

Cable Modem TC7300.d1Tl

CAUTION

Disconnect power before servicing.

This device is intended for indoor operation only. Telephone jacks Line 1 and Line 2 must not be connected to outside wiring.

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 Wireless Voice Gateway and its power supply.



This symbol on the product ensures that the device complies with European legislation, Directive 89/336/EEC, 73/23/EEC, 93/68/EEC, which covers the EMC (electromagnetic compatibility), and safety aspects of marking.



This symbol means that your inoperative electronic appliance must be collected separately and not mixed with the household waste. The European Union has implemented a specific collection and recycling system for which producers' are responsible.

This appliance has been designed and manufactured with high quality materials and components that can be recycled and reused. Electrical and electronic appliances are liable to contain parts that are necessary in order for the system to work properly but which can become a health and environmental hazard if they are not handled or disposed of in the proper way. Consequently, please do not throw out your inoperative appliance with the household waste.

If you are the owner of the appliance, you must deposit it at the appropriate local collection point or leave it with the vendor when buying a new appliance.

- If you are a professional user, please follow your supplier's instructions.
- If the appliance is rented to you or left in your care, please contact your service provider.

Help us protect the environment in which we live!



NORTH AMERICAN 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.

Operating Information

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

Storage Temperature: -20° to 70° C (-4° - 157° F)

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

Product Information

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: _____



Safety Recommendations

REMEMBER SAFETY FIRST

Using equipment safely

Your Cable Modem has been manufactured to meet safety standards, but you must take care if you want it to perform properly and safely.

It is important that you read this booklet completely, especially the safety instructions below. If you have any doubts about the installation, operation or safety of decoder, please contact your supplier.

To avoid the risk of electric shock

- Disconnect the Cable Modem from the mains supply before you connect the Cable Modem to (or disconnect it from) any other equipment. Remember that contact with 110 Volt AC mains can be lethal or cause severe electric shock.
- Never remove the Cable Modem's cover. Should the Cable Modem fail, contact the Customer Service to arrange repair or service.
- Never allow anyone to push anything into holes, slots or any other opening in the case
- Do not block the Cable Modem's ventilation slots; never stand it on soft furnishings or carpets
- Do not put anything on the Cable Modem which might spill or drip into it (eg. Lighted candles or containers of liquids). Do not expose the Cable Modem to dripping or splashing. If an object or liquid enters inside the Cable Modem, unplug it immediately and contact the Customer Service.
- Do not store the Cable Modem in excessively hot, cold or damp conditions. The Cable Modem is intended to operate at an ambient temperature of less than 40 degrees Celsius and a maximum humidity level of 75%. In case of a storm, it is recommended that you unplug the Cable Modem from the mains and from the TV set.
- Leave the mains socket accessible so that you can unplug the set quickly

Connecting to the mains supply

- This Cable Modem is designed to operate at 110 ~ 240 VAC.
- If you are in any doubt about the mains lead, the plug or connection, please consult the Customer Service.
- Only the power adapter supplied with the decoder has to be used

Ensuring optimum performance

- Leave 7cm to 10cm around the Cable Modem to ensure that proper ventilation gets to the Cable Modem.
- Do not store your Cable Modem on its side (if not allowed)
- To clean the Cable Modem, use a dry, clean soft cloth with no cleaning solvent or abrasive products. Clean the ventilation openings regularly.

MAIN TECHNICAL SPECIFICATIONS

General

Operating voltage	110 ~ 240 VAC
Typical Power consumption	18W max
Dimensions (W x H x D)	220mm x 166.7mm x 43mm
Operating temperature range	0 – 40 °C
Storage temperature range	-20 – 70 °C
AC adapter (or plug-in adapter) type	ADAPTER 18W 12VDC/1.5A

Connections

DC input	12V/ 1.5A
Cable input	1xCoaxial cable connector
Phone plugs	2xRJ11
Ethernet plugs	4xRJ-45

 This symbol on your set guarantees that your product complies with the European Directives 1999/5/EC and 2009/125/EC on Safety, Telecom, Electromagnetic Compatibility and Energy related Products.



The Lightning Flash with arrowhead symbol within an equilateral triangle, is intended to alert the user to the presence of uninsulated "dangerous voltage" within the product enclosure that may be of sufficient magnitude to constitute a risk of shock to persons.



The exclamation point within an equilateral triangle is intended to alert the user to the presence of important operating and maintenance (servicing) instructions in the literature accompanying the product.

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CHAPTER 1: CONNECTIONS AND SETUP

Turning on the Wireless Gateway

If there is no lighted LEDs on the front panel, check the power adapter plug-in the power jack and connect to CM correctly.

After installing the Wireless Gateway and turn it on for the first time (and each time the modem is reconnected to the power), it goes through several 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 indicators flash once before the initialization sequence.

If both DS and US LEDs are flashing, it means the Wireless Gateway is automatically updating its system software. Please wait for the lights to stop flashing. Do not remove the power supply or reset the Wireless Gateway during this process.

Introduction

Wireless Gateway Features

- Full Band Capture Front End
- Increases performance with 50% increase in CPU speed.
- Adds Applications CPU to run Linux applications.
- Lowers Power with Advanced Power Management
- Advanced Processor architecture.
- High-Speed Memory architecture.
- Integrated IPTV solution.
- Excentis DOCSIS 1.0/1.1/2.0/3.0 Standard Compliant.
- Support Multiple Provisioning Mode.
- Four Standard RJ-45 connector for 10/100/1000BaseT Ethernet with auto-negotiation and MDIX functions; Support maximum Ethernet cable length up to 100m (Category 5).
- Support V.90 fax and modem services.
- 56 bits DES and 128 bits AES data encryption security.
- SNMP network management support.
- 802.11 b/g/n supported, 20/40Mhz bandwidth, 300Mbps Maximum data rate.
- BCM43227 support 2.4Ghz only.
- Support Web pages and private DHCP server for status monitoring.
- Propane™ technology supported, enabling the connection of more Internet users without additional network bandwidth.
- Plug and Play.

What's on the CD-ROM

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

CD-ROM Contents:

- Electronic copy of this user's guide in additional languages (PDF format)
- Adobe Acrobat Reader — application you can load to read PDF format, if you don't have it loaded already
- Links to Technicolor web site

DOCSIS are trademarks of Cable Television Laboratories, Inc.

Computer Requirements

For the best possible performance from your Wireless Gateway, your personal computer must meet the following minimum system requirements (note that the minimum requirements may vary by cable companies):

	IBM PC COMPATIBLE	MACINTOSH**
CPU	Pentium preferred	PowerPC or higher
System RAM	16MB (32MB preferred)	24MB (32MB preferred)
Operating System	Windows* NT / 2000 / Me / XP / Vista / Windows 7, Linux	Mac OS** 7.6.1 or higher
Video	VGA or better (SVGA preferred)	VGA or better (SVGA built-in preferred)
CD-ROM Drive	Required	Required
Ethernet	10BaseT , 100BaseT or 1000BaseT 10BaseT , 100BaseT or 1000BaseT 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 Wireless Gateway.	
Software	• A TCP/IP network protocol for each machine • Microsoft Internet Explorer 4.0 or later or Netscape Navigator 4.0 or later.	

* Windows is a trademark of Microsoft Corporation.

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



Wireless Gateway Overview

Front Panel

The following illustration shows the front panel:

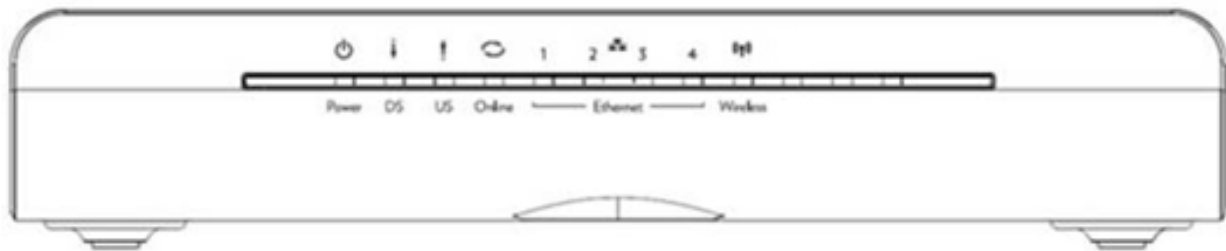


Fig. 1-1 Front Panel

-  **POWER** - Indicates the Power status.
-  **DS** - Indicates the status of Data reception by the cable modem from the Network (Downstream Traffic).
-  **US** - Indicates the status of Data transmission by the cable modem to the Network (Upstream Traffic).
-  **Online** - Displays the status of your cable connection. The light is off when no cable connection is detected and fully lit when the modem has established a connection with the network and data can be transferred.
-  **Ethernet** - Indicates the state of Ethernet ports.
-  **Wireless** - Indicates the traffic on the wireless network.

The lights on the front panel LEDs are described in the table below (from left to right):

ON = the LED is light, OFF = the LED is gray, FLASH = the LED is blinking.

	Power	Internet			Ethernet				Wireless	Description
		DS	US	Online	1	2	3	4		
Boot-up Operation	ON	ON	ON	ON	ON	ON	ON	ON	X	Power on 0.25 sec
	ON	0.25 second			ON	ON	ON	ON	X	
	ON	FLASH	FLASH	FLASH	X	X	X	X	X	From power ON to system initialization complete
	ON	ON	ON	ON	X	X	X	X	X	Following system initialization complete to (before) DS scanning
DOCSIS Start-up Operation	ON	FLASH	OFF	OFF	X	X	X	X	X	During DS scanning and acquiring SYNC
	ON	ON	FLASH	OFF	X	X	X	X	X	From SYNC completed, receiving UCD to ranging completed
	ON	ON	ON	FLASH	X	X	X	X	X	During DHCP, configuration file download, registration, and Baseline Privacy initialization: DHCP status: 1 second ON and 1 second OFF, TFTP status: 0.25 second ON and 0.25 second OFF
	ON	ON	ON	ON	X	X	X	X	X	Operational (NACO=ON)
	ON	FLASH	FLASH	OFF	X	X	X	X	X	Operational (NACO=OFF)
Channel Bonding Operation	FLASH	FLASH	FLASH	FLASH	X	X	X	X	X	Wait registration with all DS and all US – Lights Flash sequentially from the right to left Minimum duration 3 seconds
	X	X	X	X	OFF	X	X	X	X	From 1 to 4 DS, from 1 to 4 LEDs are ON From 5 to 8 DS, From 1 to 4 LEDs are flashing Duration 3 seconds
	OFF	X	X	X	X	X	X	X	X	From 1 to 4 US, from 1 to 4 LEDs are ON.
	FLASH	FLASH	FLASH	FLASH	X	X	X	X	X	Wait registration with all DS and all US – Lights Flash sequentially from the left to right
MTA initialization	ON	ON	ON	ON	X	X	X	X	X	MTA DHCP
	ON	ON	ON	ON	X	X	X	X	X	MTA SNMP/TFTP
	ON	ON	ON	ON	X	X	X	X	X	RSIP for NCS/Register for SIP
CPE Operation	ON	X	X	X	OFF ON FLASH	OFF ON FLASH	OFF ON FLASH	OFF ON FLASH	OFF ON FLASH	No Ethernet / Wireless Link Ethernet / Wireless Link TX/RX Ethernet / Wireless Traffic
MTA Operation	ON	<CM Normal Operation>								Both Lines On-Hook
	ON									Tel1 Off-hook, Tel2 On-hook
	ON									Tel1 On-hook, Tel2 Off-hook
	ON									Both Lines Off-Hook
SW Download Operation	ON	FLASH	FLASH	ON	X	X	X	X	X	A software download and while updating the FLASH memory

Table 1-1 LED behavior

Rear Panel

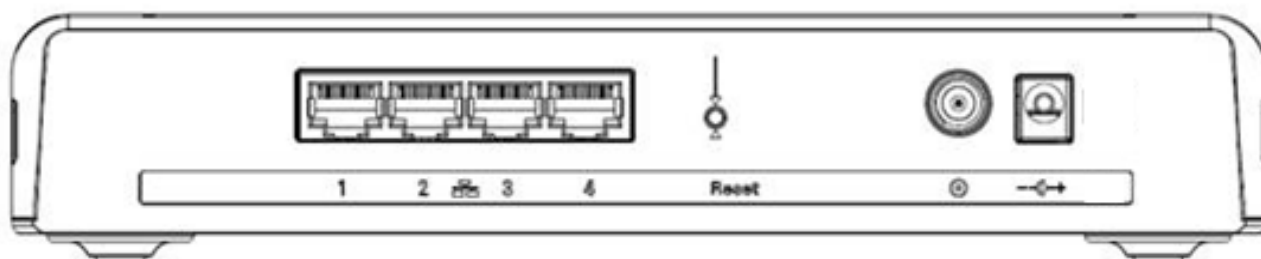


Fig. 1-2 Rear Panel

Connector	Description
Power Jack	Connector for DC12V
Cable	Connector for the cable network
Reset	To restart the modem or press over 5 seconds can default the modem.
Ethernet	Ethernet ports, RJ-45, 10/100/1000BaseT connector

Table 1-2 Rear Panel description

Side Panel for WPS

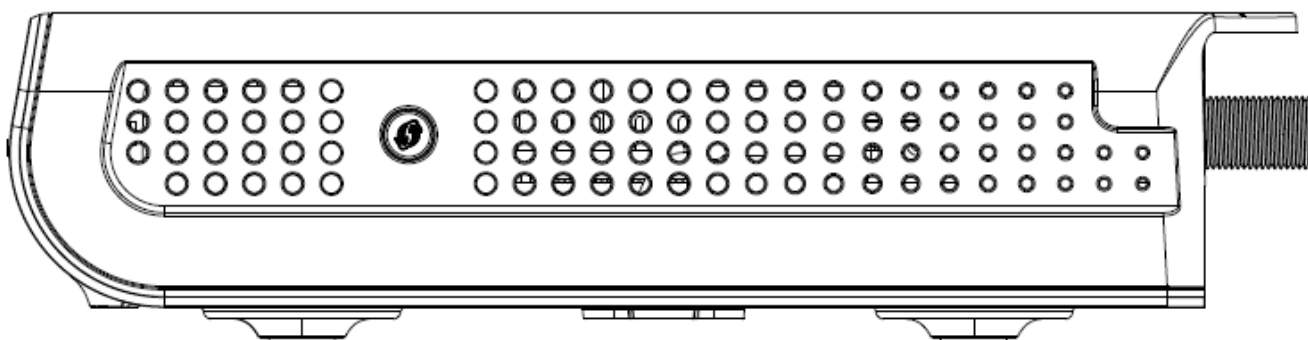


Fig. 1-3 Side Panel



WPS - Indicates the status of the WPS (Wi-Fi Protected Setup™) functionality.

WPS button: Wi-Fi Protected Setup™. This button can be used to:

Secure the connection with another device (PC for example) using WPS protocol. A long press on the button allows you to enable the association of the modem with a PC or other equipment.

After link establish. A short press on the button, switch on/off the wireless traffic.

Wall Mounting

This article will show the user through the process of wall-mounting the Wireless Gateway

The Adapter has two wall-mount slots on its back panel.

Two screws are needed to mount the Adapter.

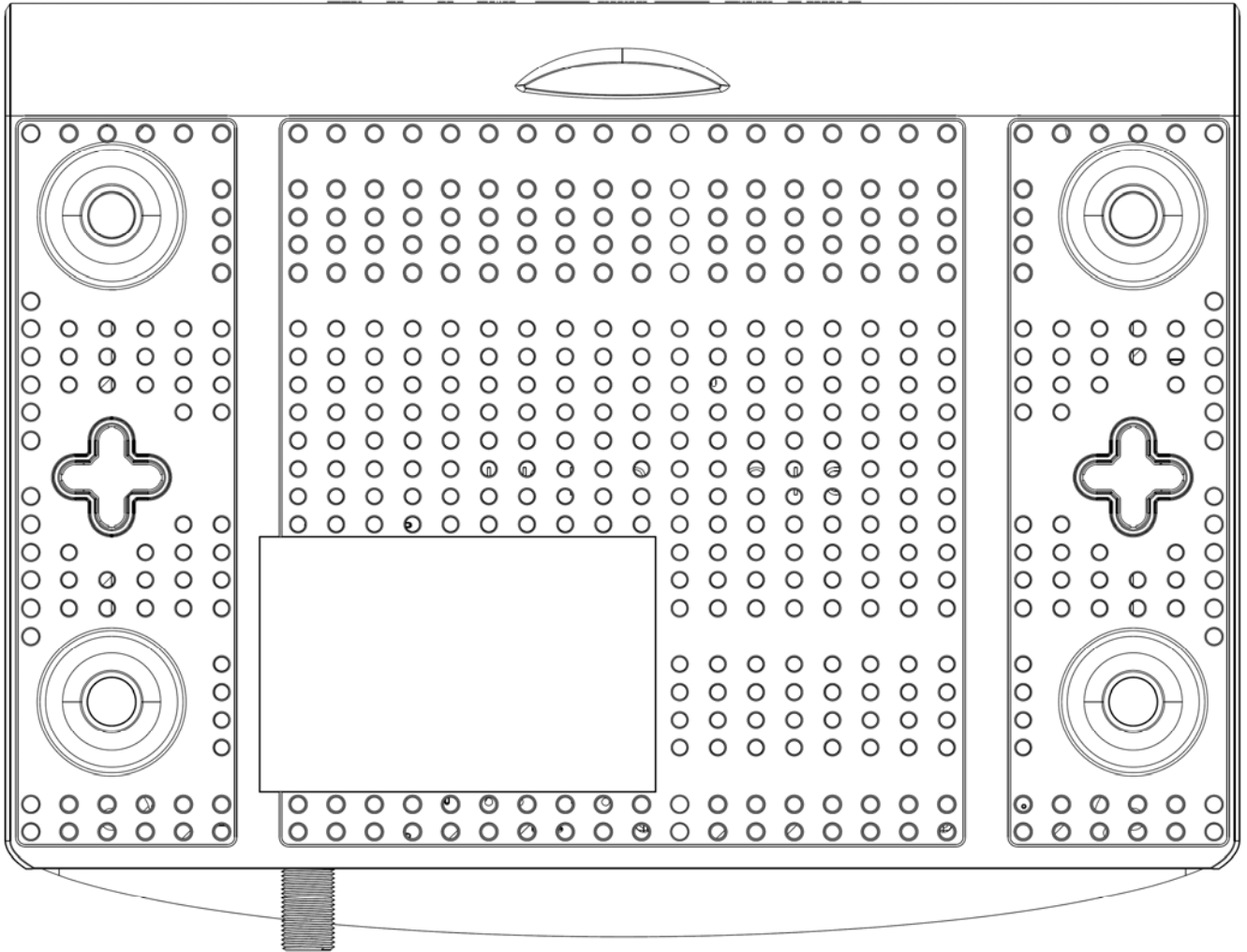


Fig. 1-4 Wall Mounting

To do this:

1. Ensure that the wall you use is smooth, flat, dry and sturdy and use the 2 screw holes which are 101.6 mm (4 inches) apart from each other.
2. Fix the screws into wall, leaving their heads 3 mm (0.12 inch) clear of the wall surface.
3. Remove any connections to the unit and locate it over the screw heads. When in line, gently push the unit on to the wall and move it downwards to secure.

Relationship among the Devices

This illustration shows a cable company that offers DOCSIS compliant data services.

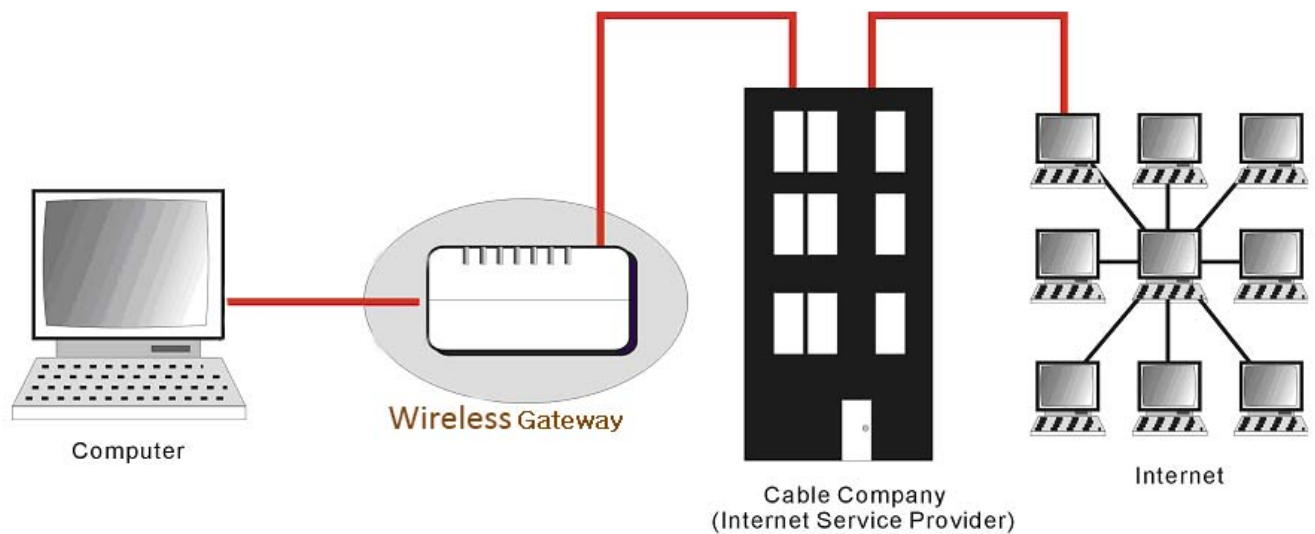


Fig. 1-5 Connection overview

What the Modem Does

The Wireless Gateway provides high-speed Internet access as well as cost-effective, commercial, and education subscribers on public and private networks via an existing CATV infrastructure. The IP traffic can transfer between the Wireless Gateway and DOCSIS compliant head-end equipment. The data security secures upstream and downstream communications.

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 compliant technology.

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.

Contact Your Local Cable Company

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

- The serial number
- The model number
- The Cable Modem (CM) Media Access Control (MAC) address
- The Terminal Adapter (EMTA) MAC address
- Security information: Service Set Identifier (SSID), Encryption key / passphrase (WPA2-PSK by default), channel number. Default values are indicated underneath the modem on the sticker.

**Please check 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. (The Media Terminal Adapter will provide data service if the cable account is set up but no telephony service is available.)
- 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 whenever you need.

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.

Please verify the following on the Wireless Gateway

The Power LED should be lighted when plug-in the power supply.

Connecting the Wireless Gateway to a Single Computer

This section of the manual explains how to connect your Wireless Gateway to the Ethernet port on your computer and install the necessary software. Please refer to Figure 1-5 to help you connect your Digital Cable Modem for the best possible connection.

Attaching the Cable TV Wire to the Wireless Gateway

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 1-5 for the wiring example.

Notes: For optimum performance, be sure to connect your Wireless Gateway to the first point the cable enters your home.

The splitter must be rated for at least 1GHz.

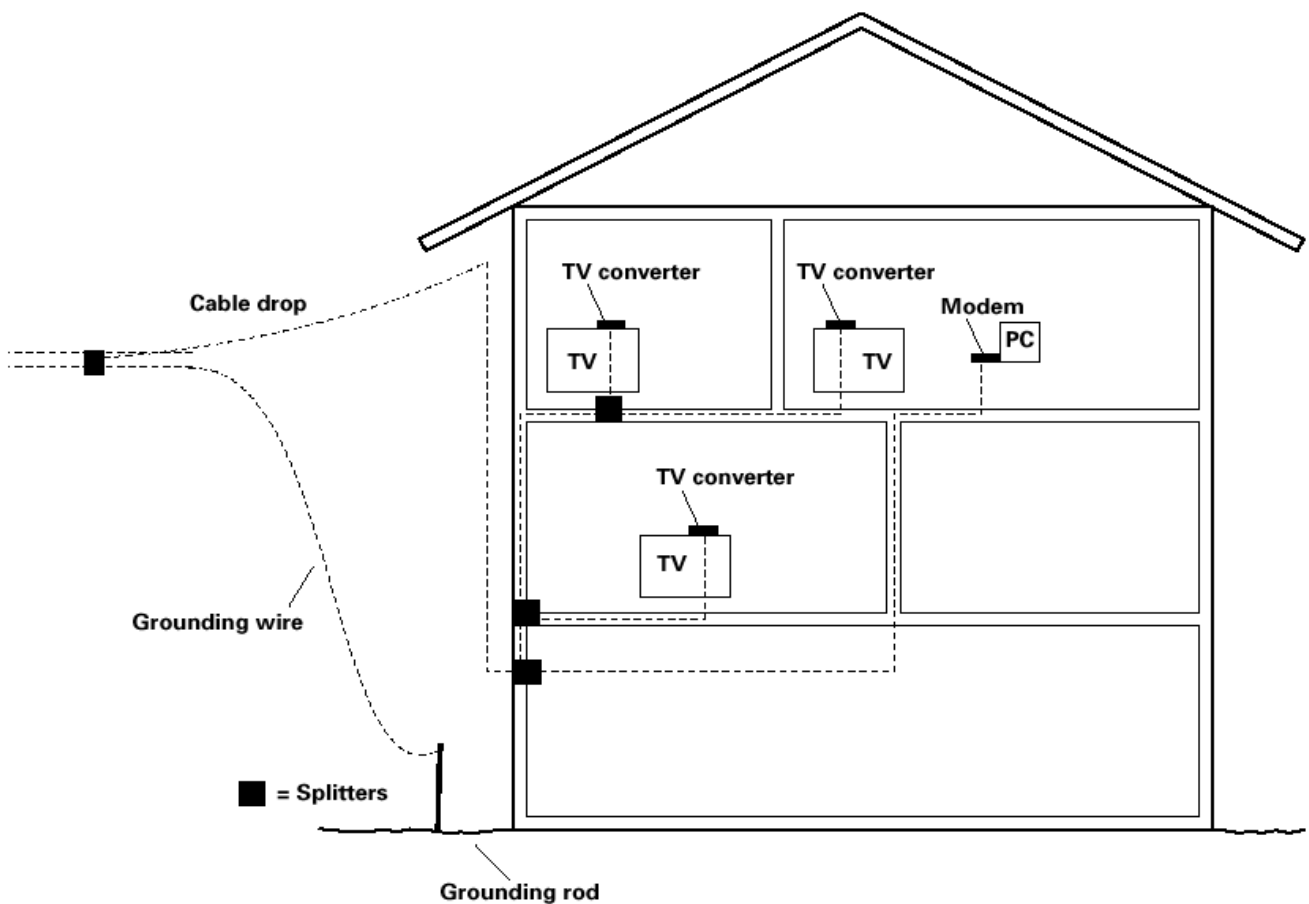


Fig. 1-6 Basic Home Wiring

Installation procedure for connecting to the Ethernet interface

Follow these steps for proper installation. Plug the coaxial cable to the cable wall outlet and the other end to the modem connector labeled "CABLE".

Note: To ensure a fast registration of the modem, the coaxial cable must be connected to the modem before it is powered on.

Plug the power supply into the socket of the cable modem and two-pin on the adapter plug into the AC outlet.

Note: Only use the power supply that comes with the modem. Using another power supply can cause damage to the product, and will void the warranty.

Connect an Ethernet cable (direct connection, see below) to the Ethernet port at the back of the computer, and the other end to the ETHERNET port on the rear panel of the cable modem. The modem will seek the appropriate cable signal on the cable television network and go through the initial registration process on its own. The modem is ready for data transfer after the green LED "ONLINE" is lit continuously.

Note: the button "reset" at the back of the modem is used primarily for maintenance.

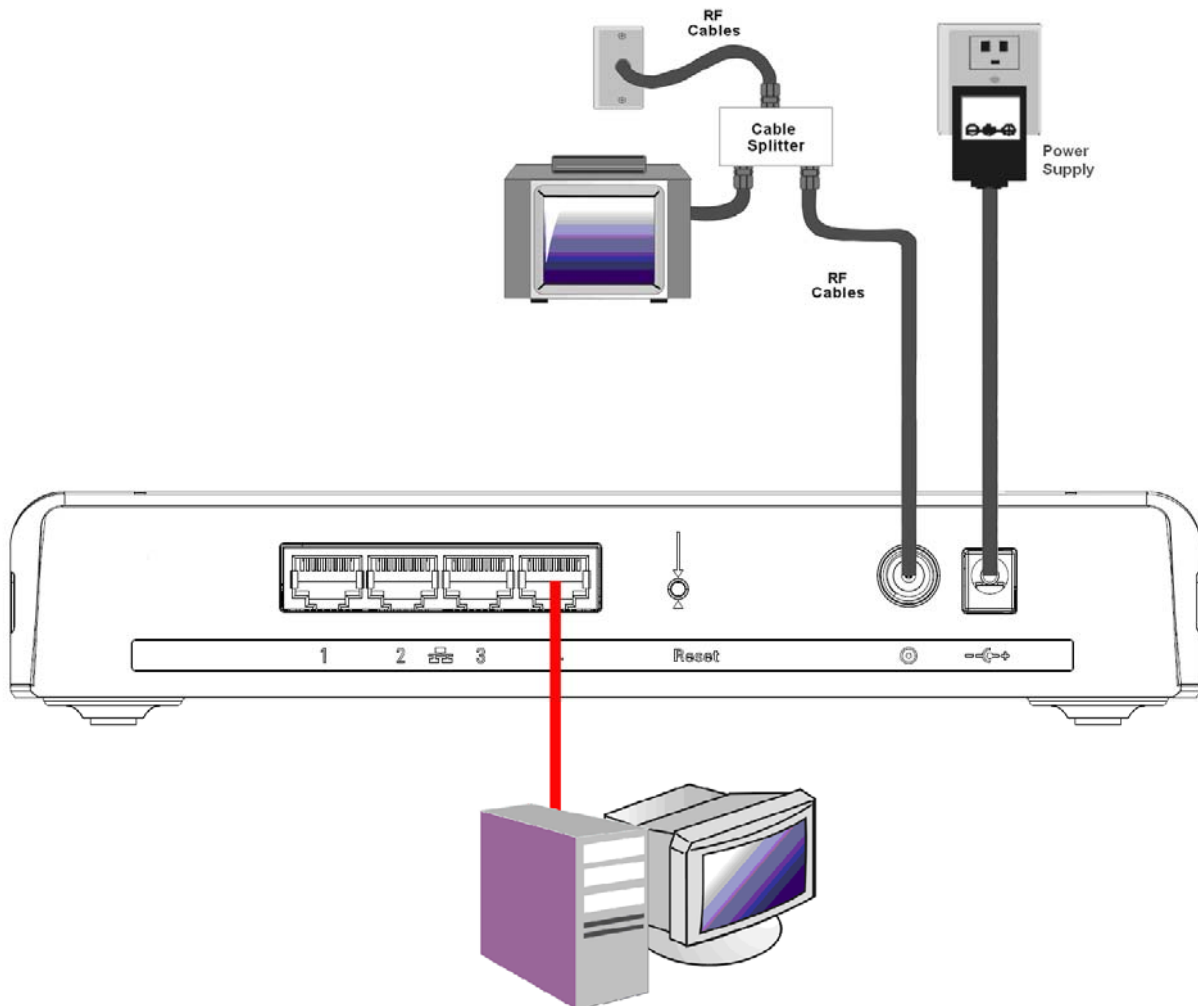


Fig. 1-7 Connect to the Modem

Connecting More Than one Computer to the Wireless Gateway

If you need to connect more than two computers or if you need to connect two computers, you'll need the following additional equipment (if supported by your cable operator):

- Crossover-wired, or "null," category 5 Ethernet cable for the cable modem to be connected to the hub
- 10/100/1000BaseT 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.

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.

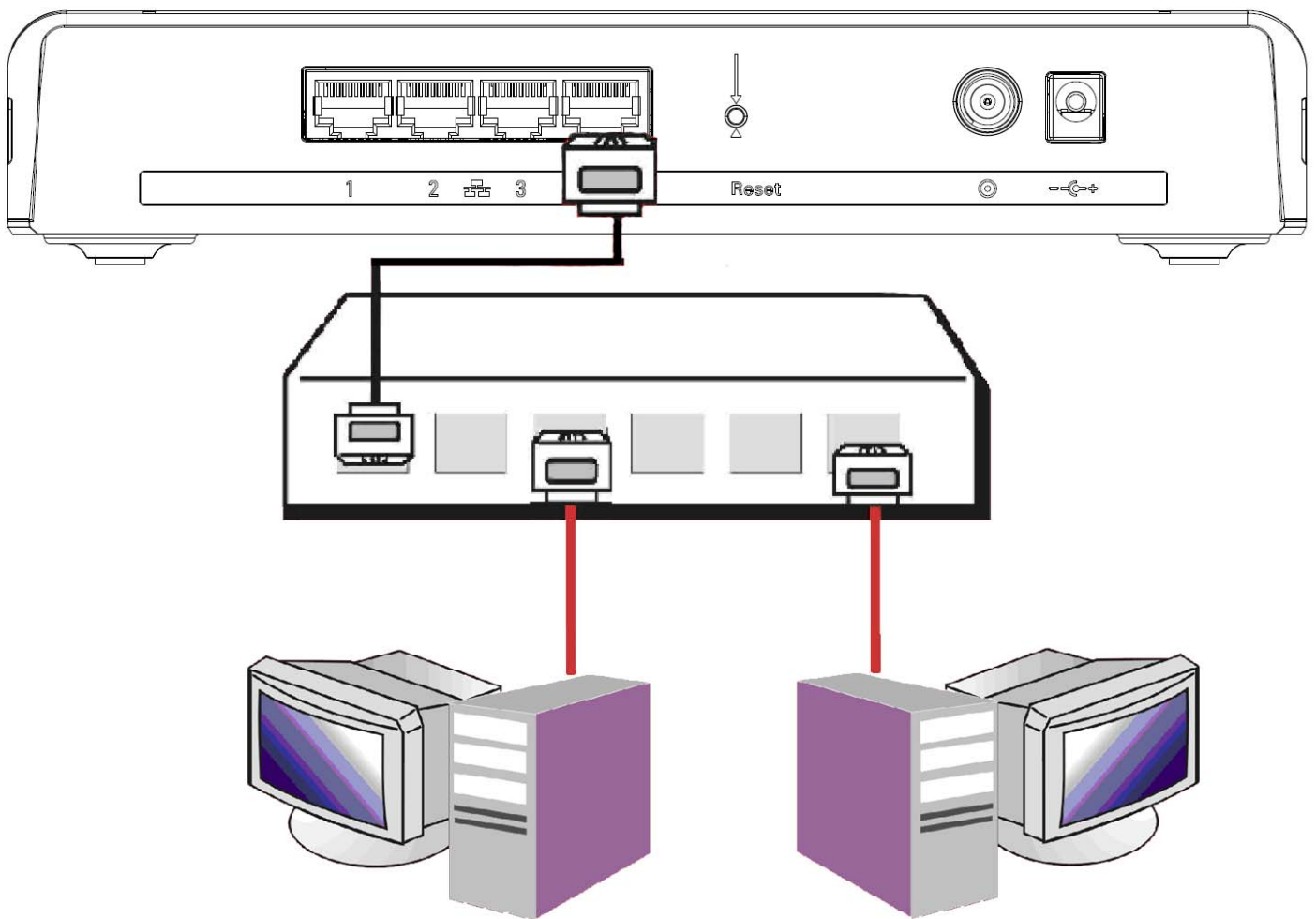


Fig. 1-8 Connect to two more computer

CHAPTER 2: WEB CONFIGURATION

To make sure that you can access the Internet successfully, please check the following first.

1. Make sure the connection (through Ethernet) between the Wireless Gateway and your computer is OK.
2. Make sure the TCP/IP protocol is set properly.
3. Subscribe to a Cable Company.

Accessing the Web Configuration

The **Wireless Gateway** offers local management capability through a built-in HTTP server and a number of diagnostic and configuration web pages. You can configure the settings on the web page and apply them to the device.

Once your host PC is properly configured; please proceed as follows:

1. Start your web browser and type the private IP address of the Wireless Gateway on the URL field: **192.168.0.1**, the main page will appear.

Outline of Web Manager

The main screen will be shown as below.

The screenshot shows the Technicolor Web Manager interface. At the top, there is a navigation bar with the 'technicolor' logo and the word 'Administration'. Below this, there is a 'Gateway' menu with 'Main Menu' and 'Sub Menu' options. The 'Status' page is selected, displaying system information and status details. The 'Main Window' is highlighted with a red box.

Information

Standard Specification Compliant	DOCSIS 3.0
Hardware Version	1.0
Software Version	STE2.31.01
Cable Modem MAC Address	28:be:9b:45:65:89
Cable Modem Serial Number	
CM Certificate	Not Installed
CM Config File	CM*****.cfg

Status

System Up Time	0 days 00h:00m:56s
Network Access	Allowed
Cable Modem IP Address	---

Fig. 2-1 Outline of Web Manager



- **Main Menu:** the hyperlinks on the top of the page, including Gateway and several sub-menu items
- **Sub Menu:** under the main menu, sub menu use to enter each function, e.g., Status
- **Title:** the sidebar on the left side of the page indicates the title of this management interface, e.g., Software in this example
- **Main Window:** the current workspace of the web management, containing configuration or status information

For easy navigation, the pages are organized in groups with group in names main menu. Individual page names within each group are provided in the sub menu and sidebar. So to navigate to a page, click the group hyperlink at the top, then the sub menu for the function, finally choose the title on the sidebar.

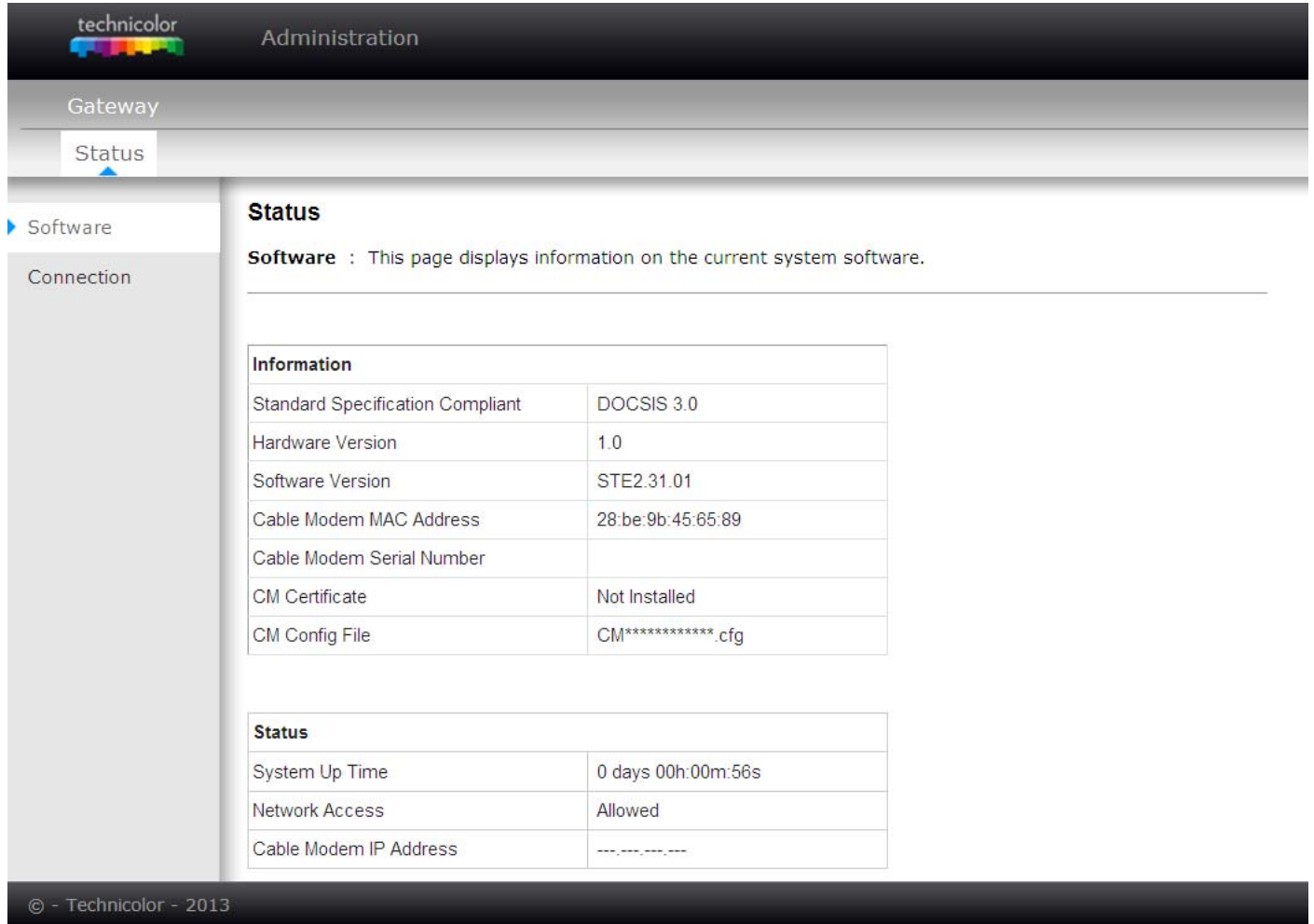
Your cable company may not support the reporting of some items of information listed on your gateway's internal web pages. In such cases, the information field appears blank. This is normal.

Gateway – Status Web Page Group

Software

The information section shows the hardware and software information about your gateway.

The status section of this page shows how long your gateway has operated since last time being powered up, and some key information the Cable Modem received during the initialization process with your cable company. If Network Access shows “Allowed,” then your cable company has configured your gateway to have Internet connectivity. If not, you may not have Internet access, and should contact your cable company to resolve this.



The screenshot shows the Technicolor Gateway Administration interface. The top navigation bar includes the Technicolor logo and the word "Administration". Below this, a "Gateway" section contains a "Status" tab. On the left sidebar, "Software" is selected under the "Status" category. The main content area is titled "Status" and includes a description: "Software : This page displays information on the current system software." Below this, there are two tables.

Information	
Standard Specification Compliant	DOCSIS 3.0
Hardware Version	1.0
Software Version	STE2.31.01
Cable Modem MAC Address	28:be:9b:45:65:89
Cable Modem Serial Number	
CM Certificate	Not Installed
CM Config File	CM*****.cfg

Status	
System Up Time	0 days 00h:00m:56s
Network Access	Allowed
Cable Modem IP Address	---

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Fig.2-2 Gateway\Status\Software

Connection

This page reports current connection status containing startup procedures, downstream and upstream status, CM online information, and so on. The information can be useful to your cable company's support technician if you're having problems.


Administration

Gateway

Status

Software

Connection

Status

Connection : This page displays information on the status of the cable modem's HFC and IP network connectivity.

Startup Procedure		
Procedure	Status	Comment
Acquire Downstream Channel		Locked
Connectivity State	OK	Operational
Boot State	OK	Operational
Configuration File	OK	
Security	Disabled	Disabled

Downstream Channel							
Channel	Lock Status	Modulation	Channel ID	Symbol Rate	Frequency	Power	SNR
1	Locked	QAM256	8	5360537		-1.5 dBmV	48.5 dB
2	Locked	QAM256	6	5360537		-1.2 dBmV	48.6 dB
3	Locked	QAM256	7	5360537		-1.4 dBmV	48.6 dB
4	Locked	QAM256	5	5360537		-0.7 dBmV	49.9 dB
5	Locked	QAM256	1	5360537		-0.6 dBmV	48.5 dB
6	Locked	QAM256	2	5360537		-0.8 dBmV	48.6 dB
7	Locked	QAM256	3	5360537		-1.1 dBmV	48.6 dB
8	Locked	QAM256	4	5360537		-1.3 dBmV	48.5 dB

Upstream Channel						
Channel	Lock Status	Modulation	Channel ID	Symbol Rate	Frequency	Power
1	Locked	QAM64	1	5120 Ksym/sec		42.3 dBmV
2	Locked	QAM64	2	5120 Ksym/sec		43.2 dBmV
3	Locked	QAM64	3	5120 Ksym/sec		43.2 dBmV
4	Locked	QAM64	4	5120 Ksym/sec		42.7 dBmV

CM IP Address	Duration	Expires
---	D: -- H: -- M: -- S: --	---

Current System Time: Fri Oct 04 10:32:30 2013

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Fig. 2-3 Gateway\Status\Connection

CHAPTER 3: ADDITIONAL INFORMATION

Frequently Asked Questions

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 Wireless Gateway 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. It seems that the wireless network is not working

A. Check the Wireless LED on the front panel. If it is no lighted, press on the WPS button shortly, less than 1 second, on the side of the modem, and then check again the Wireless LED. If it is lighted, then the Wireless transmission is enabled.

Q. Can I watch TV, surf the Internet, and talk to my friends through the Wireless Gateway at the same time?

A. Absolutely!

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 Wireless Gateway will work with all upgraded cable systems that are DOCSIS-compliant.

Q. What is Xpress Technology and what does it mean?

A. It is one of the popular performance-enhancing WiFi technologies, designed to improve wireless network efficiency and boost throughput. It is more efficient in mixed environments, and it can work with 802.11a/b/g networks. When Xpress is turned on, aggregate throughput (the sum of the individual throughput speeds of each client on the network) can improve by **up to** 27% in 802.11g-only networks, and **up to** 75% in mixed networks comprised of 802.11g and 802.11b standard equipment. The technology achieves higher throughput by re-packaging data, reducing the number of overhead control packets, so that more useful data can be sent during a given amount of time.

* Monthly subscription fee applies.

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



General Troubleshooting

You can correct most problems you have with your product by consulting the troubleshooting list that follows.

I can't access the internet.

- Check all of the connections to your Wireless Gateway.
- Your Ethernet card may not be working. Check each product's 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.

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.

The modem won't register a cable connection.

- If the modem is in Initialization Mode, the INTERNET 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.
- The modem should work with a standard RG-6 coaxial cable, but if you're using a cable other than the 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:

www.technicolor.com



Service Information

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

Glossary

10/100/1000 BaseT – Unshielded, twisted pair cable with an RJ-45 connector, used with Ethernet LAN (Local Area Network). “10/100/1000” indicates speed (10/100/1000 BaseT), “Base” refers to baseband technology, and “T” means twisted pair cable.

Authentication - The process of verifying the identity of an entity on a network.

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

Ethernet adapters – A plug-in circuit board installed in an expansion slot of a personal computer. The Ethernet card (sometimes called a Network Interface Card, network adapter or NIC) takes parallel data from the computer, converts it to serial data, puts it into a packet format, and sends it over the 10/100/1000 BaseT LAN cable.

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.

F Connector – A type of coaxial connector, labeled CABLE IN on the rear of the Wireless Gateway 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.

Ethernet Switch – A device used to connect multiple computers to the Wireless Gateway via Ethernet.

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.

Key exchange - The swapping of mathematical values between entities on a network in order to allow encrypted communication between them.

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

Provisioning - The process of enabling the Media Terminal Adapter (MTA) to register and provide services over the network.

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.

TFTP - Trivial File Transfer Protocol, the system by which the Media Terminal Adapter’s configuration data file is downloaded.

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

Xpress Technology - One of the popular performance-enhancing WiFi technologies, designed to improve wireless network efficiency and boost throughput. It is more efficient in mixed environments, and it can work with 802.11a/b/g networks.

Federal Communication Commission Interference Statement

This device complies with Part 15 of the 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 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 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 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:

- Reorient or relocate the receiving antenna.
- 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 the dealer or an experienced radio/TV technician for help.

FCC Caution: Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment.

This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

Radiation Exposure Statement:

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator & your body.

Note: The country code selection is for non-US model only and is not available to all US model. Per FCC regulation, all WiFi product marketed in US must fixed to US operation channels only.