

# RCA

digital | **BROADBAND  
CABLE MODEM**

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# SAFETY INFORMATION

**CAUTION**  
Disconnect power  
before servicing.



**CAUTION**  
To ensure reliable operation and to prevent overheating, provide adequate ventilation for this modem and keep it away from heat sources. Do not locate near heat registers or other heat-producing equipment. Provide for free air flow around the cable modem and its power supply.

## CABLE INSTALLER:

This reminder is provided to call your attention to Article 820-40 of the National Electrical Code (Section 54 of the Canadian Electrical Code, Part 1) which provides guidelines for proper grounding and, in particular, specifies that the cable ground shall be connected to the grounding system of the building as close to the point of cable entry as practical.

## DOCSIS COMPLIANT

This product was designed according to Data Over Cable Service Interface Specifications. It will operate on any DOCSIS-compliant Hybrid Fiber Coax (HFC) cable system and offers DOCSIS Baseline Privacy to promote secure internet transactions.

## POWER CORD REQUIREMENT

This product must be operated with the supplied line cord or with a line cord meeting IEC227 H03 VV-F or IEC227 H03 VVH2-F having conductors with a cross-sectional area not less than .75mm<sup>2</sup>.

## OPERATING INFORMATION

Operating Temperature: 0° - 40° C (32° - 104° F)

Storage Temperature: -30° to 65° C.

If you purchased this product at a retail outlet, please read the following:

### Product Registration

Please fill out the product registration card that came with this product and return it immediately. Returning the card allows us to contact you if needed.

Keep your sales receipt to obtain warranty parts and service and for proof of purchase. Attach it here and record the serial and model numbers in case you need them. The numbers are located on the back of the product.

Model No. \_\_\_\_\_ Serial No \_\_\_\_\_

Purchase Date: \_\_\_\_\_ Dealer/Address/Phone: \_\_\_\_\_

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# INTRODUCTION

## CABLE MODEM FEATURES

- Capable of receiving data at rates of up to 3000kbps<sup>†</sup> (3 Megabits per second, over 50 times faster than 56K)
- Able to send and receive data over the cable line
- Plug-and-play operation for easy setup and installation
- Compliance to DOCSIS specification
- ON/OFF button to put the Ethernet or USB port in standby mode
- Email waiting notification capability
- Diagnostics via LED or HTTP server
- Able to receive automatic software updates, if initiated by your cable company

<sup>†</sup>The following may affect the speed of your cable modem: your computer equipment and configuration (processor speed, amount of RAM, available disk space); the number of programs you are running at the same time; the capacity of your ISP; network traffic levels; the number of Ethernet or USB devices in use on your computer. Your cable company may or may not fully support the speed capabilities of this modem.

## WHAT'S ON THE CD-ROM

Insert the cable modem CD-ROM into your CD-ROM drive to view troubleshooting tips, the internal diagnostics, and other valuable information.

**NOTE:** You will need to use the CD-ROM to install the USB driver if you are connecting via the USB port.

CD-ROM Contents:

- Links to RCA web sites
- Electronic file of the instruction book in additional languages
- Usage and troubleshooting tips

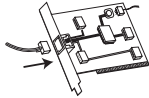
## ACCESSING THE DIAGNOSTICS DISPLAY THROUGH THE CD-ROM

A button on the CD-ROM menu called "Look at Diagnostics" (found under the "About My Cable Modem" menu) launches your browser and displays status and diagnostic information stored within the modem in HTML format.

Please note that before this page can be displayed, your PC must receive an IP address assignment from the Cable company's server, over the cable network. You may want to "bookmark" the IP address in your browser after the diagnostics page is displayed.

## COMPUTER REQUIREMENTS

- Personal computer with the following minimum system requirements (note that the minimum requirements may vary by cable company):

	IBM PC COMPATIBLE	MACINTOSH**
<b>CPU</b>	Pentium preferred	PowerPC or higher
<b>System RAM</b>	16MB (32MB preferred)	24MB (32MB preferred)
<b>Operating System</b>	Windows* 98SE/2000/Me Linux	Mac OS** 7.6.1 or higher
<b>Available Disk Space</b>	125MB	50MB
<b>Sound Card</b>	Required	N/A <sup>†</sup>
<b>Video</b>	VGA or better (SVGA preferred)	VGA or better (SVGA built-in preferred)
<b>CD-ROM Drive</b>	Required	Required
 <b>Ethernet</b>	10BaseT or 100BaseT <b>An Ethernet card makes it possible for your computer to pass data to and from the internet. You must have an Ethernet card and software drivers installed in your computer. You will also need a standard Ethernet cable to connect the Ethernet card to your cable modem.</b>	10BaseT or 100BaseT
<b>USB Port</b>	USB (Windows 98SE/2000/ME only)	N/A <sup>†</sup>
	<b>The Universal Serial Bus is a high speed bus that enables your computer to communicate simultaneously with a variety of peripherals. However, if you have other peripherals that send and receive a lot of information, such as speakers, printers or scanners, we recommend using an Ethernet card to support this modem.</b>	

<sup>†</sup>Mac Users: Mac OS or any other OS other than Windows 98SE, Me or 2000 are not currently supported for USB installation. Please use the Ethernet connection.

\*Windows is a trademark of the Microsoft Corporation.

\*\*Macintosh and the Mac OS are trademarks of Apple Computer, Inc.

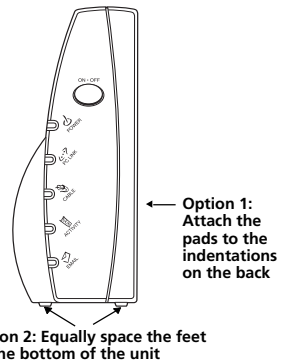
# INTRODUCTION

## PLACING THE RUBBER FEET ON THE CABLE MODEM

A set of rubber pads have been packaged with your modem. These pads (or "feet") can be attached to keep the modem from sliding around on your desktop. You have 2 options for placing the pads:

**Option 1:** Attach the pads to the four slight indentations on the back of the modem.

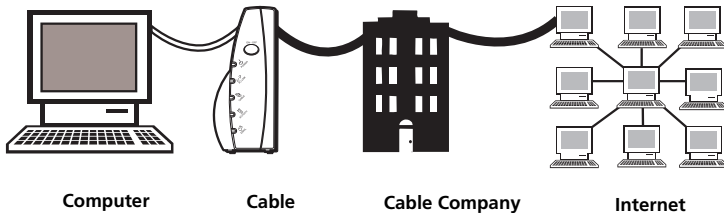
**Option 2:** Attach the pads to the "rudders" on the bottom of the cable modem. Be sure to equally space the pads for best results.



# CABLE MODEM OVERVIEW

## CABLE INTERNET SERVICE REQUIREMENTS

- Cable company that offers DOCSIS-compliant internet services



## WHAT THE MODEM DOES

The RCA Digital cable modem serves as a two-way high-speed bridge between your personal computer and a cable Internet Service Provider (ISP). It converts information that originates from the Internet or your computer into electronic messages that can be transported over the same wires your cable company uses to transport video signals.

# CABLE MODEM OVERVIEW

## WHAT THE MODEM NEEDS TO DO ITS JOB

- **The Right Cable Company:** Make sure your local cable company provides data services that use cable TV industry-standard DOCSIS technology.
- **The Internet Service Provider (ISP):** Your cable company provides you access to an Internet Service Provider (ISP). The ISP is your gateway to the Internet. It provides you with a pipeline to access Internet content on the World Wide Web (WWW).

Check with your cable company to make sure you have everything you need to begin; they'll know if you need to install special software or re-configure your computer to make your cable internet service work for you.

## BEFORE YOU BEGIN

### CONTACT YOUR LOCAL CABLE COMPANY

You will need to contact your cable company to establish an internet account before you can use your modem. You should have the following information (which you will find on the sticker on the modem) ready:

- The serial number
- The model number of the modem
- The Media Access Control (MAC) address


S.N. XXXXXXXXXXXXXXXX
MODEL: DCMXXX
MAC: 001095XXXXXX

Record your information here:

Serial Number: \_\_\_\_\_

Model Number: \_\_\_\_\_

MAC Address: \_\_\_\_\_

## BEFORE YOU BEGIN

### PLEASE VERIFY THE FOLLOWING WITH THE CABLE COMPANY:

- The cable service to your home supports DOCSIS-compliant two-way modem access.
- Your internet account has been set up.
- You have a cable outlet near your PC and it is ready for cable modem service.

**NOTE:** It is important to supply power to the modem at all times. Keeping your modem plugged in will keep it connected to the Internet. This means that it will always be ready when you are. To disconnect just your computer from the Internet, use the ON/OFF button to put the modem in standby mode.

### IMPORTANT INFORMATION

Your cable company should always be consulted before installing a new cable outlet. Do not attempt any rewiring without contacting your cable company first.

**Note:** Graphics used within this publication are for representation only.



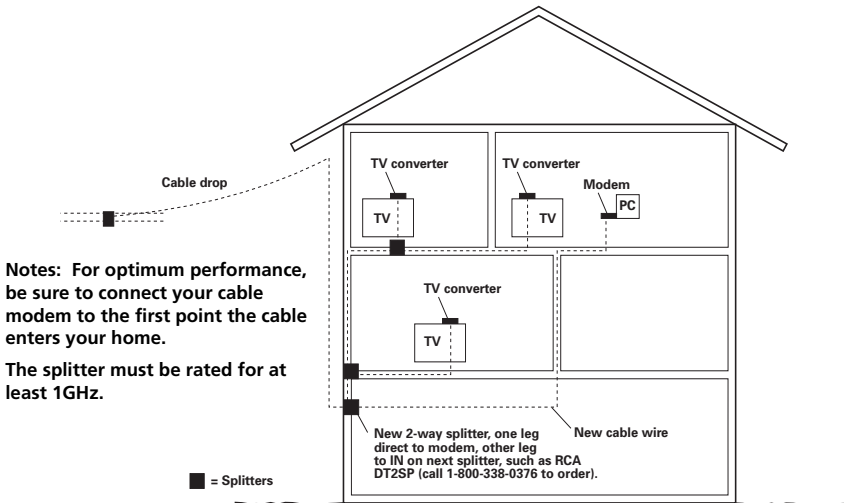
# CONNECTING THE CABLE MODEM

## CONNECTING THE CABLE MODEM TO A SINGLE COMPUTER

This section of the manual explains how to connect your cable modem to the USB or Ethernet port on your computer and install the necessary software. Please refer to figure 1 to help you connect your cable modem for the best possible connection.

### Attaching the Cable TV wire to the Cable Modem

1. Locate the Cable TV wire. You may find it one of three ways:
  - A. Connected directly to a TV, a Cable TV converter box, or VCR. The line will be connected to the jack which should be labeled either IN, CABLE IN, CATV, CATV IN, etc.
  - B. Connected to a wall-mounted cable outlet.
  - C. Coming out from under a baseboard heater or other location. See figure 1 for the wiring example.



**Fig. 1: Basic Home Wiring**

# CONNECTING THE CABLE MODEM

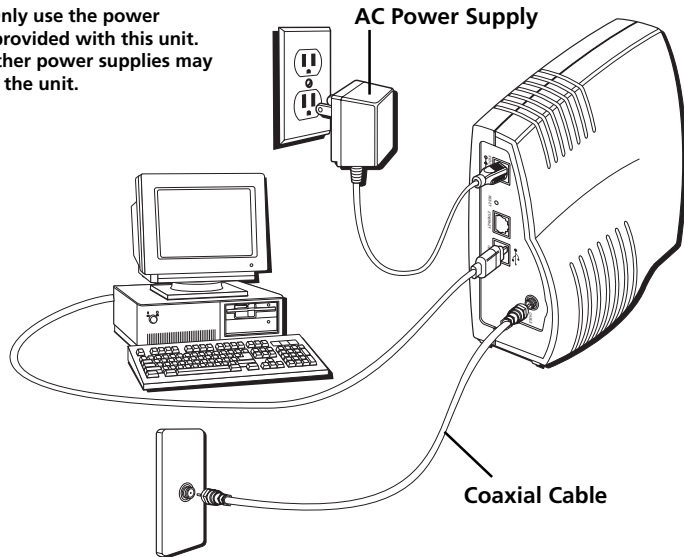
## Important Connection Information

- The cable modem cannot support both Ethernet and USB connections simultaneously. The first port connected takes priority.
- This modem does not support "Hot Swapping" of cables.

Follow these steps to change the type of connection you are using (Ethernet to USB or USB to Ethernet):

1. Unplug power supply from the AC outlet.
2. Switch connection type (USB or Ethernet).
3. Plug power back into the AC outlet.

**Note:** Only use the power supply provided with this unit. Using other power supplies may damage the unit.



**Fig. 2: USB Connection (use CD-ROM or instructions in the manual).**

# CONNECTING THE CABLE MODEM

Below are important points to remember before you connect the cable modem:

- You should have a **Windows® 98 SE (Second Edition), Windows Me (Millennium Edition) or Windows 2000 operating system** to use the Universal Serial Bus (USB) connection.
- You must choose **one connection only**: Ethernet or USB.
- Do not attempt to connect one computer to the Ethernet port and another computer to the USB port using the same cable modem.
- For **Ethernet connections, go to page 23.**

## USB Connection - Using the Installation Wizard (when available)

If you received an Installation/Quick Start kit with the purchase of your modem, you should use the software provided in that kit. If not, the cable modem CD included with your modem contains the drivers, Installation Wizard, and other information you need to install your cable modem. The Installation Wizard serves as your step-by-step guide to connecting and configuring your cable modem.

1. Before you begin, close all open applications and dialog boxes as they may interfere with your cable modem installation.
2. Insert the RCA cable modem CD into the CD-ROM drive of your computer. A menu of options appears (fig.3).

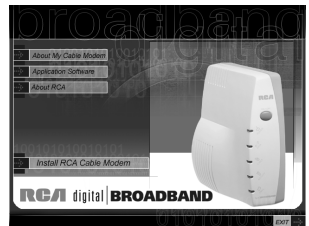


Fig. 3

3. Select "Install RCA Cable Modem."
  - If the options menu does not automatically appear:
    - A. Go to the Start menu on the Windows menu bar, then select Run.
    - B. Type the letter of your CD-ROM drive followed by `\rca.exe` (for example: `d:\rca.exe`).
    - C. Click "OK" to begin installation.

## CONNECTING THE CABLE MODEM

- The Installation Wizard checks your computer to make sure you have the minimum configuration specifications required to install the cable modem (fig. 4).

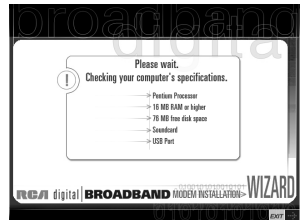


Fig. 4

- If your computer meets the minimum configuration requirements, the welcome screen appears (fig. 5). The Installation Wizard copies four system files to your hard drive during the installation process.



Fig. 5

- The Installation Wizard prompts you to attach a coaxial cable to the connector labeled "CABLE" on your RCA cable modem, and to the wall connection for your cable service (fig. 6). Click "Next" when you have finished connecting the cable.

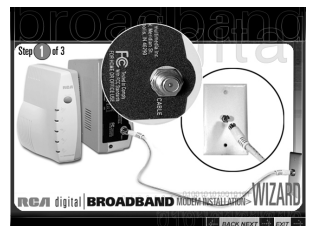


Fig. 6

## CONNECTING THE CABLE MODEM

7. The Installation Wizard prompts you to attach the power supply (fig. 7). **Use only the power supply that accompanied this unit. Using other power supplies may damage the unit.**
  - A. Insert the plug from the AC power supply into the power AC jack on your cable modem labeled “9VDC 800mA.”
  - B. Plug the other end of the power supply into the AC outlet.
  - C. Click “Next” when you have finished connecting the power supply.



Fig. 7

8. The next step begins an automated installation of the USB cable modem drivers. This installation may require Windows system files that are not currently located on your hard drive. If the Installation Wizard needs those files, you will be asked to insert your Windows Operating System CD-ROM. After the windows system has installed the files from the Windows OS CD-ROM, then reinsert the RCA Install CD-ROM disk.
  - A. Connect one end of the USB cable included with your RCA cable modem to the USB port on your computer (fig. 8).
  - B. Connect the other end of the USB cable to the USB port on the cable modem (fig. 8).

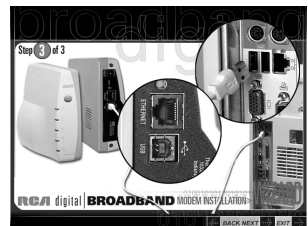


Fig. 8

# CONNECTING THE CABLE MODEM

9. The Installation Wizard attempts to detect your cable modem (fig. 9).

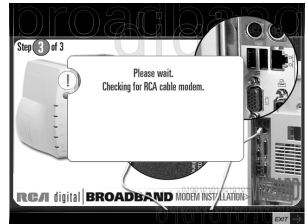


Fig. 9

10. If the modem is not detected, you are prompted to check the USB connections (fig. 10).

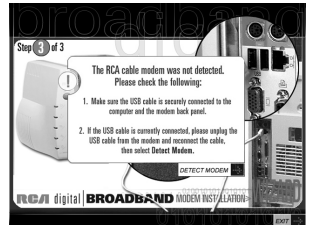


Fig. 10

- A. Make sure the USB cable is securely connected to the modem and to the computer. Make sure the modem is plugged in and turned on, then click “detect modem.” The Installation Wizard attempts to detect your cable modem.
- B. If the modem is not detected, please check the status of your USB port and USB connections. Click “OK” to exit the wizard (fig. 11).

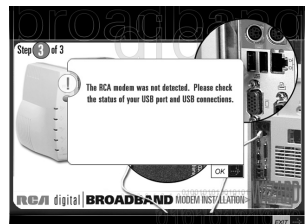


Fig. 11

# CONNECTING THE CABLE MODEM

11. If the modem is detected, the “Windows Found New Hardware” window appears and the “Installation Complete” screen appears (fig. 12).



Fig. 12

Congratulations. You are now ready to use your RCA cable modem.

## USB Connection - Without Using the Installation Wizard

If you do not want to use the CD-ROM, follow instructions 1 through 5 to connect the cable modem to the USB port on your computer. **Instructions must be followed in the order they appear.**

1. Connect one end of the coaxial cable to the cable connection in the wall. Attach the other end of the coaxial cable to the connector on the cable modem labeled “CABLE” (fig. 2) on page 8.
2. Insert the plug from the AC power supply into the power AC jack labeled “9VDC 800mA” and the two-prong plug into the AC outlet.
3. Insert the supplied RCA cable modem CD-ROM. Wait momentarily for the cable modem CD window display.
4. Close **all** open applications and dialog boxes, including the cable modem CD window.

**Note:** Open applications may interfere with your cable modem installation.

## CONNECTING THE CABLE MODEM

5. Connect one end of the USB cable to the USB port located on the back of your computer. Connect the other end of the USB cable to the USB port on the cable modem's back panel.

**Note:** Use only the power supply that accompanied this unit. Using other power supplies may damage the unit.

If you have Windows 98 SE, go to step 6 on page 14. If you have Windows 2000, go to step 6 on page 17. If you have Windows Me go to step 6 on page 21.

## USING WINDOWS 98 SE FOR USB CONNECTION

Follow steps 6 through 14 if you have a Windows 98 SE operating system:

6. When the "Add New Hardware Wizard" appears, click "Next" to initiate the search for drivers for your USB device. (fig. 13)

**Note:** If the "Add New Hardware Wizard" did not automatically appear, Windows 98 SE does not recognize the cable modem's presence because your BIOS (Basic Input/Output System) settings may not permit USB and/or Plug-and-Play devices. Please contact your computer's customer service department.



Fig. 13

7. Choose "Search for the best driver (recommended)" option, and click "Next." (fig. 14).



Fig. 14



# CONNECTING THE CABLE MODEM

8. Choose **ONLY** the “CD-ROM drive” option and click “Next” (fig. 15).



Fig. 15

9. Choose “The updated driver (recommended)” option, and click “Next” (fig. 16).



Fig. 16

10. The search should find the driver for the “RCA USB Cable Modem” (fig. 17). To confirm if it found RCA, click “Next” to continue and proceed to step 12. Otherwise, see step 11.

**Important:** Do **NOT** continue if the search finds “USB Composite Device” driver. Proceed to step 11.



Fig. 17

## CONNECTING THE CABLE MODEM

11. Follow these instructions only if the driver found was NOT the “RCA USB Cable Modem.”
  - A. Click “Back” to return to the previous window.
  - B. Ensure that you have selected the “CD-ROM” option.
  - C. In **addition** to the CD-ROM selection, choose “Specify a location” (fig. 18).
  - D. In the location box, type in your CD-ROM drive. For example, if your CD-ROM is located on the E: drive, type “E:\.”
  - E. Click “Next” to continue.

The search should find the driver for the “RCA USB Cable Modem.”
  - F. Confirm that this is the driver selected, and click “Next” to continue.



Fig. 18

12. Windows should now prompt you to install the “RCA USB Cable Modem” driver. Click “Next” to install the driver.

At this point, your PC needs to copy Windows 98 SE specific files. If these files are not located on your hard drive, you may need to insert your Windows 98 SE installation media (i.e., Windows disks or Windows CD-ROM), but first remove the cable modem CD-ROM.

13. After the Windows specific files are copied, you may be asked for another USB driver file named “NETRCACM.SYS”, located on the cable modem CD-ROM. Remove the Windows 98 SE CD-ROM (if necessary), and reinstall the cable modem CD-ROM that accompanied your cable modem.

## CONNECTING THE CABLE MODEM

14. Windows now informs you that the installation is complete. Click on "Finish" to finalize the process (Fig. 19). When the "System Settings Change" window appears, click "Yes" to restart your computer.

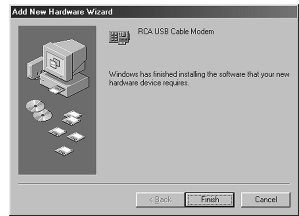


Fig. 19

15. The cable modem installation is now complete. To validate a proper installation, perform the following instructions:
  - A. Click on the "Start" icon in the lower left-hand corner of your screen.
  - B. Select "Settings," followed by "Control Panel." The "Control Panel" window appears.
  - C. Double-click on the "System" icon, and select the "Device Manager" tab.
  - D. Scroll down the list until you come to "Network Adapters." Double-click on "Network Adapters."

If the "RCA USB Cable Modem" does not exist, the cable modem was **NOT** installed correctly, go to Solution 2 on page 35.

## USING WINDOWS 2000 FOR USB CONNECTION

Follow steps 6 through 14 if you have a Windows 2000 operating system:

6. When the "Found New Hardware Wizard" appears, click "Next" to initiate the search for drivers for your USB device (fig. 20) next page.

**Note:** If Windows 2000 does not recognize the cable modem's presence, your BIOS settings may not permit USB and/or Plug-and-Play devices. Please contact your computer's customer service department.

# CONNECTING THE CABLE MODEM



Fig. 20

7. Choose the "Search for a suitable driver for my device (recommended)" option, and click "Next" (fig. 21).

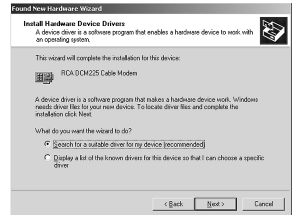


Fig. 21

8. Choose **ONLY** the "CD-ROM" option and click "Next" (fig. 22).



Fig. 22

# CONNECTING THE CABLE MODEM

9. The search should find the driver for the “RCA DCM 2XX Cable Modem” (fig.23). To confirm if it found RCA, click “Next” to continue and proceed to step 11. Otherwise, see step 10.

**Important:** Do **NOT** continue if the search finds “USB Composite Device” driver. Proceed to step 10.



Fig. 23

10. Follow these instructions **ONLY** if the driver found was NOT the “RCA DCM 2XX Cable Modem.”

- Click “Back” to return to the previous window.
- Ensure that you have selected the “CD-ROM” option.
- In **addition** to the CD-ROM option, choose “Specify a location.” Click on “Next” to continue (fig. 24).



Fig. 24

- In the location box, type in your CD-ROM drive. For example, if your CD-ROM is located on the E: drive, type “E:\.” Click on “Ok” to continue.
- Click “Next” to continue.

The search should find either “RCA USB Cable Modem” or “RCA DCM 2XX Cable Modem.”

## CONNECTING THE CABLE MODEM

11. Windows should now prompt you to install either the “RCA USB Cable Modem” or “RCA DCM 2XX Cable Modem.” Click “Next” to install the driver.

At this point your PC needs to copy Windows 2000 specific files. If these files are not located on your hard drive, you may need to insert your Windows 2000 installation media (i.e., Windows 2000 CD-ROM), but first remove the cable modem CD-ROM.

12. After the Windows specific files are copied, you may be asked for another USB driver file named “NETRCACM.SYS,” located on the cable modem CD-ROM. Remove the Windows 2000 CD-ROM (if necessary), and reinsert the cable modem CD-ROM that accompanied your cable modem.
13. Click on “Finish” to complete the process (fig. 25).



Fig. 25

14. The cable modem installation is now complete. To validate a proper installation, perform the following instructions:
  - A. Click on the “Start” icon in the lower left-hand corner of your screen.
  - B. Select “Settings,” followed by “Control Panel.” The “Control Panel” window appears.
  - C. Double-click on the “System” icon, select the “Hardware” tab, and choose “Device Manager.”
  - D. Scroll down the list until you come to “Network Adapters.” Double-click on “Network Adapters.”

The “RCA USB Cable Modem” should exist. If the “RCA USB Cable Modem” does not exist, the cable modem was **NOT** installed correctly. Go to Solution 2 on page 35.

# CONNECTING THE CABLE MODEM

## USING WINDOWS ME FOR USB CONNECTION

Follow steps 6 through 9 if you have Windows Me operating instructions:

6. Windows Me will briefly display the “Found New Hardware Wizard,” and automatically proceed to the “Add New Hardware Wizard” (fig 26). Choose the “Automatic search for a better driver (Recommended)” option, and click “Next.”



Fig. 26

**Note: If Windows Me does not recognize the cable modem’s presence, i.e., the “Add New Hardware Wizard” did not automatically appear, your BIOS settings may not permit USB and/or Plug-and-Play devices. Please contact your computer’s customer service department.**

7. The automatic search should find and install the driver for the “RCA USB Cable Modem” (fig. 27). Click on “Finish” to complete the process.



Fig. 27

8. When the “System Settings Change” window appears, click “Yes” to restart your computer (fig 28).



Fig. 28

## CONNECTING THE CABLE MODEM

9. The RCA cable modem installation is now complete. To validate a proper installation, perform the following instructions:
  - Click on the “Start” icon in the lower left-hand corner of your screen.
  - Select “Settings,” followed by “Control Panel.” The “Control Panel” window will appear.
  - Double-click on the “System” icon, and select the “Device Manager.”
  - Scroll down the list until you come to “Network Adapters.” Double-click on “Network Adapters.”
  - The “RCA USB Cable Modem” should exist. If “RCA USB Cable Modem” does not exist, the cable modem was **NOT** installed correctly. Go to Solution 2 on page 35.



# CONNECTING THE CABLE MODEM

## ETHERNET CONNECTION TO ONE COMPUTER

Make the connections to the modem in the following sequence (fig. 29):

1. Connect one end of the coaxial cable to the cable connection in the wall, and the other end to the connector on the modem labeled "CABLE."
2. Insert the plug from the AC power supply into the power AC jack labeled "9V DC 800mA" on the cable modem and the two-prong plug into an AC outlet.

**NOTE:** Use only the power supply that accompanied this unit. Using other adapters may damage the unit.

3. Connect one end of the Ethernet cable (straight-wired, see below) to the Ethernet port on the back of your computer, and the other end to the ETHERNET port on the cable modem's back panel.
  - Make sure that the Ethernet cable is straight-wired (not "null" or crossover-wired). However, you will need a crossover-type cable if you are connecting the modem to a hub, or a hub within a port switch that provides the same function.

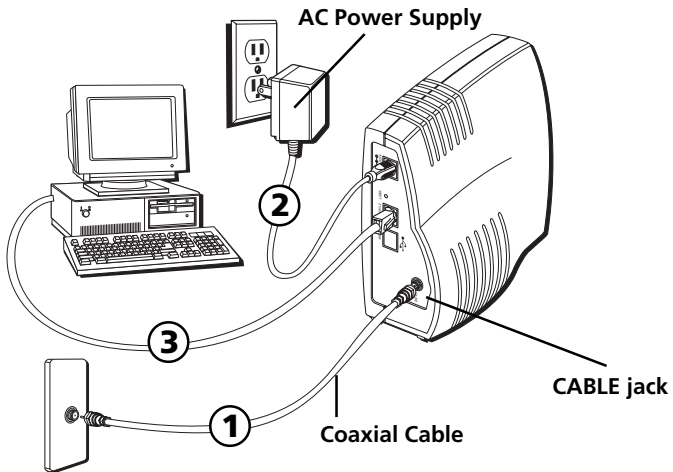


Fig. 29: Ethernet Connection

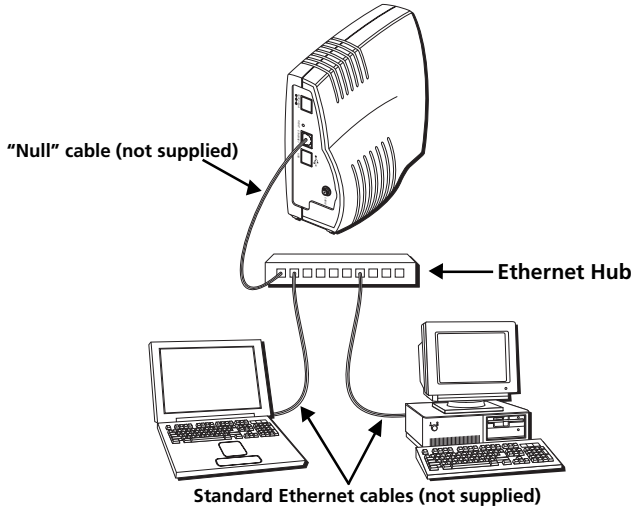
# CONNECTING THE CABLE MODEM

## CONNECTING MORE THAN ONE COMPUTER TO THE CABLE MODEM (ETHERNET ONLY)

You'll need the following equipment:

- Crossover-wired, or "null," category 5 Ethernet cable for the cable modem to be connected to the hub
- 10BaseT or 100BaseT Hub or Switch
- Straight through, or standard, category 5 Ethernet cable (one for each computer to be connected)

If you have a hub with an uplink port\*, a straight through cable can be used in combination with that port in lieu of the crossover cable.



**Fig. 30: Ethernet Hub Connection**

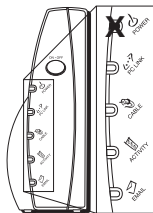
\*An uplink port has a small switch on it to change the polarity of the connection. It can accept either a crossover or a straight cable, depending on the setting.

# ACTIVATING THE CABLE MODEM

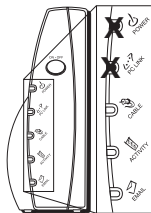
## INITIALIZATION MODE

After you install the cable modem and turn it on for the first time (and each time the modem is reconnected to the power), it goes through five steps before it can be used. Each of these steps is represented by a different pattern of flashing lights on the front of the modem.

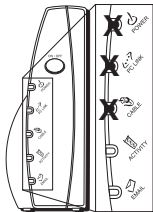
**Note:** All LED (Light Emitting Diodes)/light indicators flash once prior to the initialization sequence.



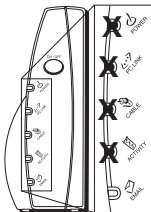
1. Tuning – The cable modem is functional and searching for a downstream cable modem service channel on your cable system.



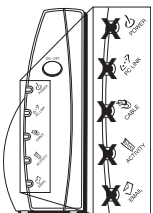
2. Ranging – The modem is now tuned to a downstream cable modem channel and can now receive data. Now it searches for an upstream channel so that it can send data.



3. Connecting – The cable modem is now communicating start-up data both downstream and upstream. The cable company is establishing IP connectivity with your modem.



4. Configuring – The cable modem received its IP address and is downloading its configuration file from the Internet Service Provider (ISP).



5. Registering – The cable modem configuration is complete. It is registering its “as-configured” settings with your Cable Operator. Once complete, the POWER, PC LINK, and CABLE indicators stop flashing and remain on.

**Legend**    □ Off    ■ On    ✕ Flashing

# USING THE CABLE MODEM

## BUTTONS

**ON/OFF** – Turns the modem on or puts it in standby mode. Placing the cable modem in standby mode (the “off” position) allows for continued status monitoring from the cable network. This also disconnects your computer from the Internet for added security.

*Important: Do not press this button when transmitting data over the internet. The information will be lost and your Internet connection disabled.*

## LED/LIGHT INDICATORS – OPERATIONAL MODE

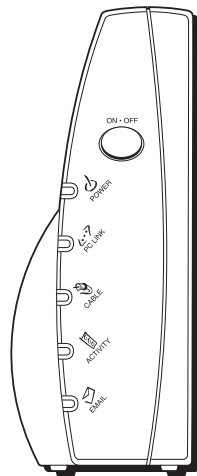
**POWER** – Indicates whether the cable modem is in active or standby mode. The light is off when the modem is in standby mode, and on when the power is activated and in the operational mode.

**PC LINK** – Indicates whether the connection between the computer and the modem is active (ready to transmit/receive) or actually transmitting/receiving. The light is off when no carrier is present (or the modem is in standby mode), on when the carrier is present but there’s no transmit/receive activity, and flashing when there is transmit/receive activity.

**CABLE** – Indicates the status of your cable connection. The light is off when no cable connection is detected or the modem is in standby mode and fully lit when the modem is registered with the network and data can be sent.

**ACTIVITY** – Indicates the existence of data traffic in the cable lines. The light is off when no data traffic is present and flashing when data activity exists.

**EMAIL** – This light flashes when you have mail (if available through service provider).



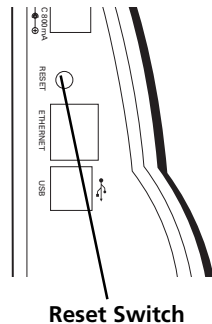
**Note:** If all of the lights are flashing sequentially, it means the cable modem is automatically updating its system software. Please wait for the lights to stop flashing. You cannot use your modem during this time. Do not remove the power supply or reset the cable modem during this process.

# USING THE CABLE MODEM

## RESET SWITCH

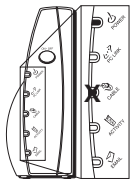
The reset switch can be found behind a “toothpick hole” on the back panel. It performs two functions:

1. **Basic Reset** – Press and release the switch to make it perform the same function as disconnecting the power from the modem. It will start up again in Initialization Mode, see page 25.
2. **Factory Default Reset** – Unplug the modem from the AC power. Press and hold the reset switch while plugging the modem into AC power. Continue holding the switch. Release the switch when all lights come on (about 6 seconds). This will return the modem to a factory “out of box” condition. **This should only be done if the cable modem has been taken out of service in one location and is being reconnected to a different service, or if instructed to do so by your cable company.**

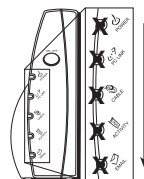


## OTHER STATUS LED/LIGHT INDICATORS

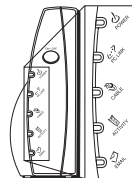
Three other status light patterns you may see are:



De-Activated – Cable Service Operator has deactivated the cable modem. The cable light flashes slowly.



Software downloading or update in progress. Lights flash sequentially from top to bottom.



All lights are off. The cable modem is in Standby Mode or is not receiving AC power.

**Legend**    □ Off    ■ On    X Flashing

## FREQUENTLY ASKED QUESTIONS

**Q. *What if I don't subscribe to cable TV?***

A. If cable TV is available in your area, data service may be made available with or without cable TV service. Contact your local cable company for complete information on cable services, including high-speed internet access.

**Q. *How do I get the system installed?***

A. Professional installation from your cable provider is strongly recommended. They will ensure proper cable connection to the modem and your computer. However, your retailer may have offered a self installation kit, including the necessary software to communicate with your cable ISP.

**Q. *Once my DCM is connected, how do I get access to the Internet?***

A. Your local cable company provides your internet service\*, offering a wide range of services including email, chat, and news and information services, and a connection to the World Wide Web.

**Q. *Can I watch TV and surf the Internet at the same time?***

A. Absolutely! And your phone line won't be tied up while you're online.

**Q. *Can I run more than one computer on the modem?***

A. Yes – a single cable modem can support up to 32 computers using Ethernet connectivity.\*\*

**Q. *What do you mean by "Broadband"?***

A. Simply put, it means you'll be getting information through a "bigger pipe," with more bandwidth, than a standard phone line can offer. A wider, "broader" band means more information, more quickly.

**Q. *What is DOCSIS and what does it mean?***

A. "Data Over Cable Service Interface Specifications" is the industry standard that most cable companies are adopting as they upgrade their systems. Should you ever decide to move, the cable modem will work with all upgraded cable systems that are DOCSIS-compliant.

\* Monthly subscription fee applies.

\*\* Additional equipment required. Contact your cable company and ISP for any restrictions or additional fees.

## GENERAL TROUBLESHOOTING

### **I CAN'T ACCESS THE INTERNET OR MY EMAIL.**

- Check all of the connections to your cable modem.
- Your Ethernet card or USB port may not be working. Check its documentation for more information.
- The Network Properties of your operating system may not be installed correctly or the settings may be incorrect. Check with your ISP or cable company.

### **NOTHING HAPPENS WHEN I PRESS THE ON/OFF BUTTON.**

- Make sure that the AC power supply is fully plugged into a wall outlet.
- Make sure that the power supply cord is fully inserted into the AC adapter connection on the back of the modem.
- Double-check that the AC outlet you are using is not controlled by a switch that is turned off.

### **ALL OF THE LIGHTS ARE FLASHING IN SEQUENCE.**

- This means the cable modem is automatically updating its system software. Please wait for the lights to stop flashing. The updating process typically lasts less than one minute.
- *Do not remove the power supply or reset the cable modem during this process.*

### **THE LIGHT LABELED "EMAIL" IS FLASHING (IF AVAILABLE).**

- This means that you have new mail to check.

### **THE LIGHT LABELED "EMAIL" DOES NOT FLASH.**

- This may mean that your service provider does not offer this feature.

## GENERAL TROUBLESHOOTING

### **I CAN'T GET THE MODEM TO ESTABLISH AN ETHERNET CONNECTION.**

- Even new computers don't always have Ethernet capabilities – be sure to verify that your computer has a properly installed Ethernet card and the driver software to support it.
- Check to see that you are using the right type of Ethernet cable (see page 24).

### **THE MODEM WON'T REGISTER A CABLE CONNECTION (CABLE LIGHT NOT ON CONTINUOUSLY).**

- If the modem is in Initialization Mode, the Power Light will be flashing. Call your Cable company if it has not completed this 5-step process within 30 minutes, and note which step it is getting stuck on. (See page 25 for details.)
- The modem should work with a standard RG-6 coaxial cable, but if you're using a cable other than one your Cable company recommends, or if the terminal connections are loose, it may not work. Check with your Cable company to determine whether you're using the correct cable.
- If you subscribe to video service over cable, the cable signal may not be reaching the modem. Confirm that good quality cable television pictures are available to the coaxial connector you are using by connecting a television to it. If your cable outlet is "dead" call your Cable company.
- Verify that the cable modem service is DOCSIS-compliant by calling your cable provider.

**For more Usage and Troubleshooting Tips use the web site links provided on the CD-ROM: <http://www.cable-modem.rca.com/help>**



## USB INSTALLATION TROUBLESHOOTING GUIDE

This section is provided to assist those users who have followed the instructions in this instruction book, and who are still experiencing problems with their USB installation.

### Symptoms

- 1: Network error message appears during installation, see below.
- 2: Cable modem does not transfer data (pass traffic, i.e., The “PC LINK” light on your cable modem is not flashing), go to page 35.
- 3: Cable modem stops transferring data, go to page 39.
- 4:
  - Windows response is sluggish once the USB cable is connected, go to page 39.
  - Windows response is sluggish following a computer reboot, go to page 39.
  - The hourglass stays up for several minutes, go to page 39.
  - A network error message is displayed, go to page 39.
- 5: The cable modem was successfully installed. Following the cable modem installation, you install or update an Internet Service Provider’s software (e.g., AOL). Now, the cable modem is no longer functioning properly. (**Windows 98 SE only**), go to page 40.

### SYMPTOM 1:

#### Network error message appears during installation

A network error message may appear if there are too many network devices installed on your computer system. This message may **resemble** Figure 1 (TS fig. 1) below.

TS Fig. 1



# USB TROUBLESHOOTING

## SOLUTION 1:

In this situation, the cable modem is not installed correctly. Therefore, you must:

- A. Uninstall the USB cable modem.
- B. Remove another network adapter to allow sufficient space on your computer system for the USB cable modem.
- C. Reinstall the USB cable modem.

## 1A. UNINSTALL USB CABLE MODEM

### WINDOWS 98 SE

- 1) Remove the "RCA USB Cable Modem" network adapter following the Windows 98 SE instructions outlined in Solution 1B, Remove Another Network Adapter, on page 34.
- 2) Remove both the "netrcacm.sys" and the "netrcacm.inf" file.
  - a) Left click on the "Start" icon in the lower left-hand corner of your screen.
  - b) Select "Find," followed by "Files and Folders." The "Find All Files" window (TS fig. 2) appears.



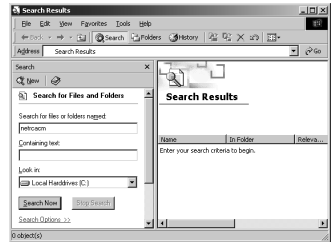
TS Fig. 2

- c) In the "Named:" box, type "netrcacm." In the "Look-in:" box, use the pull down menu to select your local hard drive (e.g., "c:\").
- d) Click the "Include subfolders" box, and press "Find Now."  
The "netrcacm.sys" file and the "netrcacm.inf" file should both appear.
- e) Highlight both files and right click on "Delete."
- f) The "Confirm Multiple File Delete" window appears. Click on "Yes" to confirm your approval to delete both files.
- g) Close all open windows.

## WINDOWS 2000

- 1) Remove the “RCA USB Cable Modem” network adapter following the Windows 2000 instructions outlined in Solution 1B, Remove Another Network Adapter, on page 34.
- 2) Remove the “netrcacm.sys.”
  - a) Left click on the “Start” icon in the lower left-hand corner of your screen.
  - b) Select “Search,” followed by “For Files or Folders.” The “Search Results” window appears. The window may resemble the one below (TS fig. 3).
  - c) In the “Containing Text:” box, type “netrcacm.” In the “Look in:” box, use the pull down menu to select your local hard drive (e.g., “c:\”), and press “Search Now.”

The search should find the netrcacm.sys file.
  - d) Highlight this file and press “Delete.”
  - e) The “Confirm File Delete” window appears. Click on “Yes” to confirm your approval to delete this file.
  - f) Close all open windows.
- 3) Remove the correct “inf” file.



TS Fig. 3

**Note:** In Windows 2000, the name of the “inf” file may not be consistent.

- a) Left click on the “Start” icon in the lower left-hand corner of your screen.
- b) Select “Search,” followed by “For Files or Folders.” The “Search Results” window appears.

## USB TROUBLESHOOTING

- c) In the "Search for Files or Folders named:" box, type "oem?.\* oem??.\*" In the "Look in:" box, use the pull down menu to select your local hard drive (e.g., "C:\"). Press "Search Now."
- d) The search should find several oem files (e.g., oem0.inf, oem0.pnf, oem2.inf etc).
- e) Highlight each "oemX.inf" file individually. Double click on the file to open it. Once the file is open, scroll down to the end of the file. If the end of the file states "RCA USB based Digital Cable Modem Win2000 Driver," you have opened the correct file.
- f) Close this file. Highlight the name, and press the "Delete" key on your keyboard. (e.g., oem2.inf). The "Confirm File Delete" window appears. Press "Yes to All."
- g) In addition to the ".inf" file, highlight the equivalent ".pnf" file, and press the "Delete" key on your keyboard (e.g., oem2.pnf). The "Confirm File Delete" window appears. Press "Yes to All."
- h) Close all open windows.

### 1B. REMOVE ANOTHER NETWORK ADAPTER

#### WINDOWS 98 SE

- 1) Left click on the "Start" icon in the lower left-hand corner of your screen.
- 2) Select "Settings," followed by "Control Panel." The "Control Panel" window appears.
- 3) Double-click on the "Network" icon, and select the "Configuration" tab.
- 4) Scroll down the list and highlight the network adapter(s) you wish to remove. Click the "Remove" button. It is your decision as to which network adapter(s) is removed.

**Note:** Network adapters are identified in the description box as you scroll down the list.

- 5) The "System Settings Change" window appears. Click "Yes" to restart your computer.

#### WINDOWS 2000

- 1) Left click on the "Start" icon in the lower left-hand corner of your screen.
- 2) Select "Settings," followed by "Control Panel." The "Control Panel" window appears.

- 3) Double-click on the "System" icon. Select the "Hardware" tab followed by the "Device Manager."
- 4) Scroll down the list until you come to "Network Adapters." Double-click on "Network Adapters."
- 5) Highlight the network adapter(s) you wish to remove and click the "Action" tab located in the upper left-hand corner of the window. Select "Uninstall." It is your decision as to which network adapter(s) is removed.
- 6) The "Confirm Device Removal" window appears. Ensure that the correct network adapter has been selected for removal and click "Ok."

## 1C. REINSTALL THE CABLE MODEM

Reinstall the cable modem by following the instructions on pages 9 or 13.

### **SYMPTOM 2:**

#### **Cable modem does not transfer data (Pass traffic).**

You have completed the cable modem installation, but the cable modem will not transfer data (i.e., The "PC LINK" light on your cable modem is not flashing).

### **SOLUTION 2:**

In this situation, the cable modem will not pass traffic. Therefore, you must:

- A. Validate a proper installation.
- B. Test for the possibility that the Dynamic Host Control Protocol (DHCP) lease from the cable Company is correct if "RCA USB Cable Modem" exists.
- C. Ensure that your RCA cable modem network adapter is enabled.
- D. Uninstall the USB cable modem if neither A, B, or C is applicable.

## 2A. VALIDATE A PROPER INSTALLATION.

### **WINDOWS 98 SE**

- 1) Click on the "Start" icon in the lower left-hand corner of your screen.
- 2) Select "Settings," followed by "Control Panel." The "Control Panel" window appears.

## USB TROUBLESHOOTING

- 3) Double-click on the "System" icon, and select the "Device Manager" tab.
- 4) Scroll down the list until you come to "Network Adapters." Double-click on "Network Adapters."

The "RCA USB Cable Modem" should exist. If "RCA USB Cable Modem" does not exist, the cable modem was **NOT** installed correctly.

- 5) If the cable modem was not installed correctly, uninstall the RCA USB cable modem in accordance with the instructions outlined in Solution 1A, Uninstall USB cable modem, on page 32 and attempt a reinstallation following the USB installation on pages 9 or 13.

### WINDOWS 2000

- 1) Click on the "Start" icon in the lower left-hand corner of your screen.
- 2) Select "Settings," followed by "Control Panel." The "Control Panel" window appears.
- 3) Double-click on the "System" icon, select the "Hardware" tab, and choose "Device Manager."
- 4) Scroll down the list until you come to "Network Adapters." Double-click on "Network Adapters."

The "RCA USB Cable Modem" should exist. If "RCA USB Cable Modem" does not exist, the cable modem was **NOT** installed correctly.

- 5) If the cable modem was not installed correctly, uninstall the RCA USB cable modem in accordance with the instructions outlined in Solution 1A, Uninstall the USB cable modem, on page 32 and attempt a reinstallation following the USB installation on pages 9 or 13.

### **2B. TEST FOR THE POSSIBILITY THAT THE DYNAMIC HOST CONTROL PROTOCOL (DHCP) LEASE FROM THE CABLE COMPANY IS CORRECT IF "RCA USB CABLE MODEM" EXISTS.**

### WINDOWS 98 SE

A test known as "Winipcfg" can be utilized to determine if this is your problem. Please follow the instructions below to perform the "Winipcfg" test.

- 1) Left click on the "Start" icon in the lower left-hand corner of your screen.
- 2) Select "Run."
- 3) The "Run" window appears. Type "winipcfg" in the text box, and click the "Ok" button.
- 4) The "IP Configuration" window appears. Use the drop down box to select the "RCA Digital Cable Modem."
- 5) A list of addresses should appear. Locate the IP address. If the first three digits of the IP address are "169," your DHCP lease failed. Please contact your Internet Service Provider (ISP) and ensure that they correctly provisioned your service for your digital cable modem with the correct serial number and MAC address.
- 6) Once the IP configuration error has been corrected, you must unplug the USB cable and plug it back in.

### WINDOWS 2000

A test known as "ipconfig /all" can be utilized to determine if this is your problem. Please follow the proceeding instructions to perform the "ipconfig" test.

- 1) Left click on the "Start" icon in the lower left-hand corner of your screen.
- 2) Select "Run." The Run window appears.
- 3) Type "cmd" in the text box, and click the "Ok" button.
- 4) The command window appears. Type "ipconfig /all." A list of all your adapters appears.
- 5) Locate the cable modem adapter, and its IP address. If the first three digits of the IP address are "169," your DHCP lease failed. Please contact your Internet Service Provider (ISP) and ensure that they correctly provisioned your service for your digital cable modem with the correct serial number and MAC address.
- 6) Once the IP configuration error has been corrected, you must unplug the USB cable and plug it back in.

## 2C. ENSURE THAT YOUR CABLE MODEM NETWORK ADAPTER IS ENABLED ON YOUR COMPUTER SYSTEM.

This may be a problem if you have another network adapter installed on your computer system that is enabled. To disable other network adapters, follow the instructions outlined below.

### WINDOWS 98 SE

- 1) Left click on the "Start" icon in the lower left-hand corner of your screen.
- 2) Select "Settings," followed by "Control Panel." The "Control Panel" window appears.
- 3) Double-click on the "System" icon, and select the "Device Manager" tab.
- 4) Scroll down the list until you come to "Network Adapters." Double-click on "Network Adapters."
- 5) Highlight the network adapter(s) you wish to disable and double-click. To ensure the "RCA USB Cable Modem" functionality, you should disable all unused network adapters.
- 6) The selected network adapter window appears. Click the "Disable in this hardware profiles" box to disable the network adapter, and click "Ok."
- 7) Close all open windows.

### WINDOWS 2000

- 1) Left click on the "Start" icon in the lower left-hand corner of your screen.
- 2) Select "Settings," followed by "Control Panel." The "Control Panel" window appears.
- 3) Double-click on the "System" icon. Select the "Hardware" tab followed by the "Device Manager."
- 4) Scroll down the list until you come to "Network Adapters." Double-click on "Network Adapters."
- 5) Highlight the network adapter(s) you wish to disable and double-click. To ensure the cable modem functionality, you should disable unused network adapters.



- 6) The selected network adapter window appears. On the pull down menu, select “Do not use this device (disable) and click “Ok.”
- 7) Close all open windows.

### **2D. UNINSTALL THE USB CABLE MODEM IF NEITHER A, B, OR C IS APPLICABLE**

Uninstall the “USB cable modem” in accordance with the instructions outlined in Solution 1A, Uninstall USB cable modem, on page 32.

#### **SYMPTOM 3:**

##### **Cable modem stops transferring data (passing traffic).**

Cable modem was functioning properly and suddenly stopped transferring data (passing traffic).

#### **SOLUTION 3:**

- A) Check your cables — there might be a disconnected, bent, broken, or coiled cable.
- B) Unplug the USB cable, and plug it back in while your computer is operational.

#### **SYMPTOM 4:**

##### **Windows response is sluggish once the USB cable is connected.**

##### **Windows response is sluggish following a computer reboot.**

##### **The hourglass stays up for several minutes.**

##### **A network error message is displayed as shown in the following figure below.**

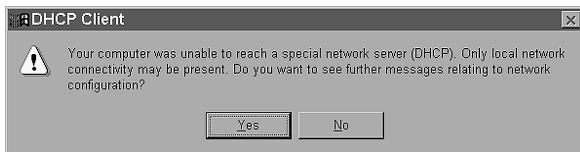
When a network connection first starts, Windows tries to get a network address, also known as an “IP” address. This process is called DHCP (Dynamic Host Control Protocol), and it can take several minutes to complete. On Windows 98 SE, an hourglass may appear and the system response may be sluggish.

If the coaxial cable is not connected or the cable network is down, you may see a DHCP error as shown in TS fig. 4.

# USB TROUBLESHOOTING

## SOLUTION 4:

- A. Wait a few minutes. The cable modem should work properly once the connection is made.
- B. If you have waited several minutes and the connection is still not made, follow the instructions outlined in Solution 2B, Test for the Possibility that the Dynamic Host Control Protocol (DHCP) Lease from the Cable Company is Correct if "RCA USB Cable Modem" Exists, on page 36 to determine if it is a DHCP error. This message may resemble TS Figure 4 below.



TS Fig. 4

## SYMPTOM 5:

**The cable modem was successfully installed. Following the cable modem installation, you install or update an Internet Service Provider's software (e.g., AOL.) Now, the cable modem is no longer functioning properly. (Windows 98 SE only)**

Some ISP's installation software automatically creates its own TCP/IP protocols and removes the RCA cable modem TCP/IP protocol.

## SOLUTION 5:

To reconnect your cable modem TCP/IP protocols, follow the instructions below.

- 1) Click on the "Start" icon in the lower left-hand corner of your screen.
- 2) Select "Settings" followed by "Control Panel." The "Control Panel" window appears.
- 3) Click on the "Network Neighborhood " icon.
- 4) Choose the "Configuration" tab.
- 5) Scroll down the list until you come to "RCA Cable Modem." If "RCA Cable Modem" is not there, your cable modem is not installed correctly. Please proceed to Solution 1 on page 32.

- 6) The TCP/IP protocols are located below the "RCA Cable Modem." Scroll down the list until you come to "TCP/IP RCA Cable Modem." Select "RCA Cable Modem." If "TCP/IP RCA Cable Modem" is not there, click on the "Add" button.
- 7) The "Select Network Component Type" window appears. Select "Protocol," and click on the "Add" button.  
A new window appears with a "Manufacturer's" window on the left-hand side and a "Network Protocols" window on the right hand side.
- 8) In the "Manufacturer's" window, select "Microsoft."
- 9) In the "Network Protocols" window, select "TCP/IP."  
The connection to the "TCP/IP RCA Cable Modem" should be automatic.

# FCC INFORMATION

## FCC DECLARATION OF CONFORMITY AND INDUSTRY CANADA INFORMATION

FCC Regulations state that unauthorized changes or modifications to this equipment may void the user's authority to operate it.

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

This Class B digital apparatus meets all requirements of the Canadian Interference Causing Equipment Regulations.

This equipment has been type tested and found to comply with the limits for a Class B Digital Device in accordance with the specifications in Part 15 of the FCC rules. These rules are designed to provide reasonable protections against radio and television 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 interference to radio or television reception (which you can determine by turning the equipment off and on), try to correct the interference by one or more of the following measures:

Reorient or relocate the receiving antenna (that is, the antenna for the radio or television that is "receiving" the interference).

Change the position of the cable modem with respect to the radio or television equipment that is receiving interference.

Move the cable modem away from the equipment that is receiving interference.

Plug the cable modem into a different wall outlet so that the cable modem and the equipment receiving interference are on different branch circuits.

If these measures do not eliminate the interference, please consult your dealer or an experienced radio/television technician for additional suggestions. Also, the Federal Communications Commission has prepared a helpful booklet, "How To Identify and Resolve Radio/TV Interference Problems." This booklet is available from the U.S. Government Printing Office, Washington D.C. 20402. Please specify stock number 004-000-00345-4 when ordering copies.

For more information on FCC conformity: Thomson multimedia Inc., 10330 N. Meridian St., Indianapolis IN 46290; 1-800-587-5850.

# QUICK REFERENCE

## MINIMUM SYSTEM REQUIREMENTS

	IBM PC COMPATIBLE	MACINTOSH
<b>CPU</b>	Pentium preferred	PowerPC or higher
<b>System RAM</b>	16MB (32MB preferred)	24MB (32MB preferred)
<b>Operating System</b>	Windows 98SE/2000/Me Linux	Mac OS 7.6.1 or higher
<b>Available Disk Space</b>	125MB	50MB
<b>Sound Card</b>	Required	N/A†
<b>Video</b>	VGA or better (SVGA preferred)	VGA or better (SVGA built-in preferred)
<b>CD-ROM Drive</b>	Required	Required
<b>Ethernet</b>	10BaseT or 100BaseT	10BaseT or 100BaseT
<b>USB Port</b>	USB (Windows 98SE/2000/Me only)	N/A†
<b>The Universal Serial Bus is a high speed bus that enables your computer to communicate simultaneously with a variety of peripherals. If you have other peripherals that send and receive a lot of information, such as speakers, printers or scanners, we recommend using an Ethernet card to support this modem.</b>		

†Mac Users: Neither Mac OS nor any other OS other than Windows 98SE, Me or 2000 are not supported currently for USB installation. Please use the Ethernet connection.

## CONNECTING THE CABLE MODEM

1. Connect one end of the coaxial cable to the cable connection in the wall, and the other end to the connector on the modem labeled CABLE.
2.
  - a. Insert the plug from the AC power supply into the power AC jack labeled "9VDC 800mA" on the cable modem.
  - b. Insert the power cord into the AC adapter, and then plug into an AC outlet.
3. **For USB Connection:** Connect one end of the USB cable to the USB port on the back of your computer, and the other end to the USB port on the cable modem's back panel. **(See page 9 for instructions on loading the USB driver.)**

**OR**

**For Ethernet Connection:** Connect one end of the Ethernet cable (straight-wired, see above) to the Ethernet port on the back of your computer, and the other end to the ETHERNET jack on the modem's back panel.



Detach Here

## QUICK REFERENCE

### BUTTONS

**ON/OFF** – Turns the modem on or puts it in standby mode. Placing the cable modem in standby mode (the “off” position) allows for continued status monitoring from the cable network. *Do not press this button when transmitting data over the internet. The information will be lost and your connection disabled.*

### LIGHT/LED INDICATORS

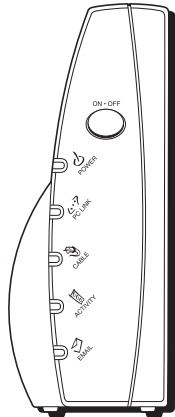
**POWER** – Indicates whether cable modem is in active or standby mode. The light is off when the modem is in standby mode, and on when the power is activated.

**PC LINK** – Indicates whether the connection between the computer and the modem is active (ready to transmit/receive) or actually transmitting/receiving. The light is off when no carrier is present (or the modem is in standby mode), on when the carrier is present but there’s no transmit/receive activity, and flashing when there is transmit/receive activity.

**CABLE** – Indicates the status of your cable connection. The light is off when no cable connection is detected or the modem is in standby mode and fully lit when the modem is registered with the network and data can be sent.

**ACTIVITY** – Indicates the existence of data traffic in the cable lines. The light is off when no data traffic is present and flashing when data activity exists.

**EMAIL** – This light flashes when you have mail. (Check with your service provider to make sure they offer this feature.)



### SERVICE INFORMATION

If you purchased or leased your cable modem directly from your cable company, then warranty service for the cable modem may be provided through your cable provider or its authorized representative. For information on 1) Order Service, 2) Obtaining Customer Support, or 3) Additional Service Information, please contact your cable company. If you purchased your cable modem from a retailer, see the enclosed warranty card.



Detach Here

**10BaseT** – Unshielded, twisted pair cable with an RJ-45 connector, used with Ethernet LAN (Local Area Network). “10” indicates speed (10 Mbps), “Base” refers to baseband technology, and “T” means twisted pair cable.

**DHCP (Dynamic Host Control Protocol)** – A protocol which allows a server to dynamically assign IP addresses to workstations on the fly.

**DOCSIS (Data Over Cable Service Interface Specifications)** – A project with the objective of developing a set of necessary specifications and operations support interface specifications for cable modems and associated equipment.

**Ethernet card** – A plug-in circuit board installed in an expansion slot of a personal computer. The Ethernet card (sometimes called a Network Interface Card or NIC) takes parallel data from the computer, converts it to serial data, puts it into a packet format, and sends it over the 10BaseT or 100BaseT LAN cable.

**F Connector** – A type of coaxial connector, labeled CABLE IN on the rear of the cable modem, that connects the modem to the cable system.

**HTTP (HyperText Transfer Protocol)** – Invisible to the user, HTTP is used by servers and clients to communicate and display information on a client browser.

**Hub** – A device used to connect multiple computers to the cable modem.

**IP Address** – A unique, 32-bit address assigned to every device in a network. An IP (Internet Protocol) address has two parts: a network address and a host address. This modem receives a new IP address from your cable operator via DHCP each time it goes through Initialization Mode.

**MAC Address** – The permanent “identity” for a device programmed into the Media Access Control layer in the network architecture during the modem’s manufacture.

**Network Driver** – A file that is loaded on the computer to allow the computer to recognize the Ethernet card or USB port.

**TCP/IP (Transmission Control Protocol/Internet Protocol)** – A networking protocol that provides communication across interconnected networks, between computers with diverse hardware architectures and various operating systems.

**Universal Serial Bus (USB)** – USB is a “plug-and-play” interface between a computer and add-on devices, such as a cable modem.

**Thomson multimedia Inc.**

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