

Cable Modem CMX

User's Guide & Reference

If you have a PC running Windows 95 (or later) or a Macintosh running System 7.5 or later, you need to make sure the TCP/IP communications protocol is installed on your system before you install your cable modem.

NOTE: If you need to install a network interface card to give your computer Ethernet capability but have not yet done so, perform this operation first by consulting your NIC installation manual and then return here to complete installation of the TCP/IP software.

Configuring the TCP/IP Protocol on a Windows PC

1. Click **Start**, point to **Settings**, and then click **Control Panel**.
2. Double-click the **Network** icon.
3. A list of installed network components appears. Look for an entry that includes **TCP/IP** -> followed by the NIC hardware device installed in your computer. If one is listed, skip steps 4-8.
4. If one is not listed, click **Add...**
5. Click **Protocol**, and then click **Add...**
6. Click **Microsoft** in the "Manufacturers:" list and then click **TCP/IP** in the "Network Protocols:" list. Click **OK**.
7. "TCP/IP" will appear in the list of installed network components. Click **OK**.
8. Windows will now ask you if you would like to restart your computer. Click **No**.

Configuring the TCP/IP Protocol on a Macintosh PC

You will need to configure TCP/IP to work with your cable modem if you are using a Macintosh.

1. Double-click your **System** folder.
2. Double-click **Control Panels**.
3. Look for the **TCP/IP** Control Panel icon
If you do not see this icon, you must reinstall your Macintosh system software and add networking support. Consult your Macintosh User Manual for more information on how to do this.
4. Exit out of all open windows.

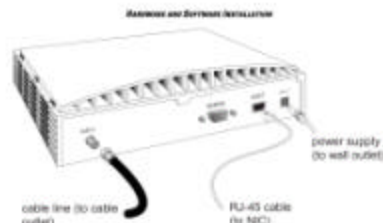
HARDWARE AND SOFTWARE INSTALLATION

Connecting the Cable Modem to Your Computer

TIP: Before you unplug any cords, label them or make a sketch of how they are connected. This can be helpful when you plug them back in later.

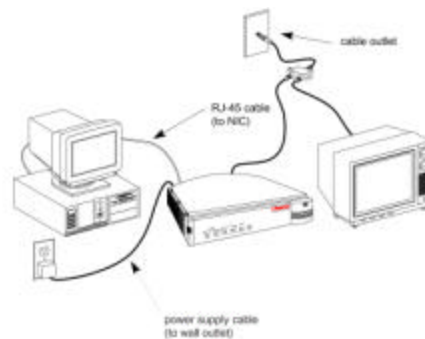
CAUTION: To avoid risk of electric shock, make sure your computer and all peripheral devices are turned off and unplugged from electrical outlets.

1. Turn off your computer and unplug it from the electrical outlet.
2. Make the following connections:
 - Connect your cable line to the cable modem's CATV cable connector. Be careful not to bend the wire in the center of the cable line when you connect it to the cable modem. After hand-tightening the CATV cable connector, use your 7/16-inch or adjustable wrench to firmly tighten the connector. Be careful not to over-tighten the connector or you might damage the connector or your cable modem.
 - Plug the cable modem's power supply into a wall socket or surge protector and into the cable modem's power jack.
 - Plug one end of the RJ-45 network cable into the cable modem's RJ-45 jack and the other end into the existing network interface card installed in your computer.



3. Verify that your cable modem starts up and initializes properly. You can tell that your modem is operating properly if the Cable Modem Power and Cable Modem Status LED's are lighted solid green. If you are powering up your cable modem for the first time, allow 5 to 15 minutes for this process to complete. Consult the section titled "Cable Modem Operation" for a more in-depth description of the front panel LED indicators.

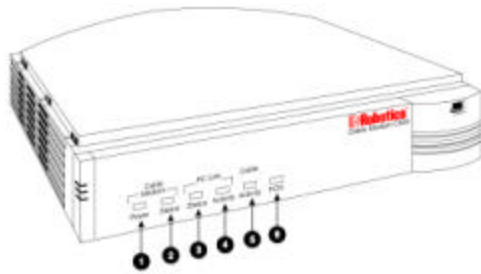
4. Plug the computer's power cord back into the computer. Turn on the computer. When installation is complete, your setup should resemble the diagram shown on the right.



CABLE MODEM OPERATION

Once your cable modem is properly installed and the power supply is connected to AC power, it will automatically scan for the active cable modem channel from your cable company's server. Once the front panel LED's indicate the modem is connected to the server, all you need to do is launch your Internet or e-mail software and you're ready to work online.

Here's a quick overview of the LED lights on the front panel of your modem and what they can tell you about the performance of your modem and the condition of your connection.



1. **Cable Modem Power** - Indicates power is applied to the cable modem. This light is solid green when the modem is on
2. **Cable Modem Status** - When this LED is solid green, the modem has completed initial communications with the cable company server and is functional. If it is blinking, the modem is still starting up. If this LED never stops blinking, you may be using the wrong power supply or the modem may require service.
3. **PC Link Status** - Indicates that the cable modem is connected to the Ethernet card in your computer. This light is solid green when this link is established.
4. **PC Link Activity** - Indicates that data is being transmitted to or from your PC over the Ethernet port. Flashing orange indicates traffic. This LED should blink when data is being transmitted or received over the Ethernet port.
5. **Cable Activity** - Indicates that data is being transmitted to or from your cable company over the RF (cable) port. Flashing orange indicates traffic.
6. **FCN**

TROUBLESHOOTING

I cannot access my email or Internet service.

1. Check all connections. Make sure the cable line is securely connected to the cable jack on the back of the modem. Verify that the RJ 45 cable is securely plugged into both the modem and your network interface card. Make sure your power supply is properly plugged into both the modem and a wall outlet or surge protector. If your cable modem is properly connected, the “Cable Modem Power”, “Cable Modem Status”, and “PC Link Status” indicator lights on the front of the modem should all be a solid color.
2. Your network interface card may be malfunctioning. Refer to its documentation for troubleshooting information.
3. You may not have installed TCP/IP properly.

All of LED's on the front of my modem look right, but I still can't access the Internet. The power on my modem goes on and off sporadically. The Cable Modem Status light never stops blinking.

1. If the Cable Modem Power, Cable Modem Status, and PC Link Status LED's are on but not blinking, your cable modem is operating properly. Try shutting down and powering off your computer and then turning it back on. This will cause your computer to re-establish communications with your cable company's computer.
2. You may not have installed TCP/IP properly. You may be using the wrong power supply. Check that the power supply you are using is the one that came with your cable modem.