program with the extension ".nac" which must be easy to update but not easy to erase. A utility provided on your installation CD, if you install it on your PC, can search for any updates to the Nac file from the 3Com web site.

Host

The word Host has several different meanings in the computer industry. The "host" can be referred to as the computer system that is accessed remotely by modem over telephone lines by a user sitting at a remote terminal. It has also come to mean any computer connected to a TCP/IP network, including the Internet. Each Host has a unique IP address. "To host", on the other hand, means to provide the infrastructure for a computer service, as, for example, to "host" Web servers, where the hardware, software and communication lines are provided and controlled by the company providing the server while the content on the server is controlled by the user.

Hub

A conduit for information between devices that are part of a network. A hub contains a number of ports which all participating devices (computers, printers, scanners, etc.) in the network plug into. The hub then receives and directs information to all segments of the LAN.

LAN

A computer network that spans a relatively small area. Most LANs are confined to a single building or group of buildings. However, one LAN can be connected to other LANs over any distance via telephone lines and radio waves. A system of LANs connected in this way is called a wide-area network (WAN). Computers connected to a LAN are able to share, not only data, but also expensive devices, such as laser printers and scanners. Ethernet LANs are most common for PCs. Data transmission is very fast on a LAN, but the distances and numbers of computers that can be connected are limited.

LED (light emitting diode)

An electronic device or signal that lights up when electricity is passed through it. Your Dual Link modem uses LEDs to indicate the status of important operations.

Modem (modulator-demodulator)

A modem is a device or program that enables a computer to transmit data over telephone lines. The modem converts data which is stored digitally (in the computer) to analog data (which is required for transmission over telephone lines) and vice versa. Simply stated, "digital" data is based on discrete "on-off" switching (1 and 0) whereas analog data consists of infinitely variable data, such as sound waves.

Nac file

A "Nac file" is a file with the extension **.nac**. The file extension was coined by U.S. Robotics from the words Network Application Code or Network Application Card. It contains information essential to network communications and resides in the Flash memory of your modem Dual Link. If you choose to install the "Instant Update" utility from your modem's installation CD, the utility will search for and download from the 3Com web site any update to the Nac file. Once you've received an updated Nac file, you would install to the modem using the DL manager.

NIC (network interface card)

An expansion board or adapter that you install or insert into a computer in order to make it capable of communicating to a network. A common example is an Ethernet LAN adapter.

IP (Internet Protocol)

Specifies the format of packets (pieces of data) and the addressing scheme. Most networks combine IP with a higher-level protocol called Transport Control Protocol (TCP), which establishes a virtual connection between a destination and a source. IP by itself is like a postal system. Using it, you can "address a package and drop it in the mail," but there's no direct link between you and the recipient. TCP/IP, on the other hand, establishes a connection between two hosts so that they can send messages back and forth for a period of time.

IP Address

An identifier for a computer or device on a TCP/IP network. Networks using the TCP/IP protocol route messages based on the IP address of the destination. The format of an IP address is a 32-bit numeric address written as four numbers separated by periods. Each number can be zero to 255. For example, 1.160.10.240 could be an IP address.

Jack

The part of a cable that plugs into a port or interface to connect one device to another.

Packet

A piece of a message transmitted over a packet-switching network. In IP networks, packets are often called datagrams. In a packet-switching network, messages are divided into "packets" which are addressed and sent separately and matched up at their destination.

PIN

A male lead (a thin metal foot or prong) on a connector.

POTS

Plain Old Telephone Service.

PPP (Point-to-Point Protocol)

A method of connecting a computer to the Internet. Other methods are Bridged (RFC-1483) and PPPoE. PPP is one of the most widely used data link protocols in networks. It lets a computer connect to the Internet with a standard dial-up telephone line and a high-speed modem. In order to use PPP, your service provider must support it.

PPPoE (Point-to-Point Protocol over Ethernet)

PPPoE was developed to allow users to connect a LAN to connect to the Internet over a single link (Virtual Circuit). In PPP and RFC-1483, connections exist between the HomeConnect ADSL Modem Dual Link and the ISP, while in PPPoE, the link is to the individual PCs. So the user on the LAN can select when to connect to a particular service by "logging in" to that service (sort of like placing a telephone call.) Choosing which of the protocols to use is not up to the user but dependent on the ISP. Ask your service provider if it's available.

Protocol

An agreed-upon format for transmitting data between two devices. The protocol determines the type of error-checking to be used, the data compression method, how the sending device will indicate that it has finished sending a message, and how the receiving device will indicate that it has received a message. From a user's point of view, the only interesting aspect about protocols is that your computer or device must support the right ones if you want to communicate with other computers.

PVC (permanent virtual circuit)

A virtual circuit that is permanently available. The only difference between a PVC and a switched virtual circuit (SVC) is that an SVC must be re-established each time data is to be sent. Once the data has been sent, the SVC disappears. PVCs are more efficient for connections between hosts that communicate frequently.

RFC

Short for Request for Comments, a series of notes about the Internet, started in 1969. An RFC can be submitted by anyone. Eventually, if it gains enough interest, it may evolve into an Internet standard. RFC-1483 is the protocol traditionally used for ATM networks. Each RFC is designated by an RFC number. Once published, an RFC never changes. Modifications to an original RFC are assigned a new RFC number.

RFC-1483

This is a protocol used for ATM networks. It's a very efficient channel or path for data transmission. It differs from PPPoE and PPP in that it doesn't provide any built-in negotiation for addresses or connection.

RJ-11 Jack

Short for Registered Jack-11, a four- or six-wire connector used primarily to connect telephone equipment in the United States. RJ-11 connectors are also used to connect some types of local-area networks (LANs), although RJ-45 connectors are more common.

RJ-45 Jack

Short for Registered Jack-45, an eight-wire connector used commonly to connect computers onto local-area networks (LANs), especially Ethernets. RJ-45 connectors look similar to the ubiquitous RJ-11 connectors used for connecting telephone equipment, but they are somewhat wider.

SDSL (symmetric digital subscriber line)

SDSL is called symmetric because it supports the same data rates for upstream and downstream traffic. A similar technology that supports different data rates for upstream and downstream data is called asymmetric digital subscriber line (ADSL). ADSL is more popular in North America, whereas SDSL is being developed primarily in Europe

TCP (Transmission Control Protocol)

TCP is one of the main protocols in TCP/IP networks. Whereas the IP protocol deals only with packets, TCP enables two hosts to establish a connection and exchange streams of data. TCP guarantees delivery of data and also guarantees that packets will be delivered in the same order in which they were sent.

TCP/IP (Transmission Control Protocol/Internet Protocol)

The communications protocols used to connect hosts on the Internet. TCP/IP is built into the UNIX operating system and is used by the Internet, making it the de facto standard for transmitting data over networks. Even network operating systems that have their own protocols support TCP/IP.

Telecommuting

A term coined in the early 1970s to describe a geographically-dispersed office where workers can work at home on a computer and transmit data and documents to a central office via telephone lines.

USB (Universal Serial Bus)

A new external bus standard that supports very fast data transfer rates. A single USB port can be used to connect up to 127 peripheral devices. Manufacturers are including USB ports in more and more new computers.

VCI (Virtual Circuit Identifier)

A virtual circuit is a connection between two devices that acts as though it's a direct connection even though it may physically be circuitous. The term is used most frequently to describe connections between two hosts in a packet-switching network. The two hosts can communicate as though they have a dedicated connection even though the packets might actually travel very different routes before arriving at their destination.

VPI (Virtual Path Identifier)

"Virtual path" refers, in networking, to the location of a file or directory on a server being accessed remotely via the Web. The VPI is the address of the file.

WAN (Wide Area Network)

A computer network that spans a relatively large geographical area. Typically, a WAN consists of two or more local-area networks (LANs). Computers connected to a wide-area network are often connected through public networks, such as the telephone system. They can also be connected through leased lines (cable) or satellites. The largest WAN in existence is the Internet.

Workstation

- (1). In networking, workstation refers to any computer connected to a local-area network. It could be a "workstation" (definition 2) or a personal computer (PC).
- (2). A "workstation" in a second sense generally means a computer that is capable of a moderate amount of computing power and high graphics capabilities. It is somewhere in power between a PC and a mini-computer, although the lines are becoming more and more blurred.



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Manufacturer's Declaration of Conformity

We declare under our sole responsibility that this product: HomeConnect ADSL Modem Dual Link to which this declaration relates, is in conformity with the following standards or more normative documents:

ANSI C63.4-1992 Methods of Measurement

Federal Communications Commission 47 CFR part 15, subpart B

15.107 (e) Class B conducted limits

15.109 (g) Class B Radiated Emissions Limits

3Com Corporation, 5400 Bayfront Plaza, Santa Clara, California 95-52-8145

**Tested to comply with FCC Standards
for Home and Office Use**

FCC CLASS B STATEMENT

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

This device may not cause harmful interference, and

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

WARNING: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules, and the Canadian Department of Communications Equipment Standards entitled, "Digital Apparatus," ICES-003. 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 the one which the receiver is connected to.

Consult the dealer or an experienced radio/TV technician for help.

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.

NOTE: In order to maintain compliance with the limits of a Class B digital device, 3Com requires that you use quality interface cables when connecting to this device. Changes or modifications not expressly approved by 3Com could void the user's authority to operate this equipment. Refer to the manual for specifications on cabling types.

UL-CERTIFIED/CUL-CERTIFIED

This information technology equipment is UL-certified and CUL-certified for the uses described in this guide.

IC (INDUSTRY CANADA)

INDUSTRY CANADA CLASS B EMISSION COMPLIANCE STATEMENT

This digital apparatus does not exceed the Class B limits for radio noise emissions from digital apparatus set out in the interference-causing equipment standard entitled Digital Apparatus, ICES-003 of Industry Canada.

AVIS DE CONFORMITÉ À LA RÉGLEMENTATION D'INDUSTRIE CANADA

Cet appareil numérique respecte les limites de bruits radioélectriques applicables aux appareils numériques de Classe B prescrites dans la norme sur le matériel brouilleur: Appareils Numériques, NMB-003 édictée par l'Industrie Canada.

Canadian Installations

NOTICE: The Industry Canada (IC) label identifies certified equipment. This certification means the equipment meets certain telecommunications network protective, operational, and safety requirements as prescribed in the appropriate Terminal Equipment Technical Requirements document(s). The Department does not guarantee the equipment will operate to the user's satisfaction.

Before installing this equipment, users should ensure that it is permissible to be connected to the facilities of the local telecommunications company. The equipment must also be installed using an acceptable method of connection. In some cases, the company's inside wiring associated with a single-line, individual service may be extended by means of a certified connector assembly (telephone extension cord.) The customer should be aware that compliance with the above conditions may not prevent degradation of service in some situations. Currently, telecommunication companies do not allow users to connect their equipment to jacks except in precise situations that are spelled out in tariffing arrangements with those companies.

Repairs to certified equipment should be coordinated by a representative designated by the supplier. Any repairs or alterations made by the user to this equipment, or equipment

malfunctions, may give the telecommunications company cause to request the user to disconnect the equipment.

For your own protection, make sure that the electrical ground connections of the power utility, telephone lines, and internal metallic water pipe system, if present, are connected together. This precaution may be particularly important in rural areas.

CAUTION: Do NOT attempt to make such connections yourself. Instead, contact an electric inspection authority or electrician, as appropriate.

WARRANTY AND REPAIR SERVICE CENTER:

Keating Technologies
25 Royal Crest Court, Suite 200
Markham, ONT L3R 9X4

AVIS: L'étiquette de Industrie Canada identifie le matériel homologué. Cette étiquette certifie que le matériel est conforme à certaines normes de protection, d'exploitation et de sécurité des réseaux de télécommunications. Le Ministère n'assure toutefois pas que le matériel fonctionnera à la satisfaction de l'utilisateur.

Avant d'installer ce matériel, l'utilisateur doit s'assurer qu'il est permis de le raccorder aux installations de l'entreprise locale de télécommunication. Le matériel doit également être installé en suivant une méthode acceptée d'accordement. L'abonné ne doit pas oublier qu'il est possible que la conformité aux conditions énoncées ci-dessus n'empêche pas le dégradation du service dans certaines situations.

Les réparations de matériel homologué doivent être effectuées par un centre d'entretien canadien autorisé désigné par le fournisseur. La compagnie de télécommunications peut demander à l'utilisateur de débrancher un appareil à la suite de réparations ou de modifications effectuées par l'utilisateur ou à cause de mauvais fonctionnement.

Pour sa propre protection, l'utilisateur doit s'assurer que tous les fils de mise à la terre de la source d'énergie électrique, des lignes téléphoniques et des canalisations d'eau métalliques, s'il y en a, sont raccordé ensemble. Cette précaution est particulièrement importante dans les régions rurales.

Avertissement: L'utilisateur ne doit pas tenter de faire ces raccordements lui-même; il doit avoir recours à un service d'inspection des installations électriques, ou à un électricien, selon le cas.

Centre de garantie et de service après-vente:

Keating Technologies
25 Royal Crest Court, Suite 200
Markham, ONT L3R 9X4



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This warranty applies to customers located in the United States, Australia, Canada (except Quebec), Ireland, New Zealand, U.K., and other English language countries, and countries for which a translation into the local language is not provided.

HARDWARE

3Com warrants to the end user ("Customer") that this hardware product will be free from defects in workmanship and materials, under normal use and service, for the following length of time from the date of purchase from 3Com or its authorized reseller: Five (5) years

3Com's sole obligation under this express warranty shall be, at 3Com's option and expense, to repair the defective product or part, deliver to Customer an equivalent product or part to replace the defective item, or if neither of the two foregoing options is reasonably available, 3Com may, in its sole discretion, refund to Customer the purchase price paid for the defective product. All products that are replaced will become the property of 3Com. Replacement products may be new or reconditioned. 3Com warrants any replaced or repaired product or part for ninety (90) days from shipment, or the remainder of the initial warranty period, whichever is longer.

SOFTWARE

3Com warrants to Customer that each software program licensed from it will perform in substantial conformance to its program specifications, for a period of ninety (90) days from the date of purchase from 3Com or its authorized reseller. 3Com warrants the media containing software against failure during the warranty period. No updates are provided. 3Com's sole obligation under this express warranty shall be, at 3Com's option and expense, to refund the purchase price paid by Customer for any defective software product, or to replace any defective media with software which substantially conforms to applicable 3Com published specifications. Customer assumes responsibility for the selection of the appropriate applications program and associated reference materials. 3Com makes no warranty or representation that its software products will meet Customer's requirements or work in combination with any hardware or applications software products provided by third parties, that the operation of the software products will be uninterrupted or error free, or that all defects in the software products will be corrected. For any third party products listed in the 3Com software product documentation or specifications as being compatible, 3Com will make reasonable efforts to provide compatibility, except where the non-compatibility is caused by a "bug" or defect in the third party's product or from use of the software product not in accordance with 3Com's published specifications or user manual.

THIS 3COM PRODUCT MAY INCLUDE OR BE BUNDLED WITH THIRD PARTY SOFTWARE, THE USE OF WHICH IS GOVERNED BY A SEPARATE END USER

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YEAR 2000 WARRANTY

In addition to the Hardware Warranty and Software Warranty stated above, 3Com warrants that each product sold or licensed to Customer on and after January 1, 1998 that is date sensitive will continue performing properly with regard to such date data on and after January 1, 2000, provided that all other products used by Customer in connection or combination with the 3Com product, including hardware, software, and firmware, accurately exchange date data with the 3Com product, with the exception of those products identified at 3Com's Web site, <http://www.3com.com/products/yr2000.html>, as not meeting this standard. If it appears that any product that is stated to meet this standard does not perform properly with regard to such date data on and after January 1, 2000, and Customer notifies 3Com before the later of April 1, 2000, or ninety (90) days after purchase of the product from 3Com or its authorized reseller, 3Com shall, at its option and expense, provide a software update which would effect the proper performance of such product, repair such product, deliver to Customer an equivalent product to replace such product, or if none of the foregoing is feasible, refund to Customer the purchase price paid for such product. Any software update or replaced or repaired product will carry a Year 2000 Warranty for ninety (90) days after purchase or until April 1, 2000, whichever is later.

OBTAINING WARRANTY SERVICE

Customer must contact a 3Com Corporate Service Center or an Authorized 3Com Service Center within the applicable warranty period to obtain warranty service authorization. Dated proof of purchase from 3Com or its authorized reseller may be required. Products returned to 3Com's Corporate Service Center must be pre-authorized by 3Com with a Return Material Authorization (RMA) number or User Service Order (USO) number marked on the outside of the package, and sent prepaid and packaged appropriately for safe shipment, and it is recommended that they be insured or sent by a method that provides for tracking of the package. Responsibility for loss or damage does not transfer to 3Com until the returned item is received by 3Com. The repaired or replaced item will be shipped to Customer, at 3Com's expense, not later than thirty (30) days after 3Com receives the defective product. 3Com shall not be responsible for any software, firmware, information, or memory data of Customer contained in, stored on, or integrated with any products returned to 3Com for repair, whether under warranty or not.

Dead- or Defective-on-Arrival. In the event a product completely fails to function or exhibits a defect in materials or workmanship within the first forty-eight (48) hours of installation but no later than thirty (30) days after the date of purchase, and this is verified by 3Com, it will be considered dead- or defective-on-arrival (DOA) and a replacement shall be provided by advance replacement. The replacement product will normally be shipped not later than three (3) business days after 3Com's verification of the DOA product, but may be delayed due to export or import procedures. The shipment of advance replacement products is subject to local legal requirements and may not be available in all locations. When an advance replacement is provided and Customer fails to return the original product to 3Com within fifteen (15) days after shipment of the replacement, 3Com will charge Customer for the replacement product, at list price.

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3Com Corporation
5400 Bayfront Plaza

P.O. Box 58145, Santa Clara, CA 95052-8145
(408) 326-5000
June 7, 1999



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Instant Update Utility

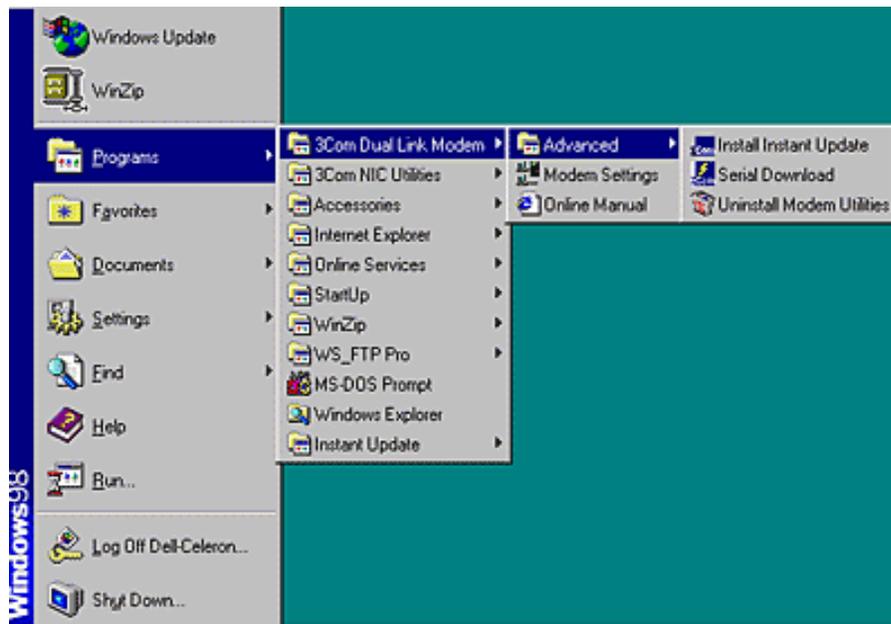
Occasionally, newer versions of the modem's internal software may be made available to reflect advances in the rapidly-changing ADSL field. This software will be made available from 3Com and can be downloaded to your PC using this Dual Link utility. Once the new software is stored on your PC, use the Manager to update the Dual Link modem.

- [Installing Instant Update](#)
- [Configuring Instant Update](#)
- [Updating your modem software](#)
- [Serial download](#)

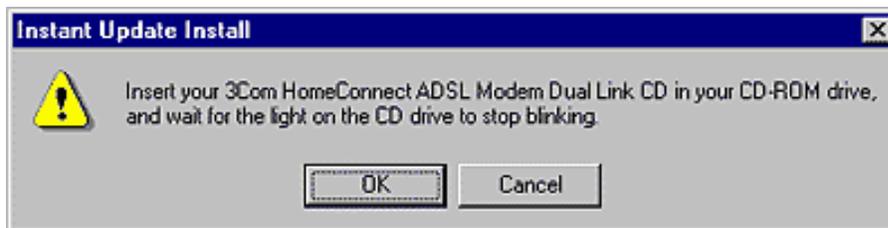
Installing Instant Update

TOP

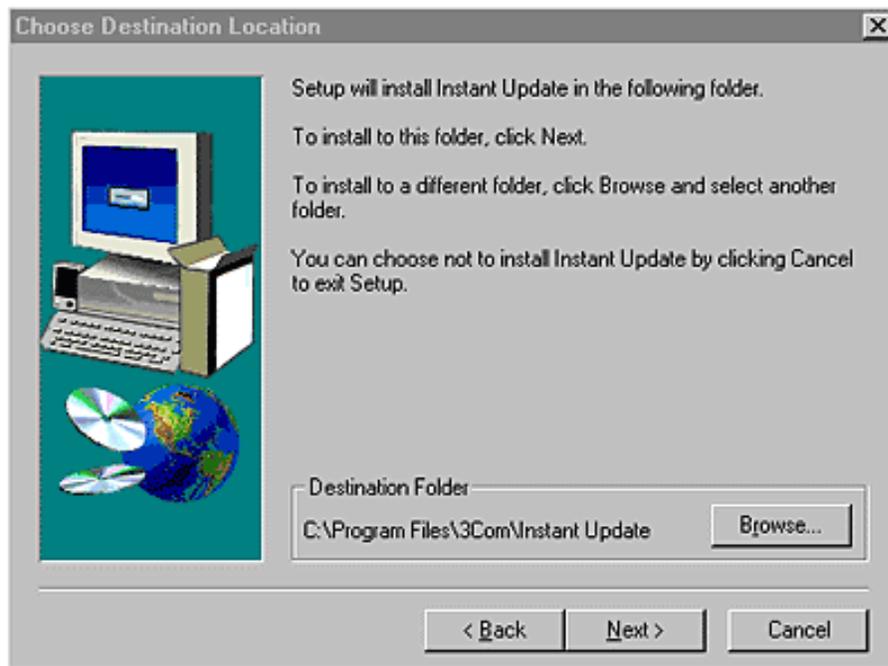
The Instant Update package allows you to automatically obtain software updates for your modem over the Internet. To install it from your Install CD, click on **Start>Programs>3Com Dual Link Modem> Advanced>Install Instant Update**



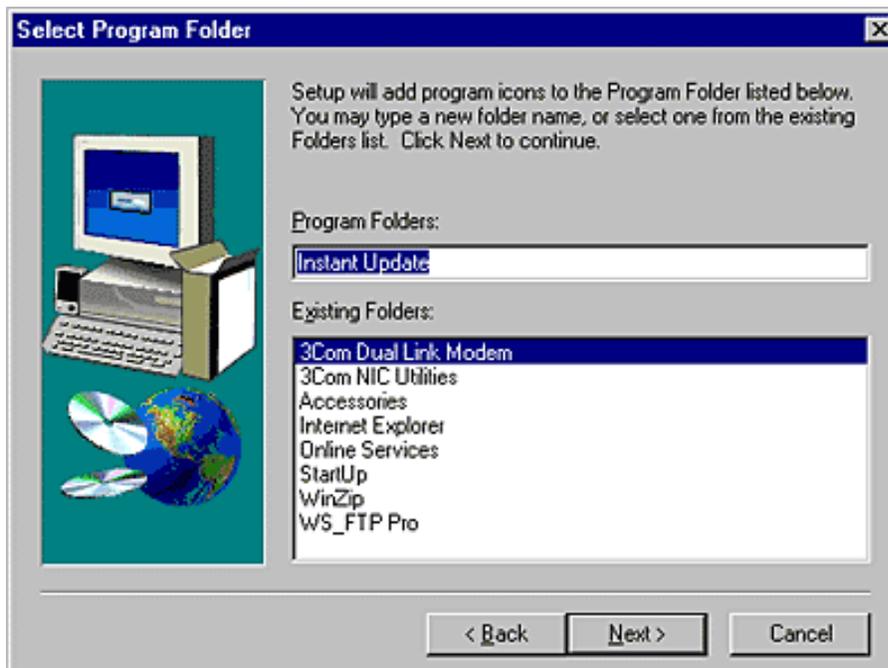
This will start the install procedure. Ensure your CD is in your CD-ROM drive. Then click **OK**.



You will be asked to accept or choose the destination directory.



And given the opportunity to change the program folder name.



Click **Finish** to complete the setup of the utility.



Configuring the Instant Update Utility

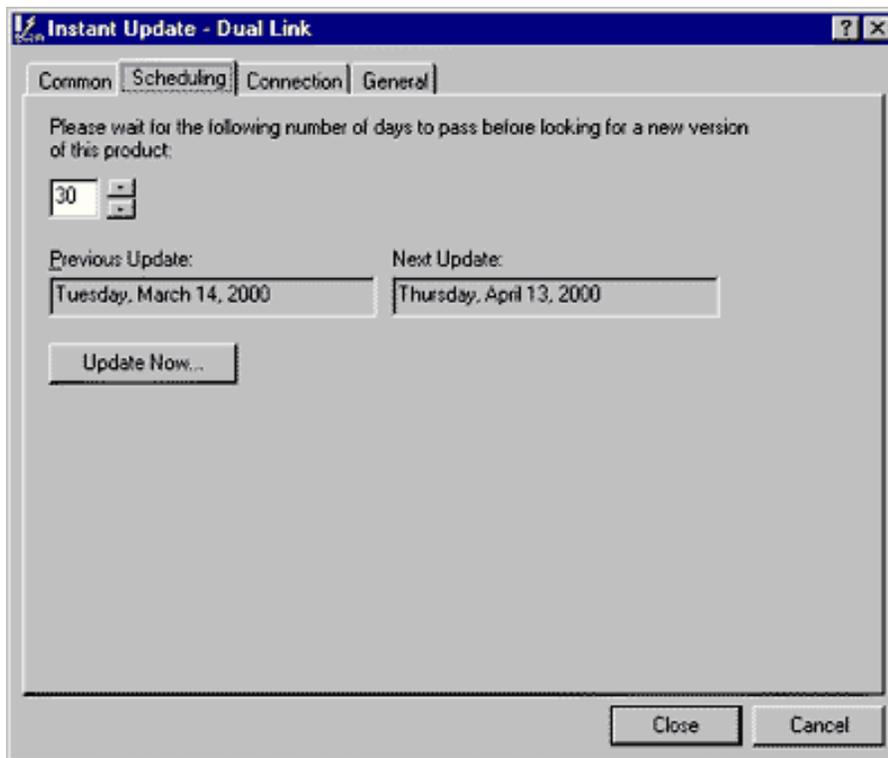
TOP

There is one last step that you will want to complete in order to have full control over the Utility. From the Start button, select **Start>Programs>Instant Update>Instant Update Configuration**.



This gives you a series of screens that allow you to control the operation and frequency of the Instant Update. By default, the Instant Update will check for code updates from the 3Com web site every 30 days.

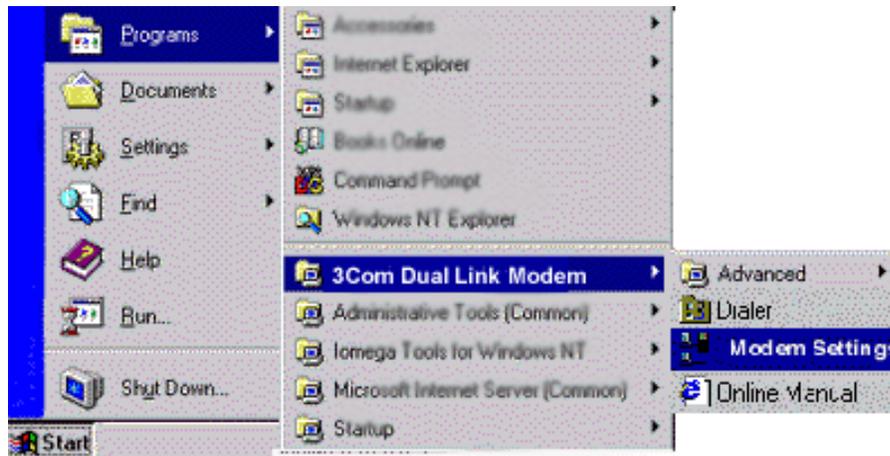
You may not wish to change the defaults. On the scheduling tab, if you think there may be an updated file available, you can select **Update Now**. Click **Close** to exit the Instant Update configuration screen.



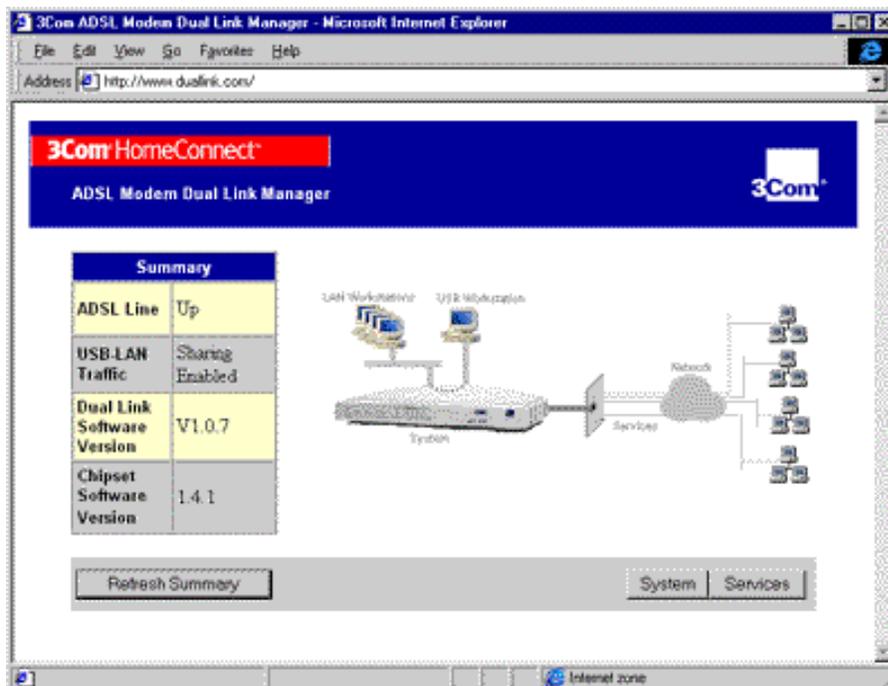
Updating your modem software

TOP

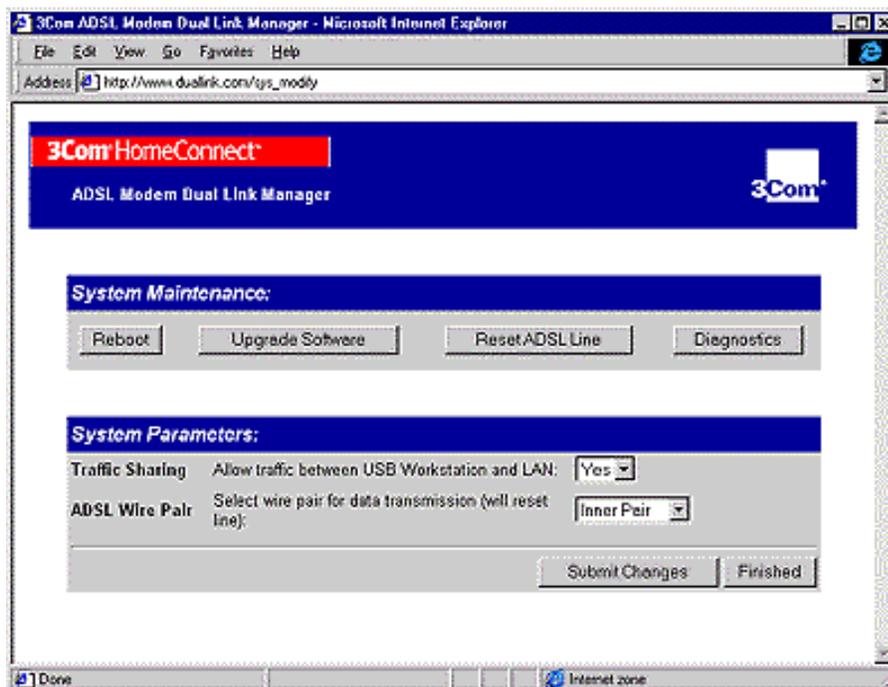
Once the Instant Update Utility has been installed on your PC, it will monitor the Internet for updates to the basic operating software (called a .nac file) for your Dual Link Modem and download an update file when one is found. This file will be downloaded to your PC and stored in a folder on your hard drive. By default, the file location is: **C:\Program Files\3Com\Dlcc\Update**. You can then download it to your Dual Link at your convenience.



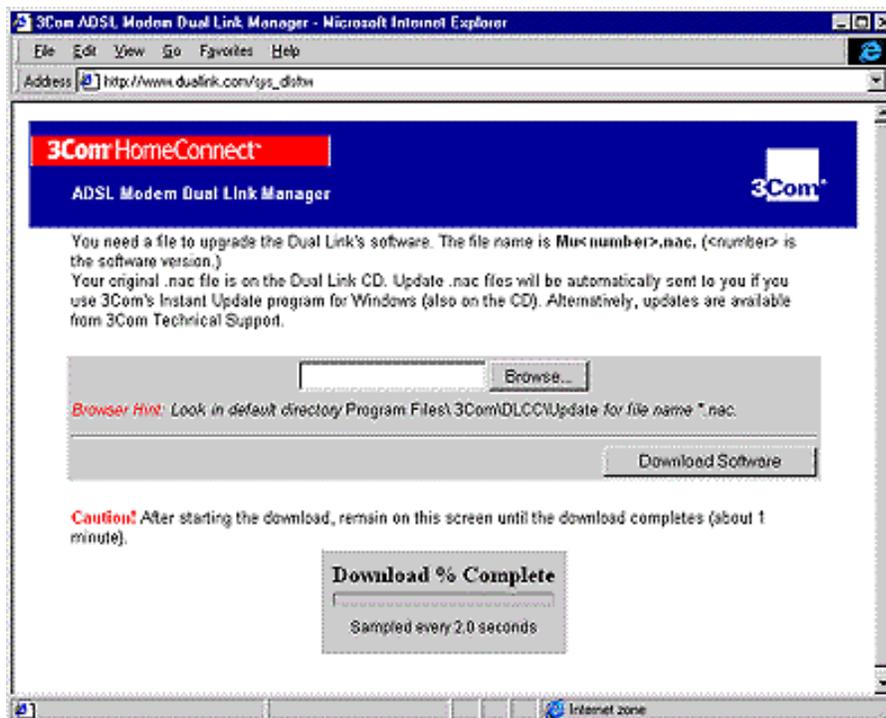
To retrieve a downloaded .nac file and install it on your Dual Link, first open your Dual Link Modem Settings Screen.



From the Main page, select System.



Under the category **System Maintenance**, click on **Upgrade Software**.



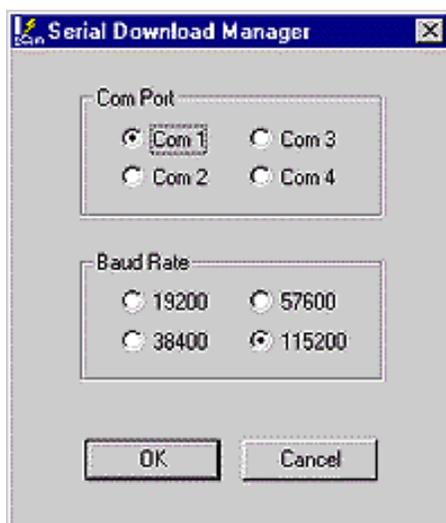
Browse to find the location of the .nac file on your hard drive. By default, the file is usually stored in **C:\Program Files\3Com\Dlcc\Update**. Then click **Download Software**. After starting the download, remain on the screen until the download completes (about one minute).

Serial download

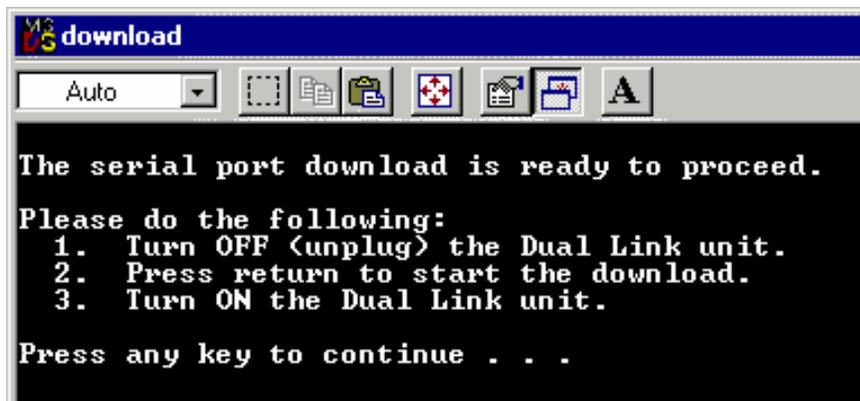
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This is not the preferred method, but we've documented it here in case you need to use it. This procedure requires that you first connect your Dual Link unit to a Com port on your PC using a DB-9 to DB-9 cable.

Once this is done, click **Start>Programs>3Com Dual Link Modem>Advanced>Serial Download** to start the serial download. You will see the following screen.



You will be asked to input the Com port and baud rate. Once you click **OK**, an instruction screen will open up, similar to that shown here.



It will direct you to:

1. Turn OFF (unplug) the Dual Link unit.
2. Press Return to start the download.
3. Turn on the Dual Link unit.

This will write the new .nac file onto the Dual Link.

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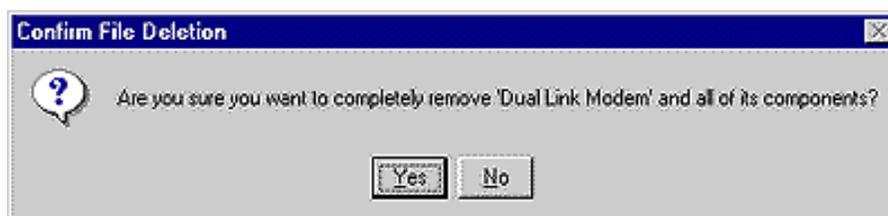
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To uninstall your modem

If you need to uninstall the Dual Link modem, use the Uninstall utility shown in the Dual Link Manager. Before the uninstall procedure begins, you will receive the following warning.





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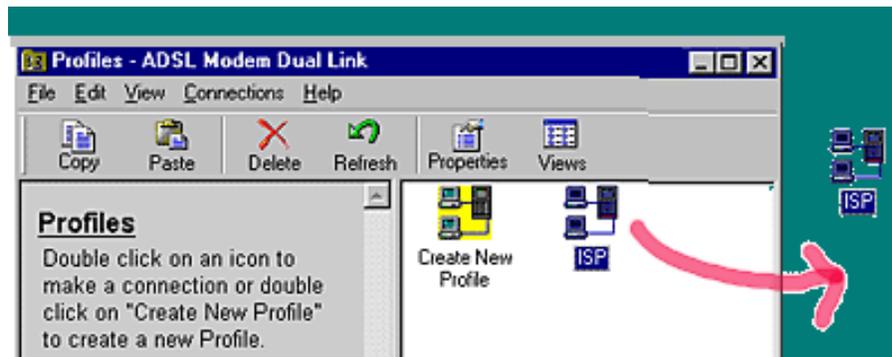
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Starting your Dual Link Manager

To start the Dual Link Manager, go to the Start button on the lower left side of your screen. Select Modem Settings to enter the [Dual Link Manager](#).



If, on the other hand, you want to use your modem to connect to your Internet service provider, click on the Dialer, or, if you have previously placed a [shortcut for the ISP profile](#) on your desktop, just double click on that.





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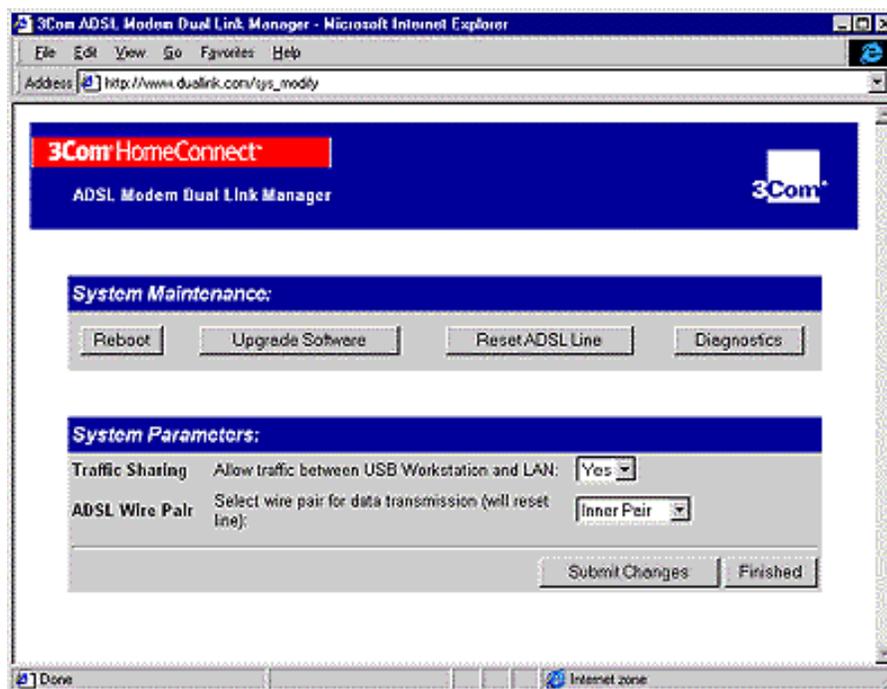
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System Maintenance of the Dual Link Modem

The System Maintenance area allows you to monitor the modem and update its software.



Normally, once your Dual Link Modem is up and running, you won't need to do anything further.

If you should need to, in System Maintenance, you can:

- [Reboot](#)
- [Upgrade the software](#)
- [Reset the ADSL line](#)
- [View diagnostics](#)

System Parameters include the Traffic-sharing setting and ADSL Wire Pair selected on your Dual Link installation.

- if you want to allow information-sharing between the USB and Ethernet ports, you will need to ensure that the "Traffic Sharing" function is set to YES.
- ADSL uses one of two sets of wires in the connecting line to access your service. Generally, the correct pair is automatically selected during the installation process and should not be changed. This function is provided on the remote possibility that some manual change is required.



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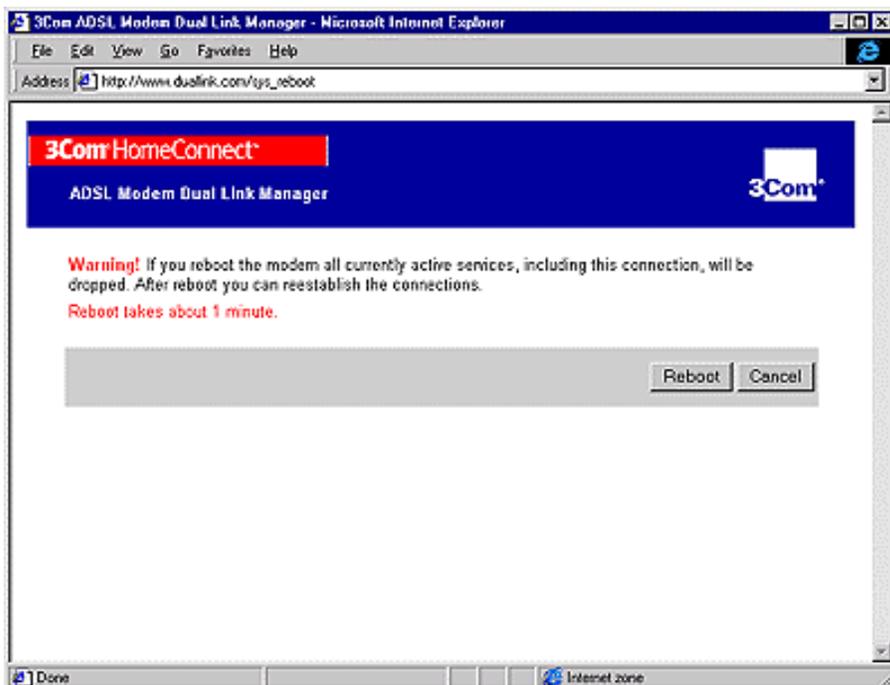
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Rebooting the Dual Link

If you press the Reboot button, you'll see the following warning:



Rebooting should be done with caution.



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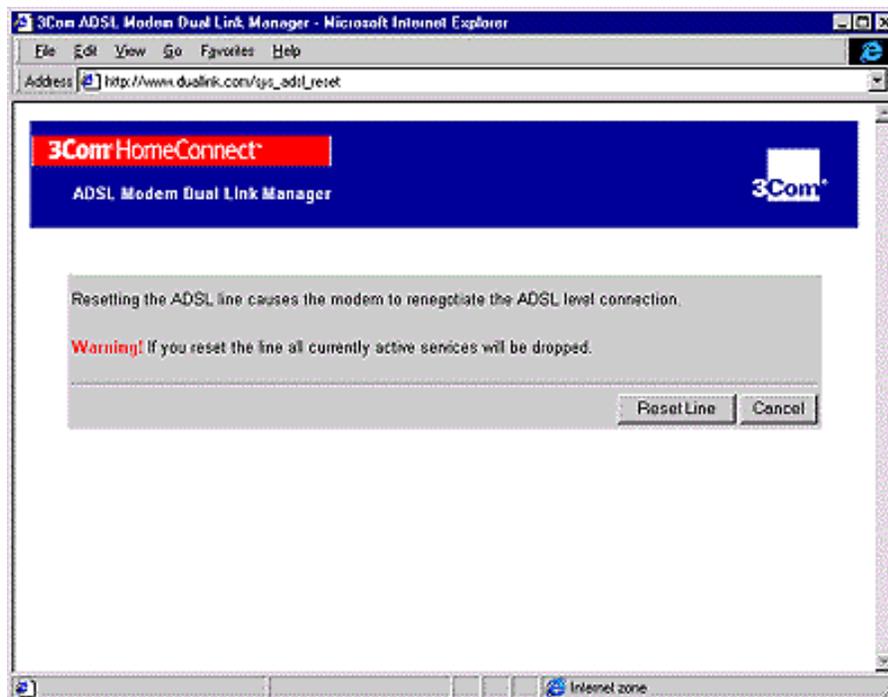
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Reset the ADSL Line

If you click the **Reset** button, you will see a message warning you that if you reset the ADSL line, all currently active services will be dropped. While this allows you to reset the ADSL line connection, you should rarely ever have to use this function. If your ADSL line is not functioning properly, you could use this function to require that the modem "relearn" the connection.





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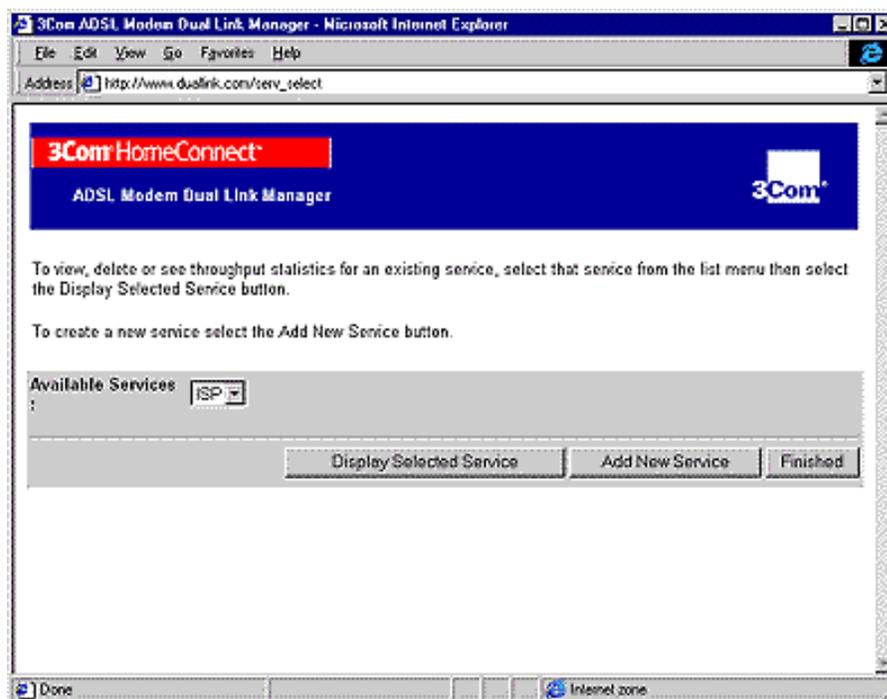
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Managing Service Profiles

The Services screen allows you to create, view, monitor and delete service profiles. Service profiles are used by the modem to store information about connections over the ADSL line. The installation procedure for your modem automatically stores the configuration information for your connections into one or more service profiles. Normally there is a single profile that is called "ISP". Typically you will not need to access the profiles directly.



For more information, see the following topics:

- [Display Selected Service](#)
- [Add New Service](#)



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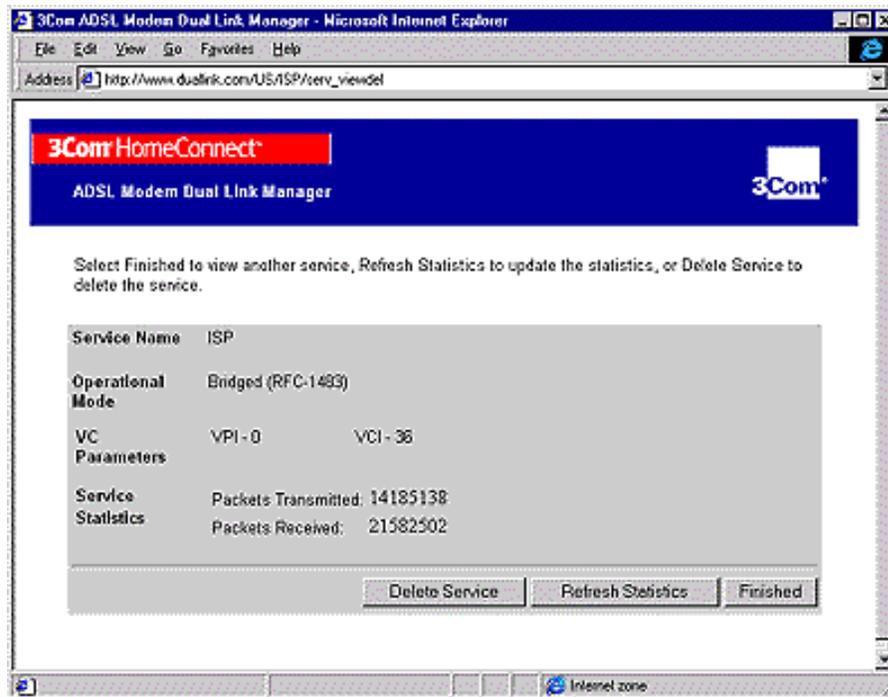
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Monitoring Services

The "Display Selected Service" function shows you statistics for the service you selected and gives you the opportunity, if this service was set up by mistake or is no longer your service provider, to delete the entry. Deleting services manually (from this page) is not recommended. If you need to reinstall your modem, we would suggest uninstalling the software from your PC and [deleting the current configuration](#).





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You can add additional ISPs to your Dialer Profile

In order to add a connection you will need the following information from your service provider:

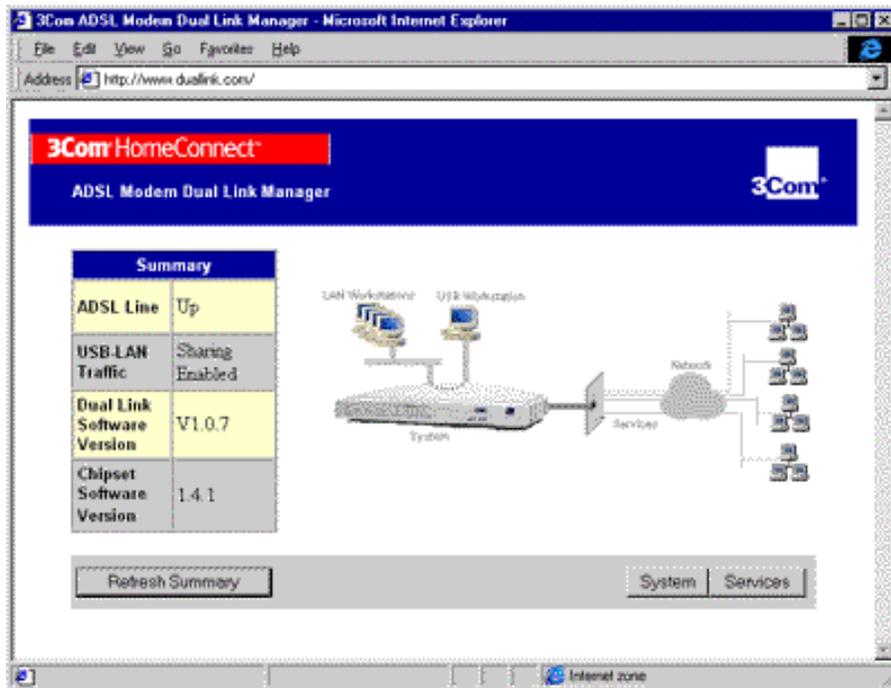
VPI/VCI
username/password

First, access the Dual Link modem by clicking:

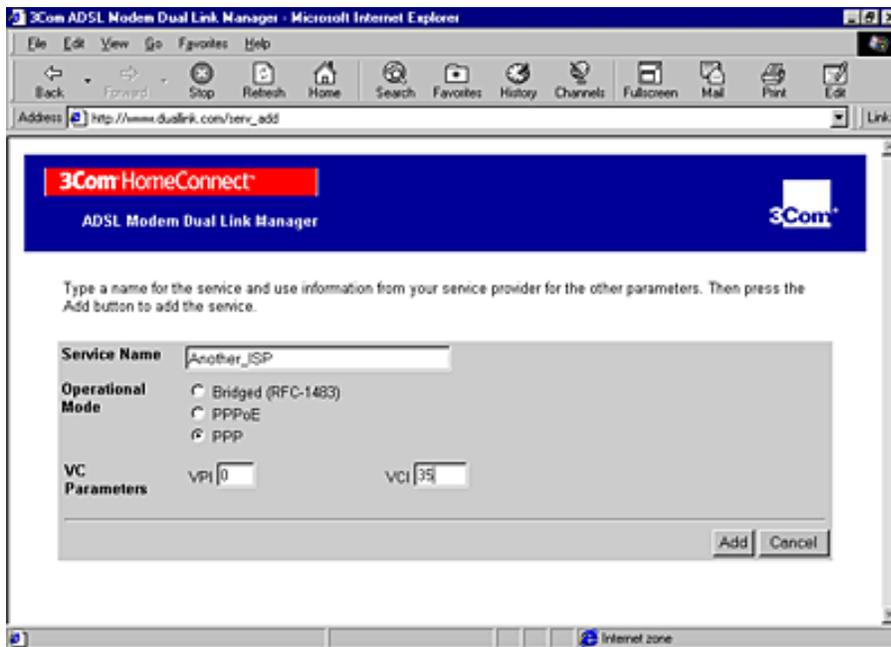
Start->Programs->Dual Link Modem->Modem Settings



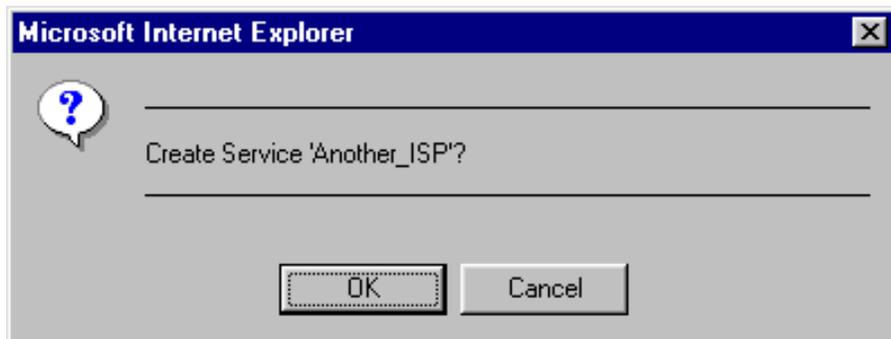
Your browser should automatically connect to the modem and display the Dual Link Manager screen.



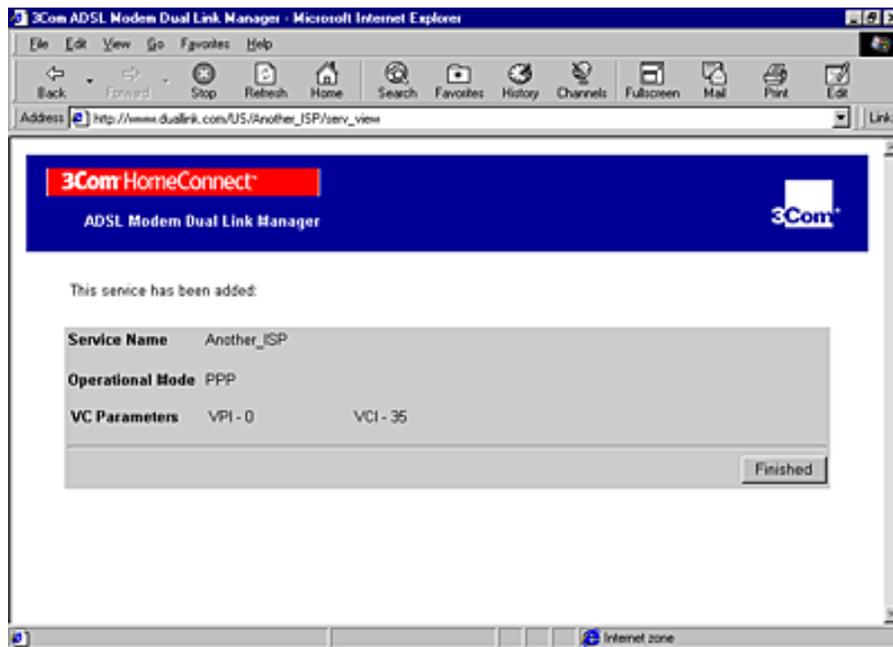
Click on **Services** on the lower right portion of the Dual Link Manager to access the **Services** screen.



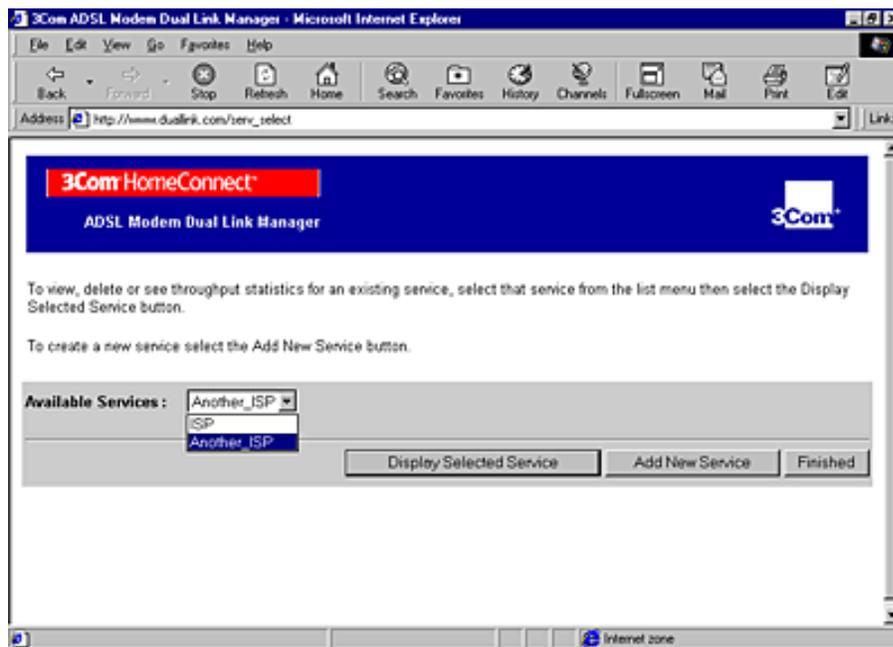
Enter the service name desired (no spaces) and VPI/VCI information provided and click **Add**. Notice that the Operational Mode "PPP" should be selected.



Click **OK**.



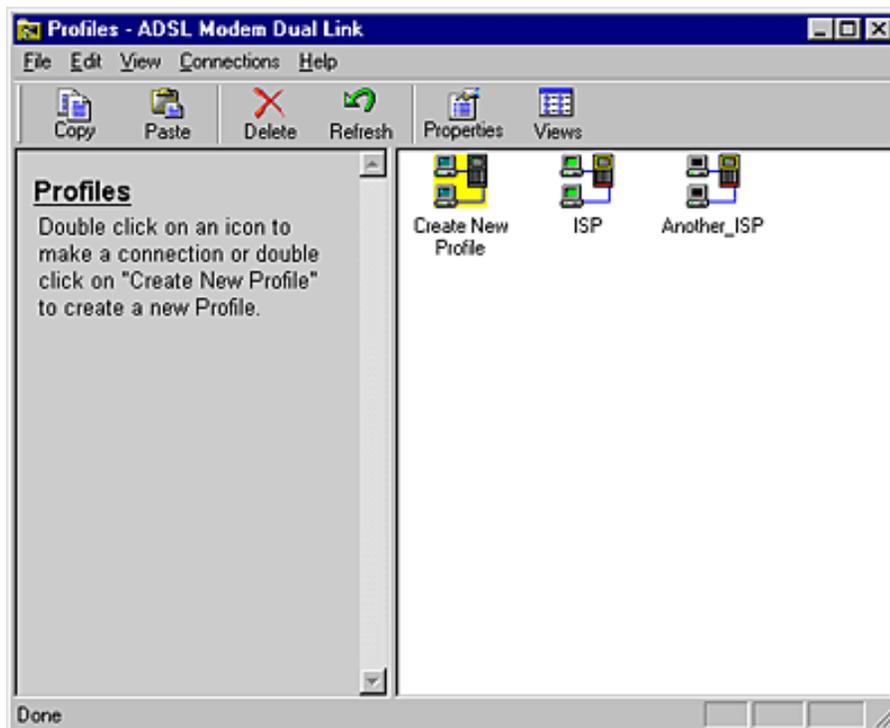
The Dual Link Manager confirms that the service has been added. Click **Finished**.



If you look at the drop down menu for **Available Services** on the Dual Link Manager Services screen, you will now see the new service listed as available. Click **Finished**.

Close the browser and open the Dialer by clicking:

Start->Programs->Dual Link Modem->Dialer



The new service now appears in the Dialer **Profiles** window and, if you wish, you can click and drag a copy of it to your desktop for easy access. Remember that the very first time you access the new ISP, you will need to have the username and password which you received from your service provider.



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The Dual Link is a flexible connection

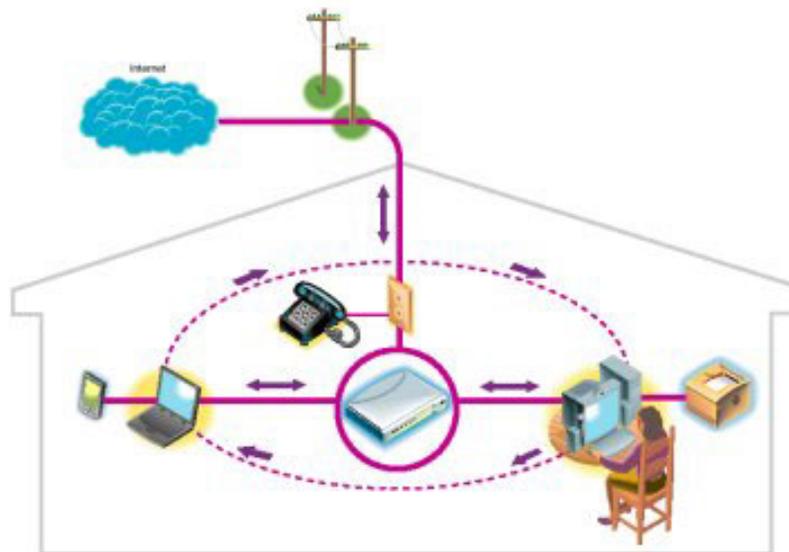
The Dual Link is a flexible connection for LAN and WAN. The WAN interface connects your home to the phone company or service provider network.

The interface is the Asymmetric Digital Subscriber Line (ADSL) port on the back of your modem. The LAN interface attaches to the PC(s) you have in your home. It is accessible through the Ethernet 10Base-T port and the Universal Serial Bus (USB) port.

The HomeConnect ADSL Modem Dual Link allows simultaneous use of the Ethernet and USB ports, treating them as a single network. That is, computers that are attached to the Dual Link Ethernet port can share files and resources with a computer attached to the USB port.

For example, you may have a desktop computer in your home-office and a laptop computer that you also take with you to a remote office.

Typically, you might use an Ethernet card in your laptop to connect to the corporate network.



At home you can connect your desktop computer to the USB port of the Dual Link and connect your laptop computer to the Ethernet port. Both computers can share resources (i.e., a printer or scanner, etc.) and both can access the Internet or other remote destinations through the ADSL port.

Or use the Ethernet port for your desktop and the USB port for your laptop.

As an alternative, you can run your Ethernet hub (used with the network) from the Ethernet port and use the USB port as well if desired.



HOMECONNECT ADSL MODEM DUAL LINK USER'S GUIDE

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The Online User's Guide

This guide is accessed from your 3Com ADSL Dual Link Program Group.

