



Scientific
Atlanta



WebSTAR™

Model DPX100 Cable Modem

Model DPX120 Cable Modem

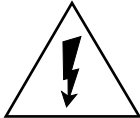
Bringing the Interactive
Experience
Home™

IMPORTANT RULES FOR SAFE OPERATION

Note to the Installer

Note to CATV System Installer

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



This symbol is intended to alert you that uninsulated voltage within this product may have sufficient magnitude to cause electric shock. Therefore, it is dangerous to make any kind of contact with any inside part of this product.



CAUTION: To reduce the risk of electric shock, do not remove cover (or back). No user-serviceable parts inside. Refer servicing to qualified service personnel.

WARNING
TO PREVENT FIRE OR ELECTRIC SHOCK,
DO NOT EXPOSE THIS UNIT TO RAIN OR
MOISTURE.



This symbol is intended to alert you of the presence of important operating and maintenance (servicing) instructions in the literature accompanying this product.

Read and Retain These Instructions

- Read all of the instructions before you operate this equipment. Give particular attention to all safety precautions. Retain the instructions for future reference.
- Comply with all warning and caution statements in the instructions. Observe all warning and caution symbols that are affixed to this equipment.
- Comply with all instructions that accompany this equipment.

IMPORTANT RULES FOR SAFE OPERATION, continued

Cleaning the Equipment

Before cleaning this equipment, unplug it from the electrical outlet. Use a damp cloth to clean this equipment. Do not use a liquid cleaner or an aerosol cleaner. Do not use a magnetic/static cleaning device (dust remover) to clean this equipment.

Placement

Place this equipment in a location that is close enough to an electrical outlet to accommodate the length of the power cord. Place this equipment on a stable surface. The surface must support the size and weight of this equipment. Place this equipment either horizontally or vertically.



WARNING:

Avoid personal injury and damage to this equipment. An unstable surface may cause this equipment to fall.

Accessories

Do not use accessories with this equipment unless recommended by your cable service provider.

Ventilation

This equipment has openings for ventilation that protect it from overheating. To ensure the reliability of this equipment, do not obstruct the openings.

- Do not place other equipment, lamps, books, or any other object on the top of or beside this equipment.
- Do not place this equipment in any of the locations that follow:
 - On a bed, sofa, rug, or similar surface
 - Over a radiator or a heat register
 - In an enclosure, such as a bookcase or equipment rack, unless the installation provides proper ventilation

Overloading

Do not overload electrical outlets, extension cords, or integral convenience receptacles, as this can result in a risk of fire or electric shock. For equipment that requires battery power or other sources to operate, refer to the operating instructions for that equipment.

IMPORTANT RULES FOR SAFE OPERATION, continued

Object and Liquid Entry

Never push objects of any kind into this product through openings as they may touch dangerous voltage points or short out parts that could result in a fire or electric shock. Do not expose this equipment to liquid or moisture. Do not place this equipment on a wet surface. Do not spill liquids on or near this equipment.

Lightning and Power Surges

Plug your equipment into a surge protector in order to reduce the risk of damage from lightning strikes and power surges. If you are unsure of the type of surge protector to use, contact your cable service provider.

Servicing

Do not open the cover of this equipment. If you open the cover, your warranty will be void. Refer all servicing to qualified personnel only. Contact your cable service provider for instructions.

Power Cord Protection

Arrange all power cords so that people cannot walk on the cords, place objects on the cords, or place objects against the cords, which can damage the cords. Pay particular attention to cords that are at plugs, at electrical outlets, and at the places where the cords exit the equipment.

Power Sources

A label on the AC power adapter which is supplied with this equipment, indicates the correct power source for this equipment. Operate this equipment only from an electrical outlet that has the voltage and frequency that the label indicates.

If you are unsure of the type of power supply to your residence, consult Scientific-Atlanta, Inc., or your local power company.

Grounding

This equipment may be provided with a three-prong plug. Properly ground (earth) this equipment by inserting the plug into a grounded electrical, three-socket outlet. If you are unable to insert this plug fully into the outlet, contact an electrician to replace your obsolete outlet.

IMPORTANT RULES FOR SAFE OPERATION, continued

Damage that Requires Service

For damage that requires service, unplug this equipment from the electrical outlet. Contact your cable service provider when any of the following situations occur:

- There is damage to the power cord or plug
- Liquid enters the equipment
- A heavy object falls on the equipment
- There is exposure to rain or water
- Operation is not normal (the instructions describe the proper operation)
- If you drop this equipment, or damage the cabinet of this equipment
- If this equipment exhibits a distinct change in performance

Upon completion of any service or repairs to this equipment (cable modem), ask the service technician to perform safety checks to determine that the equipment is in proper operating condition.

Checklist

Equipment Checklist

Before you install your cable modem, check the items in the carton. The carton contains the following items, except as noted:

- One WebSTAR™ Cable Modem
- One Ethernet cable (CAT5/RJ-45)
- One USB cable (not included with all models)
- One Power Adapter with power cord
- One CD-ROM containing the user's guide and the USB drivers

Note: You will need an optional cable signal splitter and additional standard RF coaxial cable if you want to connect a VCR, a Digital Home Communications Terminal (DHCT) or a set-top converter, or a TV to the same cable connection as your cable modem.

Overview

Contents

| | |
|---|------------|
| Overview | 6 |
| Before You Begin | 7 |
| System Requirements | 8 |
| WebSTAR Cable Modem Front Panel..... | 9 |
| WebSTAR Cable Modem Back Panel | 10 |
| Modem Installation | 11 |
| TCP/IP Configuration | 12 |
| USB Driver Installation | 16 |
| Troubleshooting | 19 |
| Tips for Improved Performance | 21 |
| Detailed Front Panel Indicator Functions..... | 22 |
| Notices | 25 |
| United States FCC Compliance | Back cover |

WebSTAR Cable Modem Features

Welcome to the world of high-speed Internet access. Your new WebSTAR Model DPX100 or Model DPX120 Cable Modem offers the following outstanding features:

- Two-way, high-speed data rates much faster than 56K analog modems, ISDN, or DSL
- Plug and Play operation for easy setup and installation
- 10/100BaseT Ethernet or USB connection
- Clear LED display
- Vertical or horizontal placement
- CableLabs Data Over Cable System Interface Specifications (DOCSIS) certification (for the Model DPX100), and Euro-DOCSIS certification (for the Model DPX120) ensures interoperability with other certified cable modems and certified cable service providers
- Cable modem software can be upgraded automatically by your cable service provider

Before You Begin

Contacting Your Local Cable Service Provider

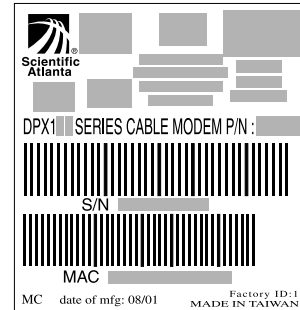
You need to set up an Internet access account with your local cable service provider in order to use your cable modem. When you contact your cable service provider, verify the following conditions:

- Does the cable service to your home support two-way, DOCSIS or Euro-DOCSIS-compatible cable modem access? If your cable service provider does not provide two-way service, this modem will not be able to communicate with your cable service provider's Internet access service.
- Do you have an active RF coaxial cable connection near your PC? If your current cable input is not conveniently located near your PC, your cable service provider can install one.
- Do you have an Internet access account? Your cable service provider will set up your Internet access account, and will become your Internet Service Provider (ISP) to enable you to send and receive e-mail, access the World Wide Web, and receive other Internet services.

You must also give your cable service provider the following information:

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

These numbers appear on a black and white bar code label located on the bottom of the cable modem. The serial number consists of a series of alpha-numeric characters preceded by **S/N**. The MAC address consists of a series of alphanumeric characters preceded by **MAC**. The following illustration shows a sample bar code label.



T9958

System Requirements

Introduction

This section provides hardware and software requirements.

Minimum System Requirements for PCs

- A PC with a Pentium MMX 133 processor or greater
- 32 MB of RAM
- Netscape or Internet Explorer
- CD-ROM drive

Minimum System Requirements for Macintosh

- MAC OS 7.5
- 32 MB of RAM

System Requirements for an Ethernet Connection

- A PC with Windows 95 operating system (or later) with TCP/IP protocol installed, or an Apple Macintosh computer with TCP/IP protocol installed
- An active 10/100BaseT Ethernet network interface card (NIC) installed in your PC

System Requirements for a USB Connection

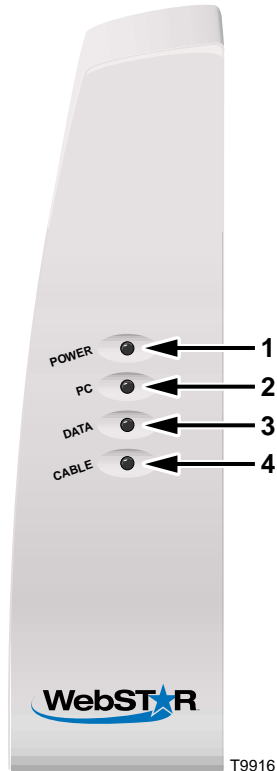
- A PC with a Windows 98/98SE/ME/2000 or XP operating system
- A master USB port installed in your PC

Selecting a Location for Your Modem

Select the location for your workspace and consider these recommendations:

- Position your PC and cable modem so that they are located near your cable input. There should be plenty of room to guide the cables away from the modem without straining or crimping them.
- Air flow around the cable modem should not be restricted.
- Read this user's guide thoroughly before installing the cable modem.

WebSTAR Cable Modem Front Panel



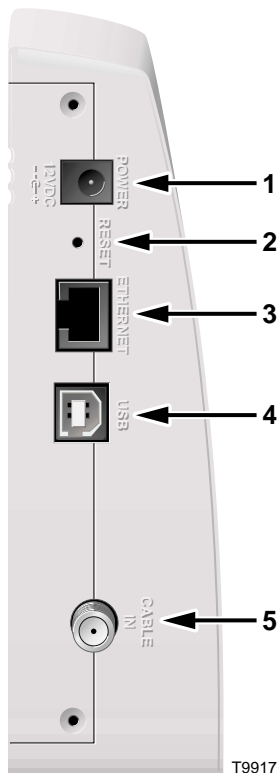
Front Panel Indicators

- | | | |
|---|-------|--|
| 1 | POWER | Illuminates solid green to indicate that power is being applied to the cable modem |
| 2 | PC | Illuminates solid green to indicate that an Ethernet/USB carrier is present Blinks to indicate that Ethernet/USB data is being transferred between the PC and the cable modem |
| 3 | DATA | Blinks to indicate that data is being transferred between the modem and the cable network |
| 4 | CABLE | Illuminates solid green when the modem is registered on the network and fully operational. This indicator blinks to indicate one of the following conditions: <ul style="list-style-type: none">• The cable modem is booting up and not ready for data• The cable modem is scanning the network and attempting to register• The cable modem has lost registration on the network and will continue blinking until it registers again• Blinks very slowly (once every 5 seconds) to indicate that Cable Modem Access Protection is enabled |

Note: Once the cable modem is successfully registered on the network, the **POWER** and **CABLE** indicators illuminate continuously to indicate that the cable modem is active and fully operational.

See **Detailed Front Panel Indicator Functions** later in this guide for more information on front panel indicator functions.

WebSTAR Cable Modem Back Panel



Back Panel Components

- 1 POWER** Connects the cable modem to the DC output of the AC power adapter that is provided with your cable modem
Note: Only use the power cord and the AC power adapter that are provided with your cable modem.
- 2 RESET** Reset-to-Default button (Factory Reset)
- 3 ETHERNET** RJ-45 Ethernet port connects to the Ethernet port on your PC
- 4 USB** 12 Mbps USB port connects to the USB port on your PC
- 5 CABLE IN** F-Connector connects to an active cable signal from your cable service provider



CAUTION:

This button is for maintenance purposes only. Do not use!



CAUTION:

Do not connect your PC to *both* the Ethernet and USB ports at the same time.

Note: You **can** connect two separate PCs to the cable modem at the same time by connecting one to the Ethernet port and one to the USB port. See **Modem Installation** next in this guide.

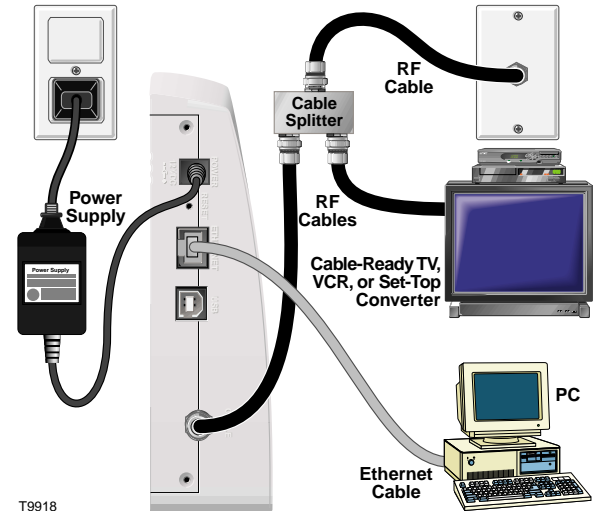
Modem Installation

Installing the Modem

Follow these steps for proper installation.

1. Power down your PC and unplug it from the power source.
2. Connect the active RF coaxial cable to the **CABLE IN** connector. Use an optional cable signal splitter to add a TV, a DHCT or set-top converter, or a VCR.
3. Connect your PC to *either* the **Ethernet** port *or* the **USB** port using the appropriate data cable. You can connect two separate PCs to the cable modem at the same time by connecting one to the Ethernet port and one to the USB port.
4. Insert the AC power adapter cord into the DC power connector on the back of the cable modem, and then plug the power adapter into an AC power source.
5. The cable modem will then begin an automatic search to locate and sign on to the broadband data network. This process may take up to 5 minutes. The modem will be ready for use when the **CABLE** indicator on the front panel stops blinking and illuminates continuously.
6. Plug in and power up your PC.
7. Choose one of the following options:
 - To configure the TCP/IP protocol for Ethernet—see **TCP/IP Configuration**.
 - To install the USB Drivers for USB—see **USB Driver Installation**.

The following diagram illustrates one of the various connection options that are available to you.



Note: Professional installation may be available. Contact your local cable service provider for further assistance.

TCP/IP Configuration

Introduction

This section contains instructions for configuring the WebSTAR cable modem to run in Windows or Macintosh environments. In addition, TCP/IP protocol in a Windows environment is different for the Windows 95/98/ME/and 2000 versions. Follow the appropriate instructions in this section to configure the TCP/IP protocol.

Windows 95/98/ME

Follow the instructions in this section to configure the WebSTAR cable modem for TCP/IP in a Windows 95/98/ME environment.

Configuring the TCP/IP Protocol for Windows 95/98/ME

Before you install your cable modem, you need to have either an Ethernet Network Interface Card (NIC) with TCP/IP communications protocol, or a USB network interface installed on your system.

Follow these steps to install and configure the TCP/IP protocol for Windows 95/98/ME environments.

1. Click **Start**, select **Settings**, and choose **Control Panel**. The Control Panel window opens.
2. In the Control Panel window, double-click the **Network** icon. A list of installed network components appears.
3. Under the **Configuration** tab, read the list of installed network components to verify your PC contains the TCP/IP protocol.
4. Does your PC have the TCP/IP protocol?
 - If **yes**, go to step 8.
 - If **no**, click **Add**.
5. Click **Protocol**, and then click **Add**.
6. In the Manufacturers list, click **Microsoft**.
7. In the Network Protocols list, click **TCP/IP**, and then click **OK**.
8. Click the **TCP/IP Ethernet Adapter** protocol, and then choose **Properties**.
9. Click the **IP Address** tab, and then select **Obtain an IP address automatically**.

10. Click the **Gateway** tab and verify that these fields are empty. If they are not empty, highlight and delete all information from the fields.
11. Click the **DNS Configuration** tab, and then select **Disable DNS**.
12. Click **OK**. The Copying Files window opens.
13. When the system finishes copying the files, click **OK**.
14. Close all networking windows.
15. When the System Settings Change dialog box opens, click **YES** to restart your computer.

Renewing the IP Address for Windows 95/98/98SE/ME

If your PC cannot access the Internet after the cable modem is online, it is possible that your PC did not renew its IP address. Follow these steps to renew the IP address on your PC.

1. Click **Start**, and then click **Run** to open the Run window.
2. Type **wiipcfg** in the Open field, and click **OK** to execute the wiipcfg command. The IP Configuration window opens.
3. Click the down arrow to the right of the top field, and select the Ethernet adapter that is installed on your PC. The IP Configuration window displays the Ethernet adapter information.
4. Click **Release**, and then click **Renew**. The IP Configuration window displays a new IP address.
5. Click **OK** to close the IP Configuration window.
Note: If you have Windows 2000, Windows NT, or Windows XP, consult your User's Manual for the procedure for renewing the IP address on your PC.

Windows 2000

Follow these steps to install and configure the TCP/IP protocol for Windows 2000 environments.

1. Click **Start**, select **Settings**, and choose **Network and Dial-up Connections**. The Network and Dial-up Connections window opens.
2. In the Network and Dial-up Connections window, double-click the **Local Area Connection** icon. The Local Area Connection Status window opens.
3. In the Local Area Connection Status window, click **Properties**. The Local Area Connection Properties window opens.
4. In the Local Area Connection Properties window, click **Internet Protocol (TCP/IP)**, and then click **Properties**. The Internet Protocol (TCP/IP) Properties window opens.
5. In the Internet Protocol (TCP/IP) Properties window select *both* **Obtain an IP address automatically**, and **Obtain DNS server address automatically**; then, click **OK**.

6. When the Local Network window opens, click **Yes** to restart your computer.

Macintosh

Follow these steps to verify that the TCP/IP communications protocol and an Ethernet device are installed on your Macintosh computer.

1. Click the **Apple** icon in the upper left corner of the Finder. Scroll down to **Control Panels**, and then click **TCP/IP**.
2. Click **Edit** on the Finder (gray bar) at the top of the screen. Scroll down to the bottom of the menu, and then click **User Mode**.
3. Click **Advanced** in the User Mode window, and then click **OK**.
4. Click the **Up/Down** selector arrows located to the right of the Connect Via section of the TCP/IP window, and then click **Using DHCP Server**.

5. Click **Options** in the TCP/IP window, and then click **Active** in the TCP/IP Options window.

Note: In some cases, the **Load only when needed** option will not appear. If it appears, select the option. A check mark appears in the option.

6. Verify that the **Use 802.3** option located in the upper right-hand corner of the TCP/IP window is unchecked. If there is a check mark in the option, deselect the option, and then click **Info** in the lower left-hand corner.
7. Is there a Hardware Address listed in this window?
 - If **yes**, click **OK**. To close the **TCP/IP Control Panel** window, click **File**, and then scroll down to click **Close**. You have completed this procedure.
 - If **no**, you must power down your Macintosh.

8. With the power off, simultaneously press and hold down the **Command (Apple)**, **Option, P**, and **R** keys on your keyboard. Keeping those keys pressed down, power on your Macintosh. The computer will start, and you will hear the Apple chime; do *not* release these keys.
9. Continue pressing these keys for up to three chimes, then release the keys and allow the computer to restart.
10. When your computer fully reboots, repeat steps 1 through 7 to verify that all TCP/IP settings are correct. If your computer *still* does not have a Hardware Address, contact your authorized Apple dealer or Apple technical support center.

USB Driver Installation

Introduction

This section contains instructions for installing the WebSTAR cable modem USB drivers if your PC is equipped with a USB interface and a Windows 98/98SE/ME/2000/or XP operating system. The USB driver installation procedures are different for each operating system. Follow the appropriate instructions in this section for your operating system. If your PC does not have a USB interface, you may skip this section.

Windows 98/98SE/ME

Follow these steps to install the WebSTAR cable modem USB drivers for Windows 98/98SE/and ME environments.

1. Insert the USB Cable Modem Driver Installation disk into the CD-ROM drive of your PC.
2. Wait until the **Power** and **Cable** indicators on the cable modem illuminate solid green; then, plug the USB cable into the USB port on your PC. The Add New Hardware Wizard window opens.

3. Click **Next**.
4. In the Add New Hardware Wizard window, select **Search for the best driver for your device (Recommended)**, then click **Next**.
5. In the Add New Hardware Wizard window, select **CD-ROM drive**, then click **Next**.
6. In the Add New Hardware Wizard window, select **The updated driver (Recommended)**, then click **Next**.
7. In the Add New Hardware Wizard window, click **Next**. The Copying Files window opens. After 10 to 20 seconds have passed, the Add New Hardware Wizard window reopens.
8. Click **Finish**. The System Settings Change window opens. The driver installation is complete.
9. Click **Yes** to restart your computer.

Windows 2000

Follow these steps to install the WebSTAR cable modem USB Drivers for Windows 2000 environments.

1. Insert the USB Cable Modem Driver Installation Disk into the CD-ROM driver of your PC.
2. Wait until the **Power** and **Cable** indicators on the cable modem illuminate solid green; then, plug the USB cable into the USB port on your PC. The Found New Hardware Wizard window opens.
3. In the Found New Hardware Wizard window, click **Next**.
4. In the Found New Hardware Wizard window, select **Search for a suitable driver for my device(recommended)**, then click **Next**.
5. In the Found New Hardware Wizard window, select **CD-ROM drives**, then click **Next**.
6. In the Found New Hardware Wizard window, click **Next**. The system searches for the driver file for your hardware device.
7. After the system finds the USB driver, the Digital Signature Not Found window opens displaying a confirmation message to continue the installation. Click **Yes** to continue the installation. The Found New Hardware Wizard window reopens with a message that the installation is complete.
8. Click **Finish** to close the Found New Hardware Wizard window.

Windows XP

Follow these steps to install the WebSTAR cable modem USB drivers for Windows XP environments.

1. Insert the **USB Cable Modem Driver Installation** disk into the CD-ROM drive of your PC.
2. Wait until the **Power** and **Cable** indicators on the cable modem illuminate solid green; then, plug the USB cable into the USB port on your PC. The Found New Hardware Wizard window opens.
3. In the Found New Hardware Wizard window, select **Install from a list or specific location (Advanced)**, then click **Next**.
4. In the Found New Hardware Wizard window, select **Search removable media (floppy, CD-ROM)**, and then click **Next**. The Hardware Installation window opens.
5. In the Hardware Installation window, click **Continue Anyway** to continue the installation.
6. The Found New Hardware Wizard window reopens with a message that the installation is complete.
7. Click **Finish** to close the Found New Hardware Wizard window.

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 subscribing to cable TV service. Contact your local cable service provider for complete information on cable services, including high-speed Internet access.

Q. How do I arrange for installation?

A. Professional installation from your cable service provider may be provided. A professional installation ensures proper cable connection to the modem and to your PC, and ensures proper configuration of all hardware and software settings. Contact your cable service provider for more information about installation.

Q. How does the WebSTAR Cable Modem connect to my computer?

A. The cable modem connects to the USB port or the 10/100BaseT Ethernet port on your PC. If your PC is not equipped with an Ethernet interface, an Ethernet card is available from your local PC or office supply retailer, or from your cable service provider.

Q. Once my cable modem is connected, how do I access the Internet?

A. Your local cable service provider becomes your Internet Service Provider (ISP), offering a wide range of services including e-mail, chat, news, and information services. Your cable service provider will provide the software you will need.

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

A. Absolutely! If you subscribe to cable television service, you can watch TV and use your cable modem at the same time by connecting your TV and your cable modem to the cable network using an optional cable signal splitter.

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

A. Yes—a single WebSTAR cable modem will support up to 31 Ethernet devices utilizing a user-supplied Ethernet hub, that you can purchase at your local PC or office supply retailer. Another user at your location can simultaneously connect to the USB port on the cable modem. Contact your cable service provider for further assistance.

Common Troubleshooting Issues

The modem does not register an Ethernet connection.

Even new computers do not always have Ethernet capabilities. Be sure to verify that your computer has a 10/100BaseT Ethernet card and that the Ethernet driver software is properly installed. If you purchase and install an Ethernet card, follow the installation instructions very carefully.

The modem does not register an Ethernet connection after connecting to a hub.

If you are connecting multiple PCs to the cable modem, you should first connect the modem to the up-link port of the hub. The **LINK** LED of the hub will illuminate continuously.

The modem does not register a cable connection.

- The modem works with a standard, 75-ohm, RF coaxial cable. If you are using a different cable, your cable modem will not function properly. Contact your cable service provider to determine whether you are using the correct cable.
- Verify that you have followed the procedure for **Renewing the IP address for Windows 95/98/98SE and ME PCs** earlier in this guide.
- Your NIC card or USB interface may be malfunctioning. Refer to the troubleshooting information in the NIC or USB documentation.

Tips for Improved Performance

Check and Correct

If your cable modem does not perform as expected, the following tips may help. If you need further assistance, contact your cable service provider.

- Verify that the plug to your cable modem AC adapter is properly inserted into an electrical outlet.
 - Verify that your cable modem AC adapter is not plugged into an electrical outlet that is controlled by a wall switch. If the electrical outlet is controlled by a wall switch, make sure the switch is in the ON position.
 - Verify that the **Power** and **Cable** indicators on the front panel of your cable modem are illuminated.
 - Verify that all cables are properly connected, and that you are using the correct cables.
 - Verify that your cable service is active and that it supports two-way service.
- Verify that your TCP/IP is properly installed and configured if you are using the Ethernet connection.
 - Verify that you have followed the procedure for **Installing the USB Drivers for Windows 98 98SE/ME/2000/XP**, earlier in this guide, if you are using the USB connection.
 - Verify that you have called your cable service provider and given them the serial number and MAC address of your cable modem.
 - If you are using a cable signal splitter so that you can connect the cable modem to other devices, remove the splitter and reconnect the cables so that the cable modem is connected directly to the cable input. If the cable modem now functions properly, the cable signal splitter may be defective and may need to be replaced.

Detailed Front Panel Indicator Functions

This chart illustrates the sequence of steps and the corresponding appearance of the cable modem front panel indicators during power up, calibration, and registration on the network. Use this chart to troubleshoot the power up, calibration, and registration process of your cable modem.

| Front Panel Indicators During Initial Power Up, Calibration, and Registration | | | | | | | | | |
|---|-------|----------|-----------|---------------------------------------|------------------------|------------------------|---------------------------------------|---|------------------------|
| Step → | | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |
| Front Panel Indicator | | Power Up | Self Test | Downstream Scan | Downstream Signal Lock | Ranging | Requesting IP Address | Registering | Registration Completed |
| 1 | POWER | ON | ON | ON | ON | ON | ON | ON | ON |
| 2 | PC | OFF | ON | ON or BLINKING | ON or BLINKING | ON or BLINKING | ON or BLINKING | ON or BLINKING | ON |
| 3 | DATA | OFF | ON | OFF | OFF | OCCASIONAL BLINKING | OCCASIONAL BLINKING | OCCASIONAL BLINKING | ON |
| 4 | CABLE | OFF | ON | SLOW BLINKING 1 time per second | MOMENTARY ON | OFF | SLOW BLINKING 1 time per second | RAPID BLINKING 4 times per second | ON |

T9919

Detailed Front Panel Indicator Functions, continued

This chart illustrates the appearance of the cable modem front panel indicators during normal operations.

| Front Panel Indicators During Normal Operations | | |
|---|--|---|
| Step | 9 | |
| Front Panel Indicator | Normal Operations (Bold denotes normal) | |
| 1 | POWER | ON |
| 2 | PC | <p>ON - When a single device is connected to either the Ethernet or USB port and no data is being sent to or from the modem.</p> <p>BLINKS - When one device is connected and data is being transferred between the consumer equipment and the modem.</p> <p>OFF - When no devices are connected to either the Ethernet or USB ports.</p> <p>Note: With both Ethernet and USB devices connected to the modem at the same time, when data is being transferred through only one of the devices (Ethernet or USB), the indicator will illuminate continuously. Whenever data is being sent through both data ports (Ethernet and USB) simultaneously, the indicator will blink as described above.</p> |
| 3 | DATA | BLINKS - To indicate data is being transferred between the modem and the network. |
| 4 | CABLE | ON |

T9920

Detailed Front Panel Indicator Functions, *continued*

This chart describes the appearance of the cable modem front panel indicators during special conditions to show that cable modem access protection is enabled, or that you have been denied network access.

| Front Panel Indicators During Special Conditions | | | |
|---|--------------|---|---|
| Front Panel Indicator | | Cable Modem Access Protection Enabled | Network Access Denied |
| 1 | POWER | OFF | SLOW BLINKING 1 time per second |
| 2 | PC | OFF | SLOW BLINKING 1 time per second |
| 3 | DATA | OFF | SLOW BLINKING 1 time per second |
| 4 | CABLE | VERY SLOW BLINKING 1 time every 5 seconds | SLOW BLINKING 1 time per second |

T9921

Notices

Trademarks

Scientific-Atlanta and the Scientific-Atlanta ARCs logo are registered trademarks of Scientific-Atlanta, Inc. WebSTAR and “Bringing the Interactive Experience Home” are trademarks of Scientific-Atlanta, Inc.

Other trademarks listed herein are the property of their respective owners.

Disclaimer

Scientific-Atlanta, Inc. assumes no responsibility for errors or omissions that may appear in this guide. Scientific-Atlanta reserves the right to change this guide at any time without notice.

Documentation Copyright Notice

*© 2002 Scientific-Atlanta, Inc. All rights reserved.
Printed in the United States of America.*

Information in this document is subject to change without notice. No part of this document may be reproduced in any form without the express written permission of Scientific-Atlanta, Inc.

Software Use Notice

The software described in this document is copyrighted and furnished to you under a license agreement. You may only use or copy this software in accordance with the terms of your license agreement.

Firmware Use Notice

The firmware in this equipment is copyrighted. You may only use the firmware in the equipment in which it is provided. Any reproduction or distribution of this firmware, or any portion of it, without express written consent is prohibited.

United States FCC Compliance

This equipment has been tested and found to comply with the applicable limits of Part 15 of FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio or TV reception, which can be determined by turning the equipment off and on. The user is encouraged to try to correct the interference by one or more of the following measures:

- Increase the separation between the equipment and receiver
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected
- Consult your cable company or an experienced radio/TV technician for help

Any changes or modifications not expressly approved by Scientific-Atlanta could void the user's authority to operate the equipment.

Important: The information shown in the FCC Declaration of Conformity paragraph below is a requirement of the FCC and is intended to supply you with information regarding the FCC approval of this device. *The phone numbers listed are for FCC-related questions only and not intended for questions regarding the connection or operation for this device. Please contact your cable service provider for any questions you may have regarding the operation or installation of this device.*

FCC Declaration of Conformity

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

WebSTAR Cable Modem
Model DPX100

Scientific-Atlanta, Inc.
5030 Sugarloaf Parkway
Lawrenceville, Georgia 30044 USA
Telephone: **770-236-1077**

Canada EMI Regulation

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.

United States: Scientific-Atlanta, Inc., 5030 Sugarloaf Parkway, Box 465447, Lawrenceville, GA 30042; Tel: 770-236-5000; TWX: 810-799-4912; Telex: 0542898

Europe: Scientific-Atlanta Europe GmbH, Westerbachstrasse 28-32, 61476 Kronberg, Germany; Tel: 49-6173-928-000

Asia-Pacific: Scientific-Atlanta (Singapore) Pte. Ltd., 1 Claymore Drive, #08-11 Orchard Towers, Singapore 229594; Tel: 65-733-4314

Latin America: Scientific-Atlanta Argentina S.A., C. Pellegrini 1149 Piso 11o Capital Federal 1011 Buenos Aires, Argentina; Tel: 54-11-4325-2800

www.scientificatlanta.com

© 2002 Scientific-Atlanta, Inc. All rights reserved. Printed in USA
January 2002 Part Number 749610 Rev A

