

Comtrend NexusLink 3120 High Speed DSL

Setup Guide



More than you expect

For General Information,
Visit Our Website at www.nexicom.net

To Contact Us for Technical Support
and General Inquiries:

Monday–Friday, 8 am–10 pm,
Saturday 8 am–5 pm, Sunday 9 am–5 pm.

By Email: support@nexicom.net

Through our Knowledge Base: <https://kb.nexicom.net>

Welcome to Nexicom High Speed DSL

Congratulations, now that you are connected to Nexicom's High Speed DSL service you will have the freedom to take full advantage of all the Internet has to offer. Your DSL connection will change the way you surf. You will now be exposed to a whole new fast-paced online world.

Nexicom provides you with outstanding customer service and experienced technicians who are available to answer your questions.

As a Nexicom Internet subscriber you will experience many extended services; Email Anti-Virus Scanning and Anti-Spam help to protect your computer system. Nexicom also provides Unlimited Monthly Usage so whether you're downloading, uploading or just plain surfing there are no worries about how much you use.

The Comtrend NexusLink 3120 is a high-quality dual band WiFi router with a DSL modem built in. Integrated 5 Gigabit Ethernet ports support WLAN 802.11n 2.4GHz and 802.11ac 5GHz frequency bands. The Nexus Link 3120 is designed for high speed applications and is suitable for triple play services.

NexusLink 3120 has a USB 3.0 host port which provides high speed access for USB devices such as printer servers, 3G dongle, HDDs, and supports DLNA and Samba accessibility.

What's included in the box?

1. Comtrend NexusLink 3120 – Wireless Gateway
2. AC Power Adapter
3. Ethernet Cable
4. Phone Cable
5. Filters



STEP 1

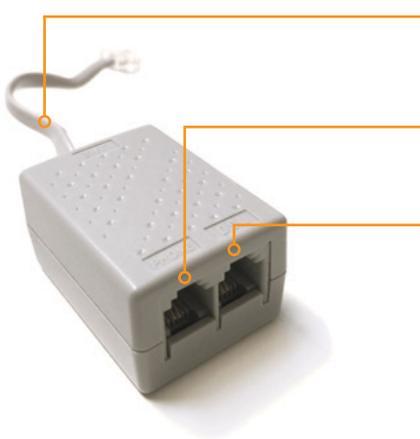
Connecting the Phone Filters

The filters included with your Nexicom High Speed installation kit are to be used with any type of equipment that utilizes a telephone jack. This includes telephones, fax machines, answering machines, alarm systems and satellite receivers. Start by unplugging the phone cable for your existing phone equipment from the telephone jack and plug it into the end of the filter that says "PHONE" then plug the short phone cable end of the filter back into the phone jack.

Note: If you want to plug BOTH your Comtrend NexusLink 3120 and a phone into the same jack, please use a splitter filter. If you are ONLY plugging your Comtrend NexusLink 3120 into the jack no filter is needed.



Phone + DSL Splitter Filter



Line: Connect the short phone cable to this port and connect the other end to an active wall jack.

Phone: Connect a phone cord from this port to your phone or wireless phone's base unit.

DSL: Connect a phone cord from this port to the DSL port on your Comtrend NexusLink 3120.

STEP 2

Power ON

Press the Power button to the OFF position (OUT). Connect the power adapter to the power port. Attach the power adapter to a wall outlet or other AC source. Press the Power button to the ON position (IN). If the Power LED displays as expected (Red then Green) then the device is ready for setup.

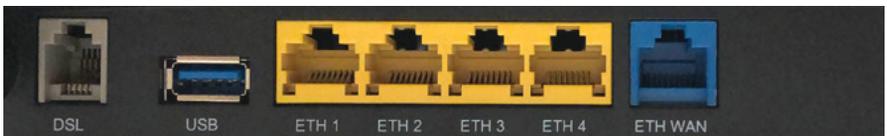
Caution: If the device fails to power up, or it malfunctions, first verify that the power cords are connected securely and then power it on again. If the problem persists, contact the Nexicom Helpdesk at 1-888-639-4266.

4 Ethernet (LAN) Ports

Use 1000-BASE-T RJ-45 cables to connect up to four network devices to a Gigabit LAN, or 10/100BASE-T RJ-45 cables for standard network usage.

USB Host Port (Type A)

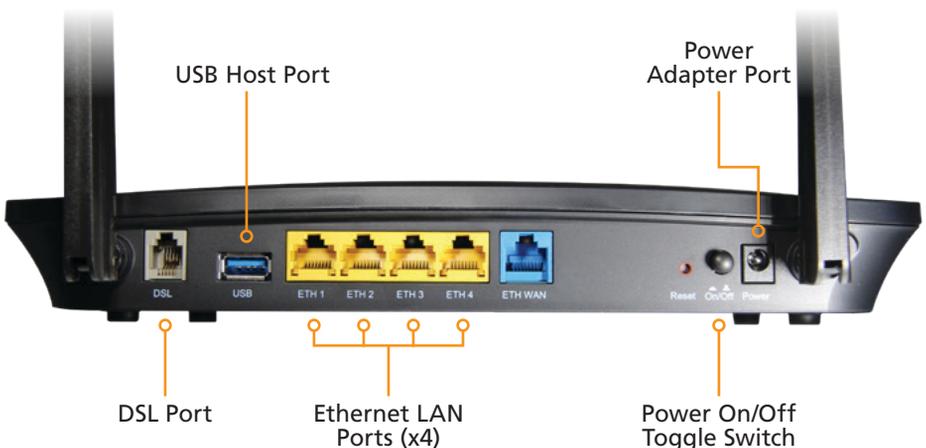
This port can be used to connect the Comtrend NexusLink 3120 to a printer, or supported USB device.



STEP 3

Connecting Nexicom's Wireless Gateway

1. Take the grey telephone cable that has come with the kit and plug it into the grey port on the Comtrend NexusLink 3120 that reads DSL. Next, connect the other end of the telephone cable into an available telephone jack. (Note: Do not put a phone filter on the Comtrend NexusLink 3120 and please use the supplied phone cable. Phone cables longer than 7' can cause problems and are not recommended.)
2. Connect the yellow Ethernet cable into the yellow port marked as Ethernet Port 1 on the back of the Comtrend NexusLink 3120. Next take the other end of the yellow Ethernet cable and plug it into the Ethernet port on the back of your computer.
3. Take the black power cable and plug it into the port on the back of the Comtrend NexusLink 3120 that says Power. Next take the other end of the power cable and plug it into a power source such as a wall receptacle or power bar. Press the Power button to the ON position (IN).
4. At this point you should start to see green lights on the front of the Comtrend NexusLink 3120. Please proceed to the next page. (If you have no lights, please see FAQ article #6 at the back of manual).



STEP 4

Check for DSL Link

When the Comtrend NexusLink 3120 is on and waiting for a connection, focus on the following 2 lights:

Power: Should be Solid Green.

INTERNET: After about 30 – 90 seconds this light should come on and either be Solid Green or Blinking Green.

If either of these lights fail to light up green please call the Nexicom Helpdesk at 1-888-639-4266 for assistance.

If both the Power and the INTERNET light are green you should be able to surf the Internet if you used a hard-wired connection from one of the 4 Ethernet LAN ports. If you did not use a hard-wired connection and you wish to set-up your devices through WiFi please proceed to step 5.

STEP 5

WiFi Set-up

The Comtrend NexusLink 3120 has dual band Wireless capabilities to provide unprecedented WiFi coverage. The device also has 4 ports marked Eth 1 through Eth 4 for multiple wired connections.

The broadcast SSID name you will look for on your wireless capable devices will be in the format of the word "Nexicom" then the 4 last digits of the MAC Address of the Comtrend NexusLink 3120 and either 2.4GHz or 5GHz. It is recommended to set up both frequencies for any given device, if it is capable, and let the device choose the best signal depending on your location in the home.

Note: WiFi/WPS buttons are disabled on the 3120 for security reasons.

Your password for the Wireless Network will be on the Comtrend's label (located on the bottom of the device) and referred to as the WiFi Key.

To connect your Wireless Smart phone, Tablet or Media device do the following:

1. Navigate to the WiFi settings screen on your smart phone or tablet and select the SSID (network) for your Comtrend NexusLink 3120, which will be in the form of NEXICOM- (series of 4 numbers or letters) and either 2.4GHz or 5GHz.
2. Enter the password into your device from the label on the bottom of your Comtrend NexusLink 3120 referred to as the WiFi Key. The WiFi Password is also located on the back of this guide.
3. Be sure to enter capital letters and lowercase appropriately as the password is case-sensitive.

LED Status Lights

The front panel LED lights are shown below and explained in the following table. This information can be used to check the status of the device and its connections.

LED	Colour	Mode	Function
POWER	GREEN	On	The device is powered up.
		Off	The device is powered down.
	RED	On	POST (Power On Self Test) failure or other malfunction. A malfunction is any error of internal sequence or state that will prevent the device from connecting to the DSLAM or passing customer data.
ETH WAN	GREEN	On	WAN is connected at 1000 Mbps.
		Off	Ethernet WAN is not connected.
		Blink	In TX/RX over 1000 Mbps.
	ORANGE	On	Ethernet is connected at 10/100 Mbps.
		Off	Ethernet WAN is not connected.
Blink	In TX/RX over 10/100 Mbps.		
ETH 4 to 1	GREEN	On	Ethernet is connected at 1000 Mbps.
		Off	Ethernet is not connected.
		Blink	In TX/RX over 1000 Mbps.
	ORANGE	On	Ethernet is connected at 10/100 Mbps.
		Off	Ethernet is not connected.
Blink	In TX/RX over 10/100 Mbps.		
WiFi 2.4G	GREEN	On	The wireless module is ready. (i.e. installed and enabled).
		Off	The wireless module is not ready. (i.e. either not installed or disabled).
		Blink	Data transmitting or receiving over WLAN.
WiFi 5G	GREEN	On	The wireless module is ready. (i.e. installed and enabled).
		Off	The wireless module is not ready. (i.e. either not installed or disabled).
		Blink	Data transmitting or receiving over WLAN.
DSL 1	GREEN	On	DSL link is established.
		Off	The device is powered down.
		Blink	The DSL link is training or some traffic is passing through DSL.
DSL 2	GREEN	On	DSL link is established.
		Off	The device is powered down.
		Blink	The DSL link is training or some traffic is passing through DSL.
INTERNET	GREEN	On	IP connected and no traffic detected. If an IP or PPPoE session is dropped due to an idle timeout, the light will remain green if a DSL connection is still present.
		Off	Modem power off, modem in bridged mode or DSL connection not present. In addition, if an IP or PPPoE session is dropped for any reason, other than an idle timeout, the light is turned off.
		Blink	IP connected and IP traffic is passing through the device (either direction).
	RED	On	Device attempted to become IP connected and failed (no DHCP response, no PPPoE response, PPPoE authentication failed, no IP address from IPCP, etc.)

Frequently Asked Questions?

1. What is DSL?

- DSL stands for Digital Subscriber Line. DSL is a high speed Internet access product for homes and businesses that uses existing copper telephone lines.

2. Can a DSL line be shared among multiple users?

- Yes, multiple computers can be connected through WiFi or by Ethernet cable using one of the additional yellow ports on the back of the modem. This is perfect for businesses that need to connect an entire office to one DSL connection.

3. What are phone filters and what do they do?

- The phone filters are to be placed inline with all the phones in your home (not on the modem) to prevent the digital signal from interfering with your telephones as well as preventing the phones from interfering with your high speed modem. These filters must be inline with all phones in the home or business for the high speed modem to work correctly.

4. If I move can I take my equipment with me to my new house and have it work?

- Yes, first you must confirm with us if DSL service is available at your new location. If so, you must inform us to transfer the service as there is hardware that must be provisioned on the phone line at the new location for the system to work. There is a charge for this service.

5. Should I have filters on all my phone lines?

- Only on phone jacks that are connected to a phone, fax machine or Audio Visual equipment. The jack that has a line going into the modem should NOT have a small single line filter, but you can use the larger DSL splitter filter using the "DSL" port only for the modem.

6. My Modem has no lights!

- Verify that the power button at the back of the device is in the "ON" position. Verify that the modem's power source is plugged into a working power outlet or power bar. Next, take the modem to another power source and verify if you get the power light. For further assistance regarding this error, please call the Nexicom Helpdesk.

7. The filter supplied does not fit with my wall mount phone. What do I do?"

- Don't worry we have a solution. A wall mount filter can be obtained by calling Nexicom, we will be happy to make arrangements to provide you with one of these special filters.

8. What should I do if I change my phone provider?

- Please contact Nexicom prior to making any changes as this will affect your DSL service and could incur service charges.

9. What should I do if I cannot surf?

- Try turning off the power switch on the back of the Comtrend NexusLink 3120 and wait 30 seconds. Close your browser. Turn the power back on and wait 4 minutes, open your browser and see if you can surf now.

10. Are the Wireless radios on by Default?

- Yes

11. Is the Wireless Security on by Default?

- Yes, the unit is set up with "WPA2" WiFi security. Login/Password credentials are printed on the product label affixed to the bottom of the device.

12. Why is my WiFi signal strength lower than I expected?

- A wireless signal degrades with distance, obstructions and sources of WiFi noise. Common signal impairments include walls, ceilings, metal, cinder blocks, fluorescent lights, microwaves, furniture or even a close neighbour's WiFi signal. The Comtrend NexusLink 3120 has been optimized to provide wireless coverage for most situations however it is best to try to locate it as close to your devices as possible, but this is only practical if you have one main area where you tend to use your devices. Otherwise, you should place your router near the center of your home.

Troubleshooting

If your Internet service stops working, do the following:

1. Use the On/Off switch on the back of the Comtrend NexusLink 3120 to turn OFF the device.
2. Wait for 30 seconds and turn ON the Comtrend NexusLink 3120.
3. Wait for 4 minutes until both the DSL 1 and INTERNET LED lights are GREEN.
4. Test your Internet again.

If you have any questions during or after the setup process, please contact our friendly Helpdesk staff.



More than you expect

For General Information,
Visit Our Website at www.nexicom.net

To Contact Us for Technical Support
and General Inquiries:

Monday–Friday, 8 am–10 pm,
Saturday 8 am–5 pm, Sunday 9 am–5 pm.

By Email: support@nexicom.net

Through our Knowledge Base: <https://kb.nexicom.net>