



WebRamp M3 *Quick Start*

for Windows and Macintosh

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Where to Contact for Help

Customer Support is available by mail, fax, email or phone. Our hours are 8 AM to 5 PM, Pacific Standard Time. Before contacting Customer Support, we recommend checking the WebRamp M3 Reference Manual for help.

Mail: Customer Support, Ramp Networks, 3180 De La Cruz Boulevard,
Suite 200, Santa Clara, CA 95054-2434

Fax: 1(408)988-6363, attention Customer Support

Email: support@rampnet.com

Phone: 1(408)988-5353, option 2

To request support, please include your WebRamp M3 serial number, your name, company name, street address and phone number.

Ramp Networks, Inc.
3180 De La Cruz Boulevard, Suite 200
Santa Clara, CA 95054-2434
U.S.A.

Safety Precautions

- Read and follow all warning and instructions included with this product.
- Do not block the ventilation slots on the WebRamp. Do not subject the WebRamp, even if it is not plugged in, to an environment that exceeds temperature and humidity specifications.
- Do not place cords or cables where they may be walked on or tripped over.
- Be sure to comply with any applicable local safety standards or regulations.
- General purpose cables are provided with this product. Any cables or other requirements mandated by local authority are your responsibility.
- Cables that are attached to devices in different locations that have different power sources and grounding may have hazardous voltage potentials. Consult a qualified electrical consultant before installing the product to see if this phenomenon exists and, if necessary, take corrective action.
- Never touch annunciated telephone wires or terminals unless the line has been disconnected.
- Avoid using telephone equipment or installing the product during an electrical storm.
- Never install telephone jacks, lines, network cables, this product, or power connections in wet locations.

FCC Notice

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. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

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



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DECLARATION OF CONFORMITY WITH FCC RULES
FOR ELECTROMAGNETIC COMPATIBILITY

Ramp Networks, Inc.
3180 De La Cruz Boulevard
Suite 200
Santa Clara, CA 95054-2434

Declare under our sole responsibility that the product:

WebRamp M3

to which this declaration relates complies with Part 15 of the FCC Rules. Operation is subject to the following conditions: 1) this device may not cause harmful interference and 2) this device must accept any interference received, including interference that may cause undesired operation.

A handwritten signature in black ink, appearing to read "Gary H. Tauss".

Gary H. Tauss
Vice President and General Manager
Ramp Networks, Inc.
April 29, 1997

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WebRamp M3 Quick Start

Introduction

Congratulations on your purchase of the WebRamp M3. The WebRamp M3 is a full-featured, stand-alone, 4-port Ethernet hub and router for connecting local area networks (LANs) to the Internet. The WebRamp M3 is a single Internet device that eliminates the necessity of separate Internet accounts for each user. Use one, two or three modems for high-speed Internet access for the whole company.

This Quick Start was designed to help install the WebRamp M3 using a Windows 95 or Macintosh computer. The *WebRamp M3 Reference Manual* (included on the WebRamp M3 CD) contains detailed information and instructions on configuration, diagnostics and status of the WebRamp M3.

The instructions included in this Quick Start assume you are setting up a new network. If you are adding the WebRamp M3 to an existing network, see [Pre-Existing IP Networks](#) for specific instructions.

Start using your WebRamp M3 by obtaining an Internet account from an ISP, obtain an individual telephone line (if you don't have multiple lines already), purchase a modem and then verify you have an Ethernet network card installed and configured in your computer with TCP/IP.

That's all you do to start surfing the Internet!

What's on the WebRamp M3 CD

The WebRamp M3 CD includes complete documentation and software to get you started and help you get the most out of the Internet. The WebRamp M3 CD can be used with Windows® 95, Windows NT and Windows 3.1 computers, as well as the Macintosh® and several UNIX® workstations. The following lists the contents of the WebRamp M3 CD:

- **Reference Manual** contains detailed instructions for setting up your WebRamp M3 including local servers, configuration commands and much more. The Reference Manual is in PDF format and requires Adobe® Acrobat® Reader 3.0. If you do not have Acrobat Reader 3.0, the WebRamp M3 CD contains Windows, Macintosh and UNIX versions for installation.
- **Web Browser** contains Microsoft® Internet Explorer for Windows and Macintosh. If you are located outside North America or Canada, Internet Explorer is not included on the WebRamp M3 CD.
- **Browse CD** allows you to browse the CD by file structure.
- **Tools** contains a utility to set the WebRamp M3 IP address and to also search for WebRamp M3s.
- **Exit** returns to your desktop.

Note – If you do not have a CD-ROM drive, diskettes are available from Customer Support at support@rampnet.com.

What Do I Need?

The following lists the items you need to install the WebRamp M3. Please review this list and check off each box to make sure you have everything before you start installing your WebRamp M3.

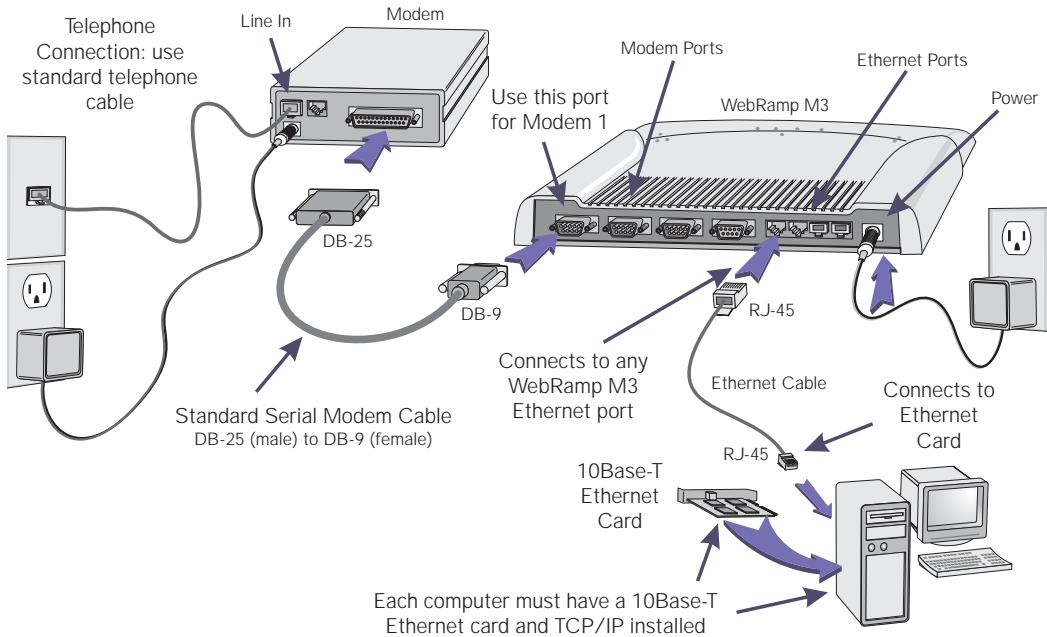
- Windows or Macintosh computers, each with a 10Base-T Ethernet network card and TCP/IP network software installed (see [Basic Networking](#))
- External modem and serial modem cable for each connection (see [Connecting Modems and Ethernet](#))
- Standard telephone line with a separate number for each modem
- PPP (dial-up) Internet account for each modem (see [What is a PPP Internet Account?](#))
- Web browser (use a favorite or install Internet Explorer from the WebRamp M3 CD if you are located inside North America or Canada)



Note – If you are missing any of these items, you will not be able to install the WebRamp M3.

Installation Steps

Refer to the illustration and follow the simple steps below to quickly install your WebRamp M3.



Step 1. Connect the WebRamp M3

- 1 Connect the serial modem cable from your modem to the Modem 1 port on the back of the WebRamp M3.
- 2 Connect the telephone cable from the wall outlet to the *Line In* port of your modem.
- 3 Connect the modem power supply to the back of the modem, plug the other end into a power outlet and then turn the modem on.
- 4 Connect the Ethernet cable from your Ethernet card to the Ethernet port 1 on the back of the WebRamp M3.

- 5 Connect the power supply into the back of the WebRamp M3 and then plug the other end into a power outlet.

The LEDs will flash for about 10 seconds while the WebRamp M3 performs internal diagnostics. The following lights should be lit if you've connected everything correctly:

- *Power* and *Diag* LEDs should be green
- *Ethernet Port* LED your computer is connected to should be green

If these LEDs are not operating correctly, or if any other LEDs are lit, see [Setting Up the WebRamp M3](#) for a complete description of the LEDs and connections.

Step 2. Setup Networking

- 1 Designate a computer to use for installation and configuration of your WebRamp M3.
- 2 Check the Ethernet cable and make sure it is connected from the computer's network card to the WebRamp M3.
- 3 Verify the computer has TCP/IP installed and configured to *obtain an IP address automatically*. See [Basic Networking](#) for additional information.
- 4 Restart your computer to obtain an IP address automatically.

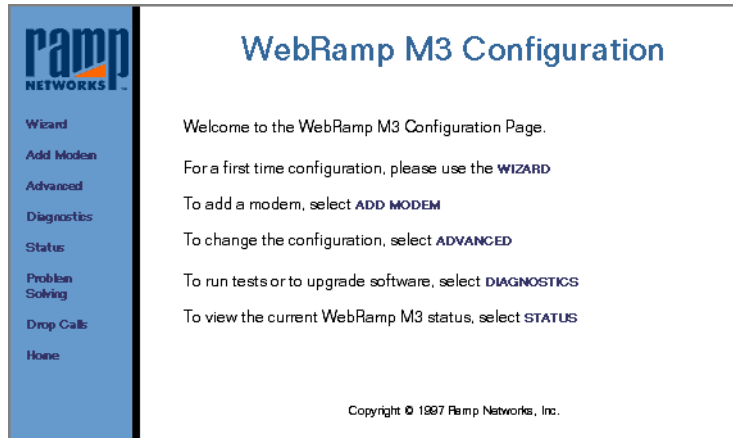
Step 3. Install a Web Browser

Install a web browser (if not already installed) on your computer. If you don't have a web browser installed, Internet Explorer is included on the WebRamp M3 CD.

Note – If you are located outside North America or Canada, Internet Explorer is not included on the WebRamp M3 CD.

Step 4. Configure the WebRamp M3

- 1 Start your web browser and type **192.168.1.1** in the *address* or *go to* area to access the WebRamp M3 Configuration page.



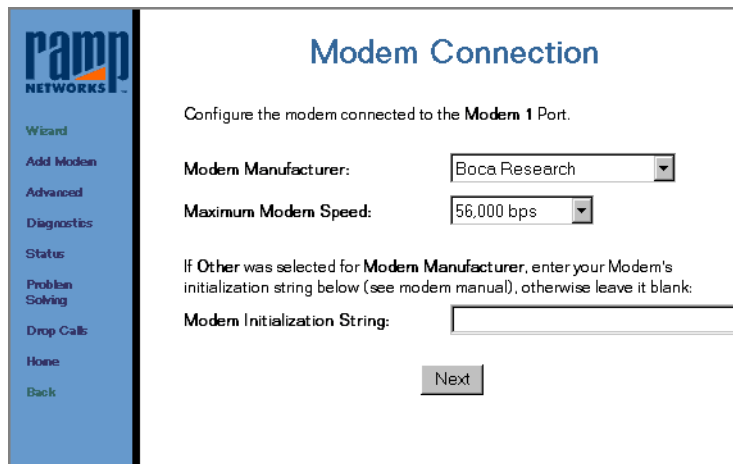
To add the WebRamp M3 Configuration page as a bookmark, select **Favorites** from your web browser menu and then select **Add to Favorites**.

- Click **Wizard**, make sure your modem is turned on and connected to the WebRamp M3 and then click **Next**.



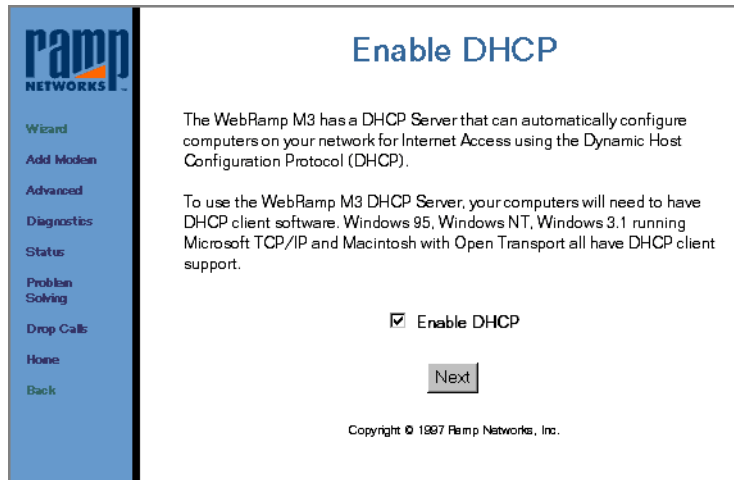
- Using the pull-down menus, select the Modem Manufacturer and Maximum Modem Speed of the modem connected to Modem 1 and then click **Next**.

If your modem is not listed, select *Other* and enter the modem initialization string from your modem users guide.

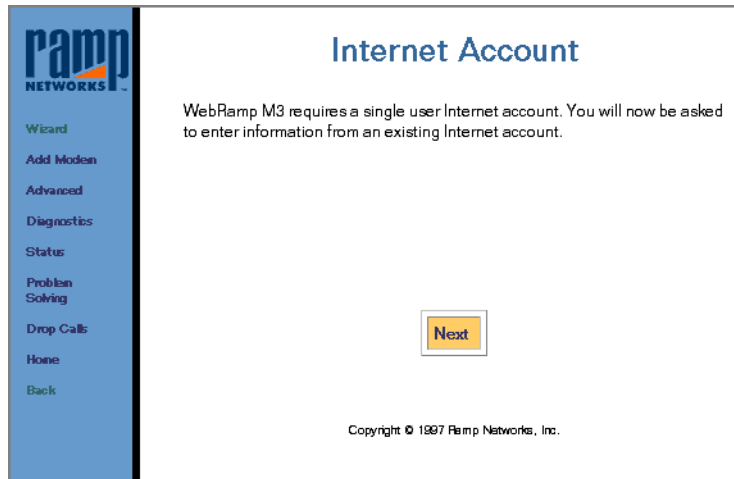


If you are using an ISDN modem, see [ISDN Modem Settings](#) for specific instructions.

- 4 Click **Next** to use automatic configuration for your network. We recommend using this setting for configuration.



- 5 Click **Next** to enter your Internet account information.



- 6 Enter the ISP name (optional), ISP phone number, and the account user name and password provided by the ISP. Type the password again (for confirmation) and then click **Next**.

ISP Configuration

Enter the following information as provided by your Internet Service Provider (ISP). This information will be used to connect **Modem 1** to the Internet.

Name of ISP:

ISP's Phone Number:

User Name:

Password:

Confirm Password:

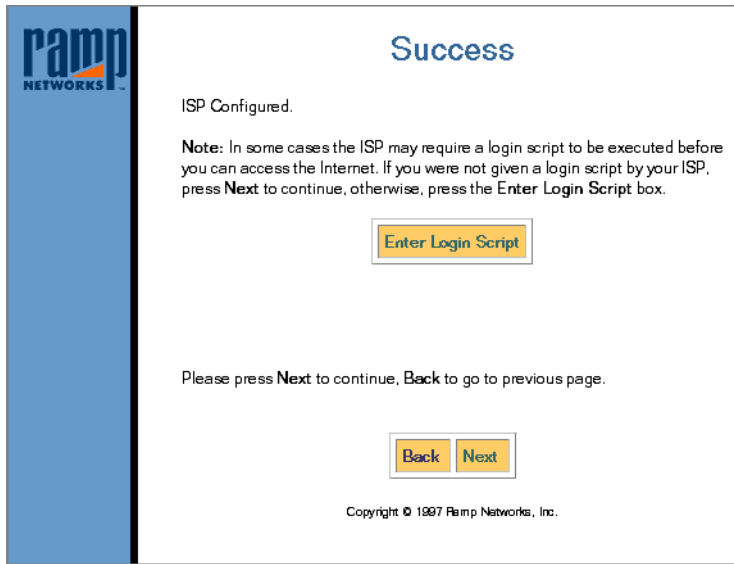
Idle Time (seconds):

The connection will disconnect if there is no activity on this connection for the specified **Idle Time**

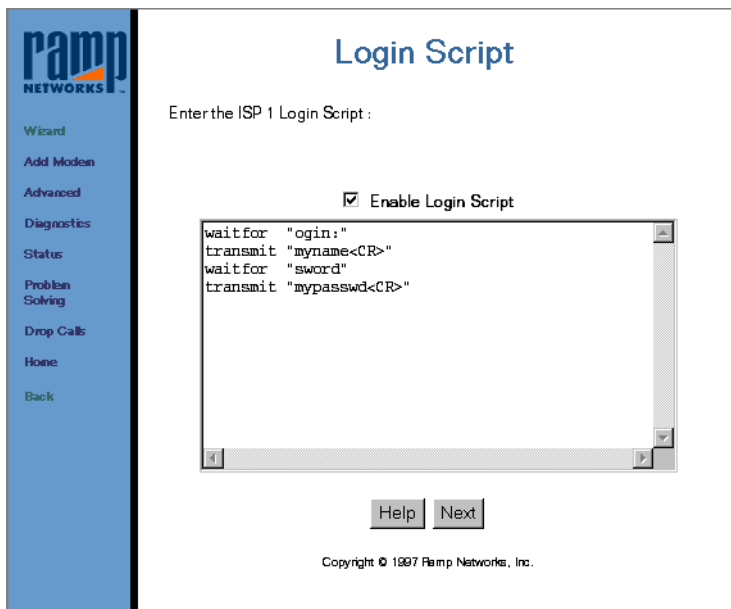
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- To disable Call Waiting, enter the phone number as *70,5551212. Check with your local telephone company for the correct sequence to disable Call Waiting if *70 or 1170 doesn't work.
- If you need to use a special character (for example 9) to access an outside line, enter the phone number as 9,5551212.

- 7 If your ISP uses a login script to connect to the Internet click **Enter Login Script**. Otherwise click **Next** and skip to **Step 8**.



Click **Enable Login Script**, enter your login script in the window provided and then click **Apply**.



If you need additional information on login scripts, click **Help** or see [Writing a Login Script](#).

- 8 Enter the Domain Name Server (DNS) information provided by your ISP and then click **Next**. The Domain Name is optional.

- 9 Click **Register Now** to register your WebRamp M3 for future upgrades and product news or click **Finish** to register later.

- 10 Congratulations! You've now completed configuration of your WebRamp M3. Please close your web browser and any other open applications.

Step 5. Restart your Computer

You must now restart your computer to update the network and configuration settings. When your computer restarts, open your web browser and let the WebRamp M3 automatically dial your ISP and connects you to the Internet.

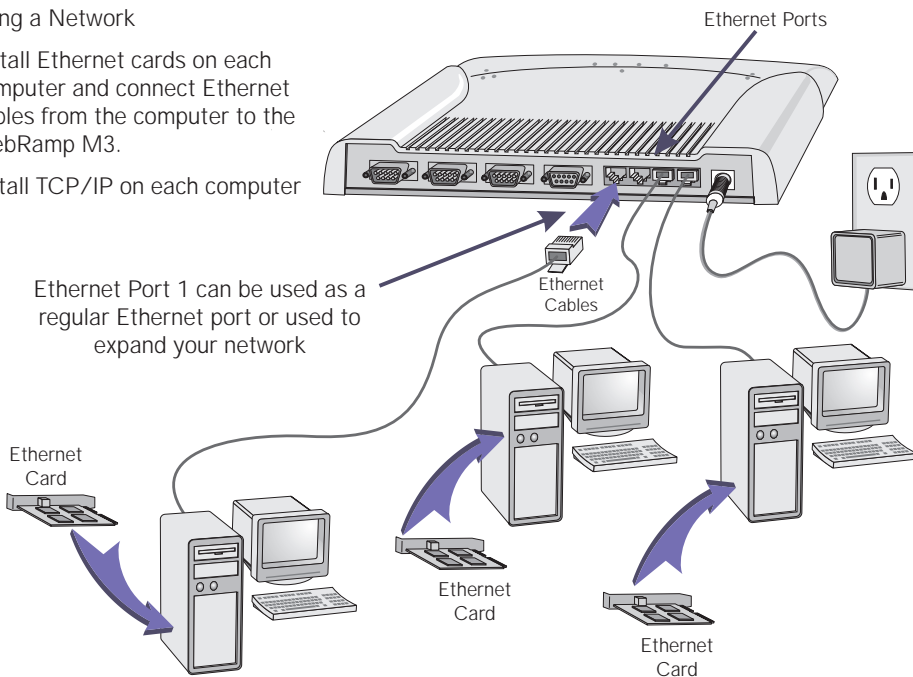
Note – You must restart your computer to access the Internet.

Setting Up the Rest of your Computers

The following illustrates how to setup the rest of the computers on your network.

Creating a Network

- Install Ethernet cards on each computer and connect Ethernet cables from the computer to the WebRamp M3.
- Install TCP/IP on each computer



To setup the rest of the computers on your network, verify you've completed the following steps on each computer:

- 1 A 10Base-T Ethernet network card is installed and configured, and an Ethernet cable connects the Ethernet card to the WebRamp M3 Ethernet port.
- 2 TCP/IP is installed and configured to obtain IP address automatically (see [Basic Networking](#) for additional information).
- 3 Computer has restarted to update the network settings.
- 4 A web browser is installed and the WebRamp M3 connects to the Internet.

If you have any problems connecting the computers on your network to the Internet, see [Frequently Asked Questions](#).

Adding Modems

Follow these steps to add a modem:

- 1 Connect the additional modem to Modem Port 2. Make sure you have a separate telephone line and ISP account for the second modem. See [Step 1. Connect the WebRamp M3](#) for additional information.
- 2 Start a web browser and type **192.168.1.1** to access the WebRamp M3 Configuration page (or select *Configuration* from your Bookmarks if you saved the location).
- 3 Click **Add Modem** and then click **Modem 2**.
- 4 Complete the modem and ISP information and then select **Dynamically select second and third modem when required** for modem multiplexing.
- 5 Click **Finish** to complete the addition of modem 2.

To add a third modem to your WebRamp M3, simply repeat the steps above.

Basic Networking

- If you have a new Windows 95 network, you need to install and configure TCP/IP to communicate with the WebRamp M3
- If you have an existing Windows 95 network, you need to configure TCP/IP to communicate with the WebRamp M3
- If you have a Macintosh with Open Transport, you need to configure TCP/IP to communicate with the WebRamp M3

For additional information on TCP/IP, see [Windows Networking](#) or [Macintosh Networking](#).

Installing TCP/IP for Windows 95

Follow these steps if you have a new network and have not installed TCP/IP for Windows 95:

- 1 Click **Start** | **Settings** | **Control Panel** and then open the *Network* control panel.
- 2 Click **Add**, select **Protocol** and then click **Add**.
- 3 Select **Microsoft**, select **TCP/IP** and then click **OK**.

Configuring TCP/IP for Windows 95

Follow these steps if you've already installed TCP/IP for Windows 95 and need to configure (or modify) the settings:

- 1 Click **Start** | **Settings** | **Control Panel** and then open the *Network* control panel.
- 2 Select **TCP/IP** and then click **Properties**. The Network Properties window consists of several tabs. Select the tab listed on the left and set the options listed on the right.

<i>IP Address</i>	Obtain an IP address automatically
<i>DNS Configuration</i>	Disable DNS
<i>Gateway</i>	clear existing entries

- 3 Click **OK** twice to restart your computer and update the network settings.

Installing TCP/IP for the Macintosh

If your Macintosh has system software version 7.5.3 or later, then you have Open Transport 1.1 (or later) already installed. The current release of Open Transport is 1.2 and is automatically installed with system software version 8.0.

Configuring TCP/IP for the Macintosh

Follow these steps to configure TCP/IP:

- 1 From the *Apple* menu, select **Control Panels** and then select **TCP/IP**.
- 2 From the *Connect via* pull-down menu select **Ethernet** and from *Configure* select **Using DHCP Server**.
- 3 Close TCP/IP, click **Save** and then restart your Macintosh.

Frequently Asked Questions

I typed 192.168.1.1 in the address area of my web browser but could not access the WebRamp M3 Configuration page

The following lists the reasons why you may not be able to access the WebRamp M3 Configuration page:

- You did not restart your computer after configuring your network settings
- Ethernet cable is not connected properly (see [Step 1. Connect the WebRamp M3](#))
- Ethernet cable could be damaged—obtain another Ethernet cable and try connecting again
- Network settings are not correct (see [Basic Networking](#))
- *Windows 95 only*: Ethernet card may be causing a conflict. Delete the adapter (from the Network control panel), restart your computer and then let Windows 95 detect your Ethernet card. If the problem persists, refer to your Ethernet card users guide.
- *Windows 95 only*: IP address may be set incorrectly. Click **Start**, select **Run** and then type **winipcfg** and click **OK**. When the window displays, click **Release All** and then **Renew All**. Your default gateway address should appear as *192.168.1.1*. Click **OK** to close winipcfg.

The WebRamp M3 doesn't dial my modem

You may have configured the modem incorrectly. Access the WebRamp M3 Configuration page, click **Diagnostics** and then click **Test Modem** (see [Test Modems](#)). If the problem persists, check the users guide that came with your modem.

My modem dials but doesn't connect to the Internet

You may have configured your ISP settings incorrectly. Locate the information from your ISP, access the WebRamp M3 Configuration page, click **Wizard** and then verify your settings (see [Step 4. Configure the WebRamp M3](#)). If the problem persists, click **Problem Solving** from the WebRamp M3 Configuration page.

Can I use an ISDN modem with the WebRamp M3?

See [ISDN Modem Settings](#) for additional information.

The WebRamp M3 appears to be connected but I'm unable to browse

If you are connected to the **Internet**, the Ethernet and Modem LEDs will be flashing because information is being passed back and forth. If the LEDs are green but are not flashing, you may have set TCP/IP incorrectly on your computer. See [Basic Networking](#) for additional information.

When I start my web browser, I get the message "No DNS Server"

- You may have configured the DNS settings incorrectly. If you are using the WebRamp M3 DHCP server and have completed configuration, simply restart your computer to update the settings.
- If you are not using the WebRamp M3 DHCP server, open the *Network* control panel, double-click **TCP/IP**, select the **DNS** Configuration tab and enter the DNS IP address(es) provided by your ISP. Click **OK** twice to restart your computer and update the settings.

I'm having problems using an application or a game while using the WebRamp M3

The application or game you're using may not be able to communicate through the WebRamp M3. We are continually testing applications and games to expand our support list. Check our website at www.rampnet.com (under Customer Support) for a complete listing of supported applications or see [Special Applications](#).

I have a mail server/web server on my network that Internet users need access to... how do I set it up?

See [Local Servers](#) for additional information.

Why does my WebRamp M3 occasionally dial my modem even though there isn't any traffic on my network?

The call is started due to a NetBIOS DNS query for Windows 95 and Windows NT only. To resolve this problem, see [Modem Troubleshooting](#).

My Global Village modem has a built-in Macintosh cable... how can I connect it to the WebRamp M3?

To receive our Global Village Modem Adapter, email or fax your WebRamp M3 serial number, name, shipping address and contact number. Our fax number is 1(408)988-6363 option 2 and the support email address is support@rampnet.com.