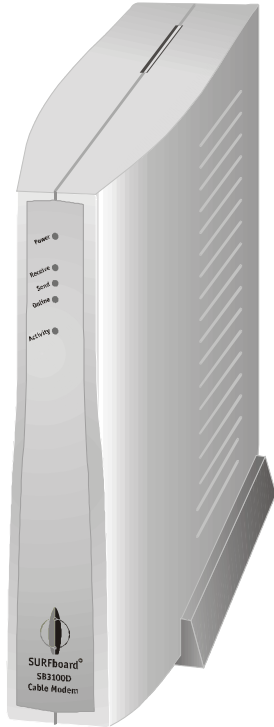


SURFboard® Cable Modem

SB3100D

User Guide



GI General Instrument®

REGULATORY INFORMATION

Federal Communications Commission Radio and Television Interface Statement for a Class 'B' Device.

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 the 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 the 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 of the following measures:

- Increase the separation between the equipment and the effected receiver
- Connect the equipment on a circuit different from the one the receiver is on

You may find the following booklet, prepared by the Federal Communication Commission, helpful:

How to Identify and Resolve Radio-TV Interference Problems
Stock No. 004-000-0342-4,
U.S. Government Printing Office
Washington, DC 20402

Changes or modification not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.



This product was FCC certified under test conditions that included the use of the supplied cable between system components. To be in compliance with FCC regulation, the user must use this cable and install it properly.

Declaration of Conformity

According to 47CFR, Parts 2 and 15 for Class B Personal Computers and Peripherals; and/or CPU Boards and Power Supplies used with Class B Personal Computers, General Instrument, 6450 Sequence Drive, San Diego, CA 92121, declares under sole responsibility that the product identifies with 47CFR Part 2 and 15 of the FCC Rules as a Class B digital device. Each product marketed is identical to the representative unit tested and founded to be compliant with the standards. Records maintained continue to reflect the equipment being produced can be expected to be within the variation accepted, due to quantity production and testing on a statistical basis as required by 47CFR 2.909. Operation is subject to the following condition: This device must accept any interference received, including interference that may cause undesired operation. The above named party is responsible for ensuring that the equipment complies with the standards of 47CFR, Paragraph 15.101 to 15.109. The Class B digital apparatus meets all requirements of the Canadian Interface Causing Equipment Regulations.

FCC Part 68 Statement

This equipment complies with part 68 of the FCC rules. On the rear panel of this equipment is a label that contains, among other information, the FCC registration number and ringer equivalence number (REN) for the equipment. If requested, this information must be provided to the telephone company.

The REN is used to determine the quantity of devices which may be connected to the telephone line. Excessive RENs on the telephone line may result in the devices not ringing in response to an incoming call. In most, but not all areas, the sum of the RENs should not exceed five (5.0). To be certain of the number of devices that may be connected to the line, as determined by the total RENs, contact the telephone company to determine the maximum REN for the calling area.

This equipment uses the following USOC jack: RJC. An FCC-compliant telephone cord and modular plug is provided with this equipment. This equipment is designed to be connected to the telephone network or premises wiring using a compatible modular jack which is Part 68 compliant. This equipment cannot be used on telephone company-provided coin services. Connection to Party Line Service is subject to state tariffs.

If this equipment causes harm to the telephone network, the telephone company will notify you in advance that the temporary discontinuance of services may be required. If advance notice isn't practical, the telephone company will notify the customer as soon as possible. Also, you will be advised of your right to file a complaint with the FCC if you believe it is necessary.

The telephone company may make changes in its facilities, equipment, operations, or procedures that could affect the operation of the equipment. If this happens, the telephone company will provide advance notice in order to maintain uninterrupted service.

If the trouble is causing harm to the telephone system, the telephone company may request that you remove the equipment from the network until the problem is resolved.

It is recommended that the customer install an AC surge arrester in the AC outlet to which this device is connected. This is to avoid damaging the equipment by local lightning strikes and other electrical surges.

Industry Canada CS-03 Statement

The Industry Canada label identifies certified equipment. This certification means that the equipment meets certain telecommunications network protective, operational and safety requirements as prescribed in the appropriate Terminal Equipment Technical Requirements document(s). The department does not guarantee that the equipment will operate to the user's satisfaction.

Before installing this equipment, users should ensure that it is permissible to be connected to the facilities of the local telecommunications company. The equipment must also be installed using an acceptable method of connection. The customer should be aware that compliance with the above conditions may not prevent degradation of service in some situations. Repairs to certified equipment should be coordinated by a representative designated by the supplier. Repairs or alterations made by the user to this equipment, or equipment malfunctions may give the telecommunication company cause to request the user to disconnect the equipment.

Users should ensure for their own protection that the electrical ground connections of the power utility, telephone lines and internal metallic water pipe system, if present, are connected together. This precaution may be particularly important in rural areas. Users should not attempt to make such connections themselves, but should contact the appropriate electric inspection authority, or electrician, as appropriate.

The Ringer Equivalence Number (REN) of this device is 0.4. The Ringer Equivalence Number (REN) assigned to each terminal device provides an indication of the maximum number of terminals allowed to be connected to a telephone interface. The termination on an interface may consist of any combination of devices subject only to the requirement that the sum of the Ringer Equivalence Numbers of all devices does not exceed 5. The telephone connection arrangement is a CA11A.

WARNING

TO PREVENT FIRE OR SHOCK HAZARD, DO NOT EXPOSE THIS APPLIANCE TO RAIN OR MOISTURE.

CAUTION

TO PREVENT ELECTRICAL SHOCK, DO NOT USE THIS PLUG WITH AN EXTENSION CORD, RECEPTACLE, OR OTHER OUTLET UNLESS THE BLADES CAN BE FULLY INSERTED TO PREVENT BLADE EXPOSURE.

Canadian Compliance

This Class B digital apparatus meets all requirements of the Canadian Interference-Causing Equipment Regulations. Cet appareil numérique de la classe B respecte toutes les exigences du Règlement sur le matériel brouilleur du Canada.

Repairs

If repair is necessary, contact your cable TV service provider.

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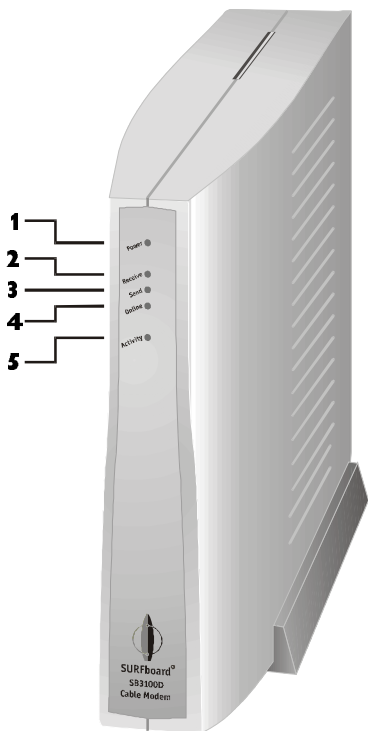
INTRODUCTION



The General Instrument™ SURFboard® SB3100D cable modem enables you to connect your home or business computer to a cable data network. It provides high-speed access to the Internet and other online services.

The SB3100D is a dual-return cable modem. It uses coaxial TV cable for the downstream communications and uses either a coaxial TV cable or a telephone line for the upstream communications. It includes a 33.6 kbps analog telephone modem for the telephone line communication. The SB3100D chooses the correct method of communication automatically on boot to step 10. If it doesn't

INTRODUCTION



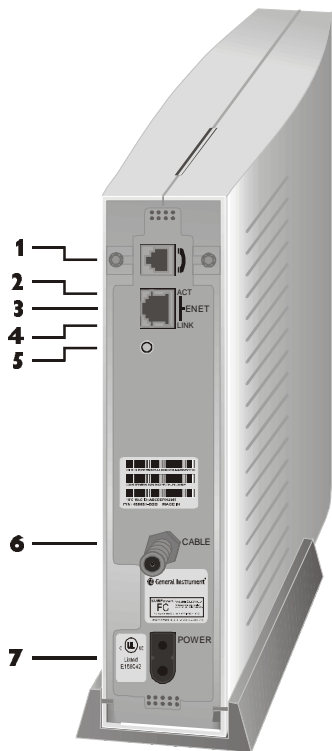
Front Panel

The five front-panel lights provide information about power, communications, and errors.

	Light	Color	Description
1	Power	Green	When the light is flashing, startup diagnostics are being performed. A solid light indicates the SB3100D is on.
2	Receive	Green	When the light is flashing, the SB3100D is scanning for the downstream connection. A solid light indicates the downstream connection is acquired.
3	Send	Green	When the light is flashing, the SB3100D is scanning for the upstream connection. A solid light indicates the upstream connection is acquired.
4	Online	Green	When the light is flashing, the SB3100D is scanning for the network connection. A solid light indicates the network connection is acquired.
5	Activity	Amber	When the light is flashing, the SB3100D is transmitting or receiving data. When the light is off, the SB3100D is not transferring data.

If an error occurs, one or more lights turn off providing a quick way of detecting the problem. See Troubleshooting for more information.

INTRODUCTION



Rear Panel

The rear panel provides Ethernet activity and link status lights, the reset button, and all the connectors.

	Item	Description
1)	This connector is for the internal telephone modem.
2	ACT	When the light flashes, the Ethernet connection is transferring data.
3	ENET	This port transfers data to and from your computer.
4	LINK	When the light is on, the Ethernet connection is available.
5	○	This is the recessed reset button.
6	CABLE	This port transfers data to and from the service provider.
7	POWER	This connector provides power to the SB3100D.

BEFORE YOU BEGIN

Before you begin the installation, check that you received:

Power cord	Required to connect the SB3100D to the electrical outlet.
One 10Base-T Ethernet cable	Required to connect your computer to the SB3100D.
Telephone cable	Required to connect the SB3100D to the telephone jack.

You need to purchase a 75-ohm coaxial cable with F-type connectors for connecting your SB3100D to the nearest cable outlet. If you have a TV set attached to the cable outlet, you may need a 5-900 MHz splitter to use both the TV and the SB3100D.

BEFORE YOU BEGIN



NOTE

The Ethernet card must be installed before the SB3100D. If it isn't, follow the installation instructions that came with your Ethernet card.

To use the SB3100D with your computer system, you need the following:

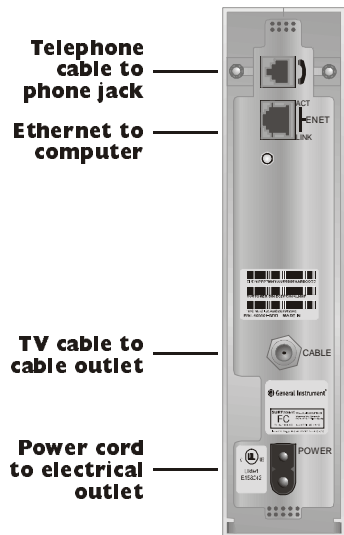
Service Provider	You must sign up with your data service provider who provides access to the Internet and other online services.
Computer	Your computer must support Ethernet and the TCP/IP protocol to access the SB3100D. The SB3100D is compatible with Microsoft [®] , Macintosh [®] , and UNIX [®] operating systems. You don't need special software to operate the SB3100D.
Ethernet card	Any standard 10Base-T Ethernet card operates with the SB3100D. Your computer must be configured for TCP/IP and have an IP address for the SB3100D to operate. Your service provider furnishes the IP address.
HTML Browser	Any standard HTML (web) browser works with the SB3100D.

INSTALLATION



NOTE

Do not block the vents or place anything on top of your SB3100D.



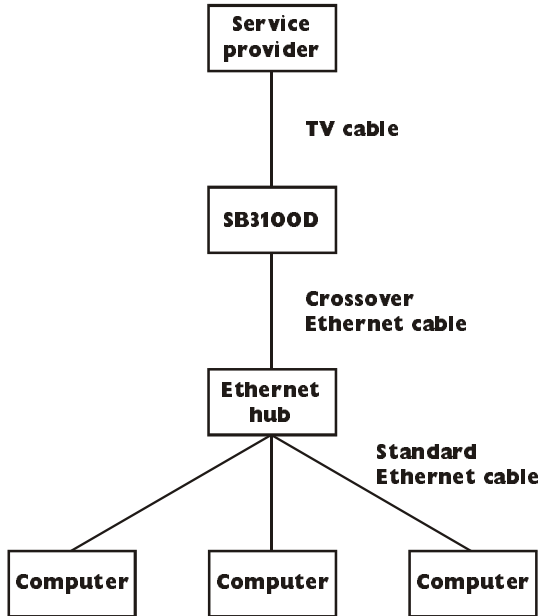
You must call your service provider to activate your service. You need to provide the media access control (MAC) address. This address is found on the barcode label marked HFC MAC ID on the rear panel. The address format is 00:20:40:xx:xx:xx.

The installation of the SB3100D can be completed in a matter of minutes. After you attach the four cables, you must configure your computer. Basic instructions are provided on page 10.

For a Single User

- 1** Connect the coaxial TV cable to the SB3100D connector marked CABLE and the other end to the cable outlet or splitter. *Hand-tighten the connectors to avoid damaging them.* You may need a 5-900 MHz splitter if you have a TV connected to the cable outlet.
- 2** Connect the telephone cable to the SB3100D connector marked with the phone icon and the other end to the phone jack.
- 3** Connect the 10Base-T Ethernet cable to the SB3100D connector marked ENET and the other end to the Ethernet jack on the back of your computer.
- 4** Plug the power cord into the SB3100D connector marked POWER and the other end to the electrical outlet.

INSTALLATION



For Multiple Users

The SB3100D can easily serve as a gateway to the Internet for up to 32 users. The users must be on the LAN and the SB3100D must be attached to the LAN and the cable system.

The network administrator at your service provider configures your modem for multiple users.



NOTE

To turn on your SB3100D, simply plug it in. It is not necessary to unplug it when not in use.

Powering Up the First Time

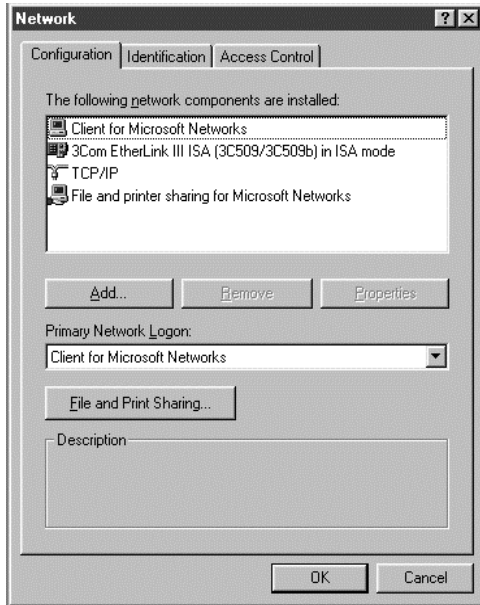
You must allow 5 to 30 minutes to power up the first time because the SB3100D must find and lock on the appropriate channels for communications.

- 1** Be sure that your computer is off and SB3100D is unplugged.
- 2** Plug the SB3100D in and notice that the lights on the front panel cycle through this sequence:
 - Power flashes during a self-test. When the self-test is successfully complete, the light is solid green.
 - Receive flashes while the SB3100D scans for the downstream connection. When the downstream connection is locked, the light is solid green.
 - Send flashes while the SB3100D scans for the upstream connection. When the upstream connection is locked, the LED is solid green.
 - Online flashes while the SB3100D is obtaining configuration information. When the configuration information is obtained, the LED is solid green.

During normal operation, the Power, Receive, Send, and Online lights are on and the Activity light flashes.

- 3** Turn on your computer.

BASIC CONFIGURATION

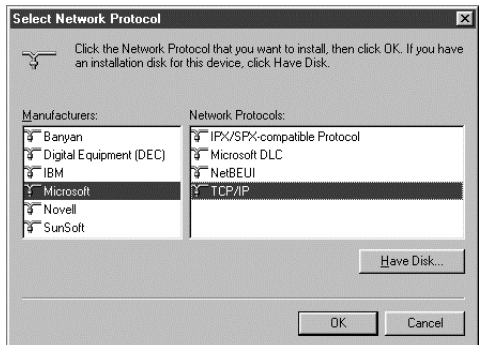
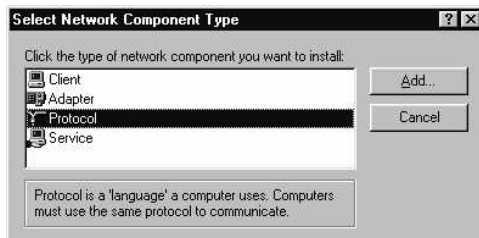


The SB3100D contains all necessary software. You don't need to configure the SB3100D but you must configure your computer for TCP/IP and check for an IP address. Your service provider may provide additional instructions for setting up your computer. The following basic instructions are for Windows™ 95 or Windows 98. If you are using a different operating system, refer to that user guide.

Configuring for TCP/IP

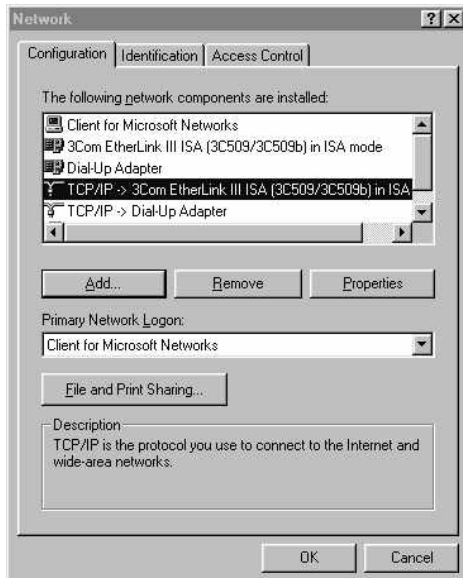
- 1 On the Windows Desktop, click Start.
- 2 Select Settings and then Control Panel from the pop-up menus.
- 3 Double-click the Network icon on the Control Panel window.
- 4 Select the Configuration tab on the Network window.
- 5 Check to see if TCP/IP has been installed for the Ethernet card. If TCP/IP appears in the list of network components, it is installed and you can proceed to step 10. If it doesn't appear on the list, continue with step 6.

BASIC CONFIGURATION



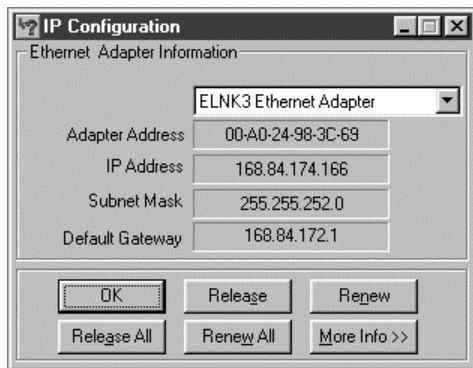
- 6 Click Add.
- 7 Double-click the Protocol option on Select Network Component Type window.
- 8 Click Microsoft in the Manufacturers section and then click TCP/IP in the Network Protocols section of Select Network Protocol window.
- 9 Click OK.

BASIC CONFIGURATION



- 10** Click TCP/IP on the Network window. If you have more than one TCP/IP entry, choose the one associated with the Ethernet card connected to the SB3100D.
- 11** Click Properties.
- 12** Select the IP Address tab on the TCP/IP window.
- 13** Click Obtain an IP address automatically.
- 14** Click OK to accept the TCP/IP settings.
- 15** Click OK to close the Network window.
- 16** Click OK when a prompt to restart your computer is displayed and then click OK again.

BASIC CONFIGURATION



Verifying Your IP Address

The following basic instructions are for Windows 95 or Windows 98. If you are using a different operating system, refer to that user guide. To check the IP address:

- 1** On the Windows Desktop, click Start.
- 2** Select Run.
- 3** Type winipcfg.exe. A window similar to the example is displayed.
- 4** Select your Ethernet adapter name.
- 5** Click Renew.
- 6** Click OK after the system displays an IP address.

If after performing this procedure, your computer doesn't access the internet, call your service provider. They will assist in verifying your configuration.

TROUBLESHOOTING

This information is to help you quickly solve a problem. Before calling your service provider, try pressing the reset button. Resetting the SB3100D may take 5 to 30 minutes. Your service provider will need to know the status of the front-panel lights.

The problem

Possible Solution

Green Power light is off

Check that the power cord is properly plugged into the wall outlet and the rear panel of the SB3100D.
Call your service provider.

Cannot receive or send data

Check the lights on the front-panel. Note the first light from top to bottom that is off. This light indicates where the error occurred. If the first light that is off is:

- Receive During normal operation, the downstream connection is lost. During startup, the downstream connection is not acquired.
- Send During normal operation, the upstream connection is lost. During startup, the upstream connection is not acquired.
- Online During normal operations, the IP registration is lost. During startup, the IP registration was not successful.

Check that your TV is working if you have cable TV and you have a clear TV picture. If you aren't receiving your regular TV channels, your data service will not function.

Check the coaxial cable at the rear panel and outlet and hand-tighten if necessary.

Check the IP address (follow the steps on page 13); call your service provider if you need an IP address.

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For use with General Instrument cable modem

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