BROADBAND WITHOUT BOUNDARIES® **netopia**®

Quickstart Guide

Netopia® 3347-02 Extreme Wireless DSL Gateway

4-Port Ethernet, 802.11g Wireless

Thank you for selecting the Netopia 3347-02 Extreme Wireless DSL Gateway. This guide will help you set up and configure your network. [FAQs and Troubleshooting Tips are located on the inside pages.]

❶ Checklist

Check your package contents. It should contain the items shown here:

Netopia Gateway **CD & Quickstart Guide**

Power Supply **Gray RJ-11 Telephone Cable** **Yellow RJ-45 Ethernet Cable**

If you don't have everything, contact your supplier immediately.

❹ Configure Your Netopia Gateway

You can access the configuration pages at any time as follows:

1. **Run a Web browser, such as Firefox, Safari, or Microsoft Internet Explorer, and enter *http://192.168.1.254* in the URL Address text box.**

   http://192.168.1.254   Press Return.

2. **For security purposes you must create a password for your Gateway. Enter a new password, repeat it, and click the Submit button.**

   Welcome to your Netopia-3000

   Before configuration, your Gateway requires a password to protect it from unauthorized access. This password is unique to this Gateway. It is case sensitive, and must be 1 to 8 characters long. Remember this password or keep it in a safe place.

   After you submit your new password, you must logon before continuing. When you connect to your Gateway as an Administrator, you enter "Admin" as the UserName and the password you just created in the Logon dialog.

   Admin Password
   New Password
   Confirm Password
   [Submit]

   You will be asked to log in to your Gateway with a UserName and Password.

   The default UserName is *admin*. Enter the Password you just created. Type these in their respective fields and click **OK**.

3. **Register your Netopia Gateway.**

   After your Gateway negotiates its connection to the Internet, your browser will be directed to the Netopia product registration page. If it fails to do this, navigate to:
   http://www.netopia.com/equipment/products/product_reg.html
   to register your Gateway. This allows you to receive our e-Mail Bulletin with the latest news and product information.

   Congratulations! Your connection is up and running and you should be able to browse the Internet by typing a URL address in your browser's Address text box or by selecting any of your favorite bookmarks.

   Should you require additional information, the inside pages of this Guide contain Frequently Asked Questions (and Answers) and Basic Troubleshooting tips. The latest *User Guide* with advanced configuration instructions is also available on-line at: **http://www.netopia.com/support/hardware/documentation.html**

When all of your connections are made, your network may look like this:

Rear View

DC Power
Power Switch
Ethernet Ports
DSL Port

The Netopia Installation Guide automates several tasks to get you up and running easily. These tasks include making the cable connections and configuring the Gateway. Run the Wizard on every Windows-based PC that will connect to your network.

The Installation Guide Wizard will start automatically and the Welcome screen will appear to step through the process.

Follow the on-screen instructions to make all of your connections.

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Welcome to the Netopia broadband Installation Guide
This wizard will help you automatically configure your Netopia Gateway.
Please click "Next" to continue.
◄ WELCOME
INSTALLATION MODE
◄ CANCEL   NEXT ►

❷ Set up your Gateway

1. **Decide on a location for the Gateway.**
   Put the Gateway near a power source, a DSL wall outlet, and in a location where air can circulate freely around it.

2. **Power the Gateway.**
   Connect the power supply to the power jack on the back panel of the Gateway. Then, plug the power supply into an electrical outlet. Turn on the Power switch.
   The Power LED should light solid green.

3. **Insert the Netopia CD into your CDROM drive.**

When all of your connections are made, the status LEDs on the front of your Netopia Gateway will light, according to the following diagram:

Front View

Power - Green when power is on.

Wireless - Flashes green when there is activity on the wireless LAN.

DSL - Solid green when Internet connection is established

Ethernet 1, 2, 3, 4 - Solid green when connected. Flashes green when there is activity on the LAN.

Internet - Solid green when connected. Flashes green when Gateway is transmitting or receiving data on the WAN port.

❸ Configure Your PCs for DHCP

Netopia Gateways serve Dynamically-assigned IP addresses by default. Be sure to configure each computer connected to your Netopia Gateway to accept a Dynamically-assigned IP address, commonly referred to as DHCP.
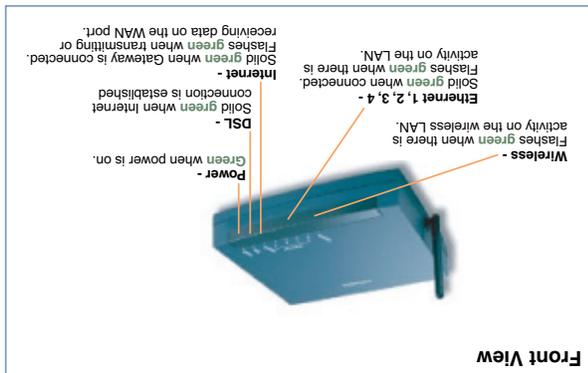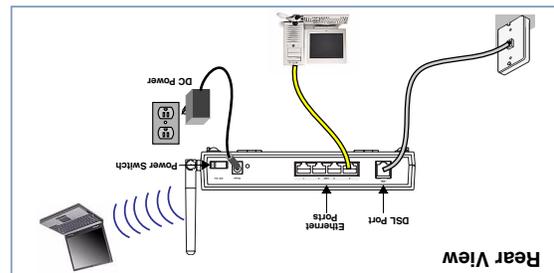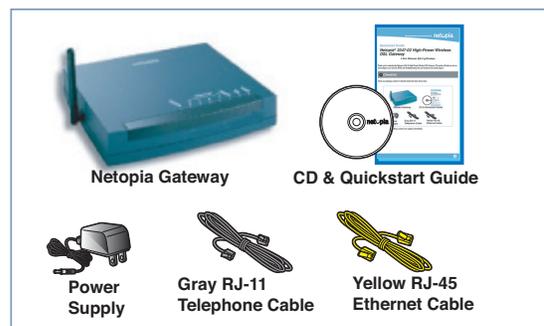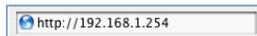
If you need instructions, refer to your computer's operating system documentation for information about DHCP configuration.

Frequently Asked Questions (and Answers)
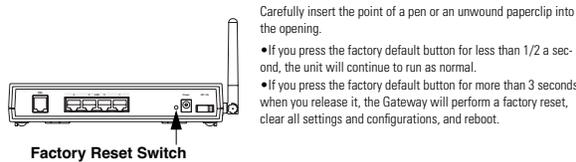
Q: Why is my DSL light flashing green?

A: A flashing green light indicates that no cable is attached to the DSL port or that the Netopia Gateway is negotiating a connection. A solid green DSL light indicates that an internet connection is established.

Note: If your DSL light does not become solid green, verify that the connection from the Netopia Gateway's DSL port to the telephone/DSL jack is secure. If the connection is secure, contact your ISP (Internet Service Provider) to verify that your DSL line is functioning properly.

Q: "I forgot my password, how can I access my Netopia Gateway?"

A: If you don't have a password, the only way to access the Netopia Gateway is the following:

Referring to the following diagram, find the round Reset Switch opening.

Carefully insert the point of a pen or an unwound paperclip into the opening.

•If you press the factory default button for less than 1/2 second, the unit will continue to run as normal.

•If you press the factory default button for more than 3 seconds, when you release it, the Gateway will perform a factory reset, clear all settings and configurations, and reboot.

Factory Reset Switch

Note: To assure the Netopia Gateway factory defaults you MUST hold the reset switch for more than 3 seconds. When you release it, the Gateway will perform a factory reset, clear all settings and configurations, and reboot.
Keep in mind that after a factory reset, all of your settings will need to be reconfigured.

Q: What is the default IP address of my Netopia Gateway?

A: The default IP address of the Netopia Gateway is 192.168.1.254. You may access the WebUI configuration pages by typing http://192.168.1.254 URL into your browser.

Q: I made some configuration changes in my Netopia Gateway and the changes have not taken effect.

A: Any configuration changes made to the Netopia Gateway require a save and restart before they take effect. If you see a yellow alert symbol beneath the "Help" button on the right-hand end of the menu bar this means that the changes have not yet been saved. (Click on the yellow alert symbol to validate the changes and then click the link "Save and Restart.")

Q: How do I access the configuration screens of my Netopia Gateway?

A: You may access your Netopia Gateway by typing the following into your web browser http://192.168.1.254.

Note: By default, your Netopia Gateway has an Ethernet IP Address of 192.168.1.254.

Q: What is the default user name and password of the Netopia Gateway?

A: Netopia Gateways are not distributed with a default password. Upon initial configuration, the Gateway requires a new password to be set.

Q: How do I register my Netopia Gateway?

A: Please register your Netopia Gateway by navigating to the following URL:

http://www.netopia.com/equipment/products/product_reg.html

By registering Netopia products, you'll be assured of faster service, timely notification of product updates and qualifications for upgrade discounts.

Basic Troubleshooting

This section gives some simple suggestions for troubleshooting problems with your Gateway's initial configuration.

Before troubleshooting, make sure you have

- plugged in all the necessary cables; and
- set your PC's TCP/IP controls to obtain an IP address automatically.

The first step in troubleshooting is to check the status indicator lights (LEDs) in the order outlined below.

LED Function Summary

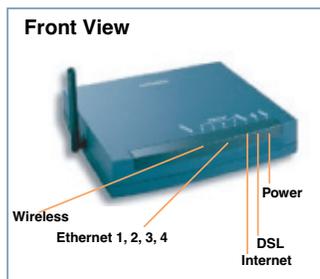|	Power	DSL	Internet	Ethernet	Wireless
Unlit	No power	No signal	No signal	No signal	No signal
Solid Green	Power on	Internet connection is established.	Gateway is connected.	Synched with Ethernet card	Synched with WLAN
Flashing Green	N/A	Activity on the DSL cable	Transmitting or receiving data.	Activity on the Ethernet cable	Activity on the WLAN

Front View

Wireless
Ethernet 1, 2, 3, 4
Power
DSL
Internet

If a status indicator light does not look correct, look for these possible problems:

If LED is not Lit	Possible problems
Power	• Make sure the power switch is in the ON position. • Make sure the power adapter is plugged into the DSL Gateway properly. • Try a known good wall outlet. • Replace the power supply and/or unit.
DSL	• Make sure that any telephone has a microfilter installed. • Make sure the you are using the correct cable. The DSL cable is the thinner standard telephone cable. • Make sure the DSL cable is plugged into the correct wall jack. • Make sure the DSL cable is plugged into the DSL port on the DSL Gateway. • Make sure the DSL line has been activated at the central office DSLAM. • Make sure the DSL Gateway is not plugged into a micro filter. • Launch a browser and try to browse the Internet. If the DSL Active light still does not flash, then proceed to Advanced Troubleshooting as described in the *User Guide*.
Ethernet	• Make sure the you are using the Ethernet cable, not the DSL cable. The Ethernet cable is thicker than the standard telephone cable. • Make sure the Ethernet cable is securely plugged into the Ethernet jack on the PC. • Make sure the Ethernet cable is securely plugged into the Ethernet port on the DSL Gateway. • Try another Ethernet cable if you have one available. • Make sure you have Ethernet drivers installed on the PC. • Make sure the PC's TCP/IP Properties for the Ethernet Network Control Panel is set to obtain an IP address via DHCP. • Make sure the PC has obtained an address in the 192.168.1.x range. (You may have changed the subnet addressing.) • Make sure the PC is configured to access the Internet over a LAN. • Disable any installed network devices (Ethernet, HomePNA, wireless) that are not being used to connect to the DSL Gateway.
Wireless	• Make sure your client PC(s) have their wireless cards correctly installed and configured. • Check your client PC(s) TCP/IP settings to make sure they are receiving an IP address from the wireless Gateway. • Check the Gateway's log for wireless driver failure messages.

Technical Support:
If you have any questions or run into any difficulty, answers to many frequently asked product-related questions, as well as full product documentation with advanced configuration instructions, are also available on-line at: **http://www.netopia.com/support**

Note the serial number (SN:) of your Gateway. It is located on the label on the bottom of the Gateway below the model number. You will need the Gateway's serial number if you need to call for technical support.

IMPORTANT SAFETY INSTRUCTIONS – POWER SUPPLY INSTALLATION
Connect the power supply cord to the power jack on the Netopia Gateway. Plug the power supply into an appropriate electrical outlet.
CAUTION:
Depending on the power supply provided with the product, either the direct plug-in power supply blades, power supply cord plug or the appliance coupler serves as the mains power disconnect. It is important that the direct plug-in power supply, socket-outlet or appliance coupler be located so it is readily accessible.
(Sweden) Apparaten skall anslutas till jordat uttag när den ansluts till ett nätverk
(Norway) Apparatet må kun tilkoples jordet stikkontakt.
TELECOMMUNICATION INSTALLATION
When using your telephone equipment, basic safety precautions should always be followed to reduce the risk of fire, electric shock and injury to persons, including the following:
• Do not use this product near water, for example, near a bathtub, wash bowl, kitchen sink or laundry tub, in a wet basement or near a swimming pool.
• Avoid using a telephone (other than a cordless type) during an electrical storm. There may be a remote risk of electrical shock from lightning.
• Do not use the telephone to report a gas leak in the vicinity of the leak.
PRODUCT VENTILATION
The Netopia Gateway is intended for use in a consumer's home. Ambient temperatures around this product should not exceed 104°F (40°C). It should not be used in locations exposed to outside heat radiation or trapping of its own heat. The product should have at least one inch of clearance on all sides except the bottom when properly installed and should not be placed inside tightly enclosed spaces unless proper ventilation is provided.
SAVE THESE INSTRUCTIONS