

digital | **BROADBAND**  
**CABLE MODEM**

**THOMSON**



**CAUTION**

Disconnect power before servicing.

**CAUTION**

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

**DOCSIS (DCMXX5) or EURO-DOCSIS (TCMXX0) Compliant**

The DOCSIS product (model number - - "5") is designed according to DOCSIS specifications. The Euro-DOCSIS product (model number that ends in "0") is designed according to Euro-DOCSIS Specifications but can also receive DOCSIS signals (U.S. standards used by some cable operators in Europe), if the received frequencies are between 112 - 858 MHz.

**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.

**Power Supply Information**

The power supply can be unplugged to turn off main power to the cable modem. It should also be easily accessible in an emergency.

**Power Cord Requirement**

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

**Operating Information**

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

Storage Temperature: -30° to 65° C

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

**Product Registration**

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

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

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

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

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# Introduction

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## Cable Modem Features

- DOCSIS models are capable of receiving data at rates of up to 30Mbps<sup>‡</sup> (30 Megabits per second).
- Euro-DOCSIS models are capable of receiving data at rates of up to 38Mbps<sup>‡</sup> (38 Megabits per second).
- Able to send and receive data over the cable line
- Able to connect 2 computers through Ethernet and USB *at the same time* (if allowed by the cable operator)
- Plug-and-play operation for easy setup and installation
- ON/OFF button to connect and disconnect access to the Internet
- Message waiting notification capability (if allowed by the cable operator)
- Diagnostics via LED or HTTP server (if allowed by the cable operator)
- Able to receive automatic software updates, if initiated by your cable company

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

## What's on the CD-ROM

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

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

CD-ROM Contents:

- Electronic file of the instruction book in additional languages
- USB drivers
- Usage and troubleshooting tips

## Accessing the Diagnostics Display through the CD-ROM

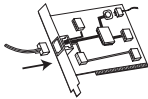
A button on the CD-ROM menu called "Look at Diagnostics" (found under the "About My Cable Modem" menu) launches your browser and displays status and diagnostic information stored within the modem in HTML format (if allowed by the cable operator).

# Introduction

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

## Computer Requirements

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

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

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

**\*Windows is a trademark of the Microsoft Corporation.**

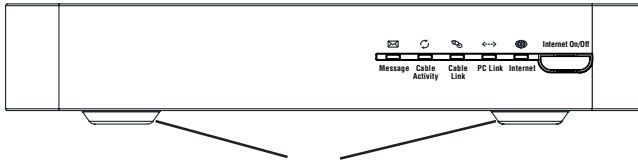
**\*\*Macintosh and the Mac OS are trademarks of Apple Computer, Inc.**

# Introduction

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## Placing the Rubber Feet on the Cable Modem

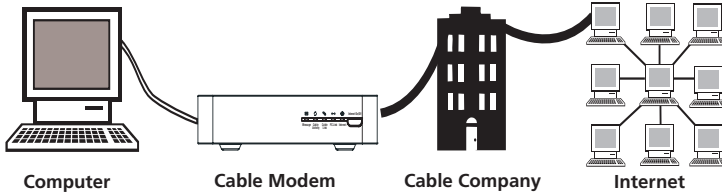
A set of rubber pads have been packaged with your modem. These pads (or "feet") can be attached to keep the modem from sliding around on your desktop.



**Attach the pads to the four posts on the bottom of the modem.**

## Cable Modem Overview

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**This illustration shows a cable company that offers DOCSIS-compliant or Euro-DOCSIS compliant Internet services**

## What the Modem Does

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

# Cable Modem Overview

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## What the Modem Needs to Do Its Job

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

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

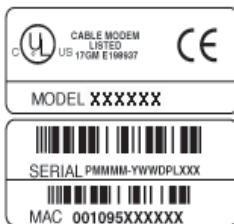
## Before You Begin

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## Contact Your Local Cable Company

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

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



Record your information here:

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

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

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

## Before You Begin

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### Please verify the following with the cable company:

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

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

### Important Information

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

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



# Connecting the Cable Modem

## Connecting the Cable Modem to a Single Computer

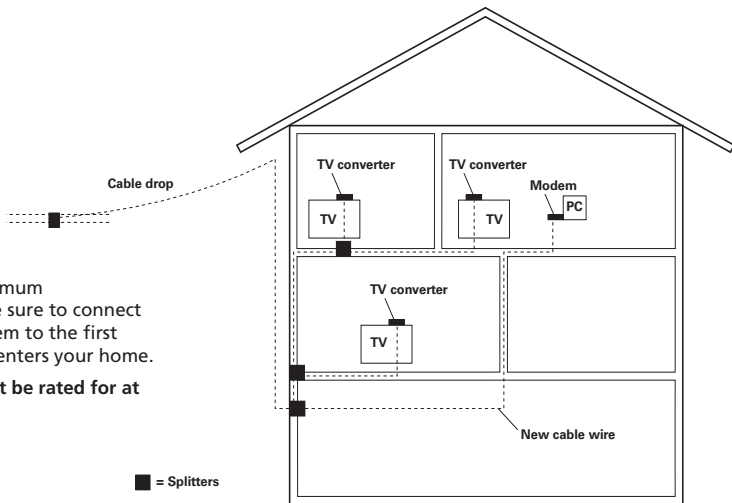
This section of the manual explains how to connect your cable modem to the USB or Ethernet port on your computer and install the necessary software. Please refer to figure 1 to help you connect your cable modem for the best possible connection.

## Attaching the Cable TV wire to the Cable Modem

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

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

The splitter must be rated for at least 1GHz.



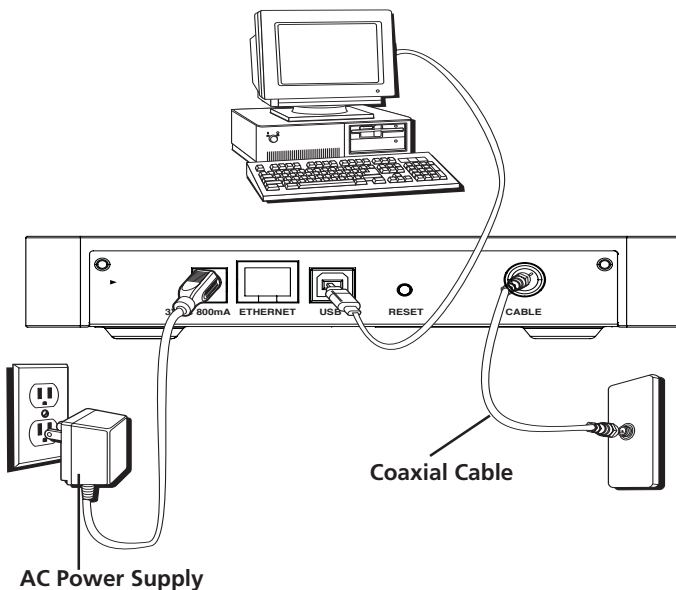
**Fig. 1: Basic Home Wiring**

# Connecting the Cable Modem

## Important Connection Information

The cable modem supports both Ethernet and USB connections simultaneously (if allowed by your cable provider).

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



**Fig. 2: USB Connection**

# Connecting the Cable Modem

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

- You should have a **Windows® 98 SE (Second Edition), Windows Me (Millennium Edition), Windows 2000, or Windows XP operating system** to use the Universal Serial Bus (USB) connection.
- For **Ethernet connections, go to page 22.**

## USB Connection

The cable modem CD included with your modem contains the drivers and other information you need to install your cable modem. Follow instructions 1 through 5 to connect the cable modem to the USB port on your computer. **Instructions must be followed in the order they appear.**

1. Connect one end of the coaxial cable to the cable connection in the wall. Attach the other end of the coaxial cable to the connector on the cable modem labeled "CABLE" (Fig. 2) on page 8.
2. Insert the plug from the AC power supply into the power AC jack on cable modem and the two-prong plug into the AC outlet.
3. Insert the supplied cable modem CD-ROM. Wait momentarily for the cable modem CD window display.
4. Close **all** open applications and dialog boxes, including the cable modem CD window.  
**Note:** Open applications may interfere with your cable modem installation.
5. Connect one end of the USB cable to the USB port located on the back of your computer. Connect the other end of the USB cable to the USB port on the cable modem's back panel.  
**Note:** Use only the power supply that accompanied this unit. Using other power supplies may damage the unit.

Next, you need to install the USB driver for your operating system:

- If you have Windows 98 SE, go to step 6 on page 10.
- If you have Windows 2000, go to step 6 on page 14.
- If you have Windows Me, go to step 6 on page 18.
- If you have Windows XP, go to step 6 on page 20.

# Connecting the Cable Modem

## Using Windows 98 SE for USB Connection

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

6. When the “Add New Hardware Wizard” appears, click “Next” to initiate the search for drivers for your USB device. (Fig. 3)

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

7. Choose “Search for the best driver (recommended)” option, and click “Next.” (Fig. 4).
8. Choose ONLY the “CD-ROM drive” option and click “Next” (Fig. 5).
9. Choose “The updated driver (recommended)” option, and click “Next” (Fig. 6).



Fig. 3

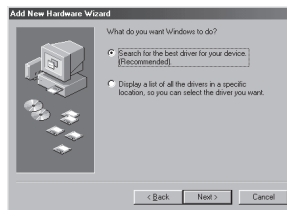


Fig. 4



Fig. 5



Fig. 6

# Connecting the Cable Modem

10. The search should find the driver for the “RCA or Thomson USB Cable Modem” (Fig. 7). To confirm that this is the case, click “Next” to continue and proceed to step 12. Otherwise, see step 11.

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

11. Follow these instructions only if the driver found was NOT the “RCA or Thomson USB Cable Modem.”
- A. Click “Back” to return to the previous window.
  - B. Ensure that you have selected the “CD-ROM” option.
  - C. In **addition** to the CD-ROM selection, choose “Specify a location” (Fig. 8 ).
  - D. In the location box, type in your CD-ROM drive. For example, if your CD-ROM is located on the E: drive, type “E:\.”
  - E. Click “Next” to continue.
- The search should find the driver for the “RCA or Thomson USB Cable Modem.”
- F. Confirm that this is the driver selected, and click “Next” to continue.



Fig. 7



Fig. 8

(continued on next page)

# Connecting the Cable Modem

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

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

13. After the Windows specific files are copied, you may be asked for another USB driver file named “NETRCACM.SYS”, located on the cable modem CD-ROM. Remove the Windows 98 SE CD-ROM (if necessary), and reinsert the cable modem CD-ROM that accompanied your cable modem.
14. Windows now informs you that the installation is complete. Click on “Finish” to finalize the process (Fig. 9). When the “System Settings Change” window appears, click “Yes” to restart your computer.



**Fig. 9**

## Connecting the Cable Modem

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

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

# Connecting the Cable Modem

## Using Windows 2000 for USB Connection

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

- When the “Found New Hardware Wizard” appears, click “Next” to initiate the search for drivers for your USB device (Fig. 10).

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

- Choose the “Search for a suitable driver for my device (recommended)” option, and click “Next” (Fig. 11).
- Choose **ONLY** the “CD-ROM” option and click “Next” (Fig. 12).



Fig. 10

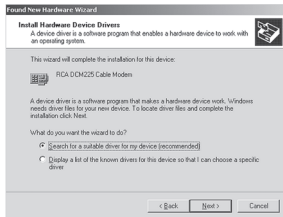


Fig. 11

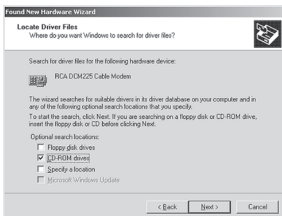


Fig. 12



# Connecting the Cable Modem

9. The search should find the driver for the “RCA or Thomson DCM xxx Cable Modem” (Fig. 13). To confirm that this is the case, click “Next” to continue and proceed to step 11. Otherwise, see step 10.

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

10. Follow these instructions **ONLY** if the driver found was NOT the “RCA or Thomson DCM xxx Cable Modem.”
- Click “Back” to return to the previous window.
  - Ensure that you have selected the “CD-ROM” option.
  - In **addition** to the CD-ROM option, choose “Specify a location.” Click on “Next” to continue (Fig. 14).
  - In the location box, type in your CD-ROM drive. For example, if your CD-ROM is located on the E: drive, type “E:\.” Click on “Ok” to continue.
  - Click “Next” to continue.

The search should find either “RCA or Thomson USB Cable Modem” or “RCA or Thomson DCM xxx Cable Modem.”

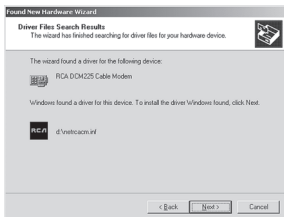


Fig. 13

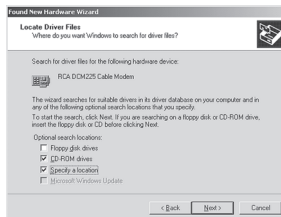


Fig. 14

(continued on next page)

## Connecting the Cable Modem

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

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

12. After the Windows specific files are copied, you may be asked for another USB driver file named “NETRCACM.SYS,” located on the cable modem CD-ROM. Remove the Windows 2000 CD-ROM (if necessary), and reinsert the cable modem CD-ROM that accompanied your cable modem.
13. Click on “Finish” to complete the process (Fig. 15).



**Fig. 15**

## Connecting the Cable Modem

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

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

# Connecting the Cable Modem

## Using Windows Me for USB Connection

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

6. Windows Me will briefly display the “Found New Hardware Wizard,” and automatically proceed to the “Add New Hardware Wizard” (Fig. 16).

Choose the “Automatic search for a better driver (Recommended)” option, and click “Next.”

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

7. The automatic search should find and install the driver for the “RCA or Thomson USB Cable Modem” (Fig. 17). Click on “Finish” to complete the process.
8. When the “System Settings Change” window appears, click “Yes” to restart your computer (Fig. 18).

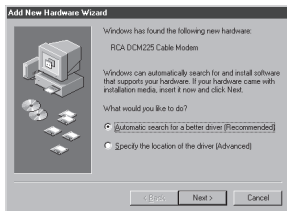


Fig. 16



Fig. 17

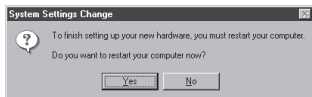


Fig. 18

## Connecting the Cable Modem

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

# Connecting the Cable Modem

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## Using Windows XP for USB Connection

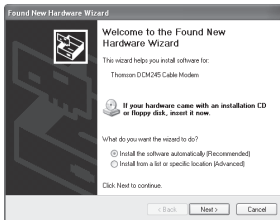
Follow steps 6 through 9 if you have a Windows XP operating system:

6. Windows XP will briefly display the “Welcome to the Found New Hardware Wizard,” (Fig. 19) and ask you to insert the installation CD-ROM that came with the unit.

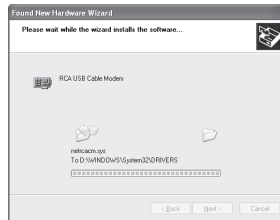
Choose the “Install the software automatically (Recommended)” option, and click “Next.”

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

7. Your computer will install the drivers for the “RCA or Thomson USB Cable Modem” (Fig. 20). Click on “Next” to complete the process.



**Fig. 19**

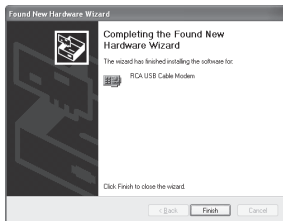


**Fig. 20**

# Connecting the Cable Modem

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8. When the “Completing the Found New Hardware Wizard” window appears, click “Finish” to complete the process (Fig. 21).
9. The Thomson cable modem installation is now complete. To validate a proper installation, perform the following instructions:
  - Click on the “Start” icon in the lower left-hand corner of your screen.
  - Select “Settings,” followed by “Control Panel.” The “Control Panel” window will appear.
  - Double-click on the “System” icon, and select the “Device Manager.”
  - Scroll down the list until you come to “Network Adapters.” Double-click on “Network Adapters.”
  - The “RCA or Thomson USB Cable Modem” should exist. If “RCA or Thomson USB Cable Modem” does not exist, the cable modem was **NOT** installed correctly. Go to Solution 2 on page 35.



**Fig. 21**

# Connecting the Cable Modem

## Ethernet Connection to One Computer

Make the connections to the modem in the following sequence (Fig. 22):

1. Connect one end of the coaxial cable to the cable connection in the wall, and the other end to the connector on the modem labeled “CABLE.”
2. Insert the plug from the AC power supply into the power AC jack on the cable modem and the two-prong plug into the AC outlet.

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

3. Connect one end of the Ethernet cable (straight-wired, see below) to the Ethernet port on the back of your computer, and the other end to the ETHERNET port on the cable modem’s back panel.

Make sure that the Ethernet cable is straight-wired (not “null” or crossover-wired). However, you will need a crossover-type cable if you are connecting the modem to a hub, or a hub within a port switch that provides the same function.

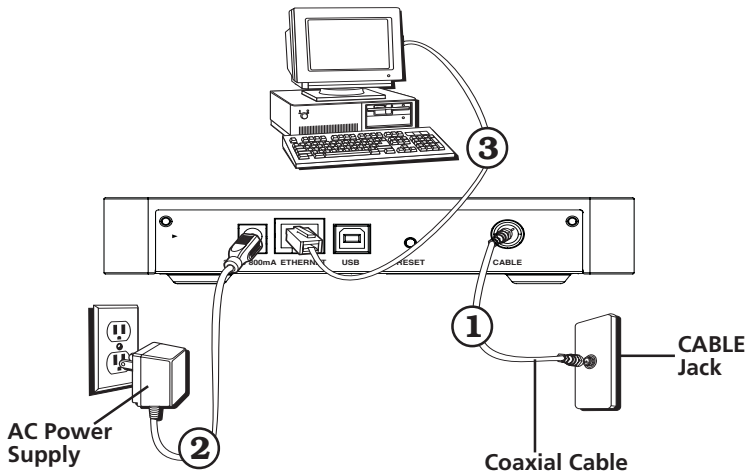


Fig. 22: Ethernet Connection



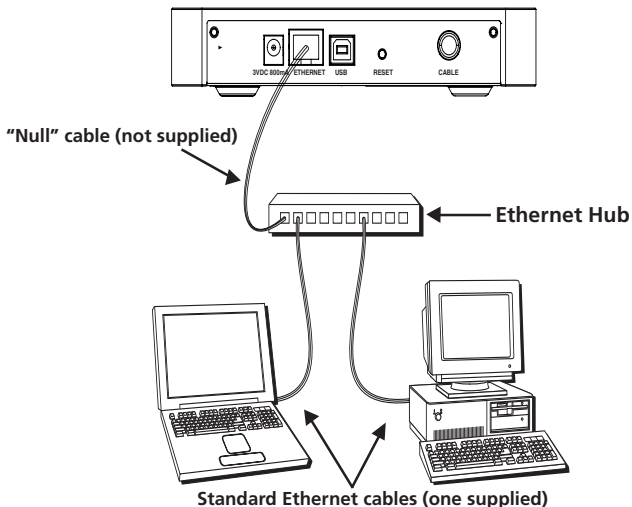
# Connecting the Cable Modem

## Connecting More Than Two Computers to the Cable Modem

If you need to connect more than two computers or if you need to connect two computers but USB is not available, 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
- 10BaseT or 100BaseT Hub or Switch
- Straight through, or standard, category 5 Ethernet cable (one for each computer to be connected)

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



**Fig. 23: Ethernet Hub Connection**

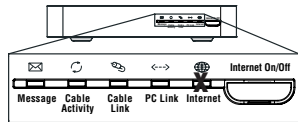
\*An uplink port has a small switch on it to change the polarity of the connection. It can accept either a crossover or a straight cable, depending on the setting.

# Activating the Cable Modem

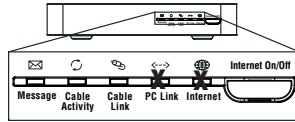
## Initialization Mode

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

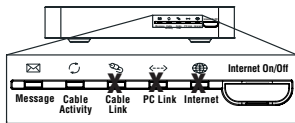
**Note:** All indicators flash once prior to the initialization sequence.



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

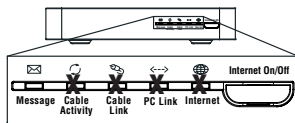


2. Ranging – The modem is now tuned to a downstream cable modem channel and can now receive data. Now it searches for an upstream channel so that it can send data.

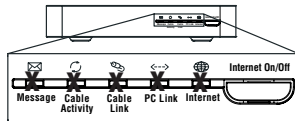


3. Connecting – The cable modem is now communicating start-up data both downstream and upstream.

The cable company is establishing IP connectivity with your modem.



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



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

\* Actual button or LED names may vary per model.

**Legend**    □ Off    ■ On    ✕ Flashing

### Buttons

**INTERNET ON/OFF\*** – Turns the Internet connection ON and OFF for additional security. In OFF mode, the CABLE ACTIVITY LED is also disabled.

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

### Indicators – Operational Mode



**INTERNET\*** – Indicates whether the Internet Connection is active.

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

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

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

**MESSAGE\*** – This light flashes when you have mail or message (if available through service provider).

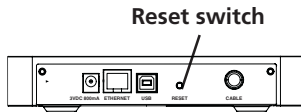
**Note:** If all of the lights are flashing sequentially, it means the cable modem is automatically updating its system software. Please wait for the lights to stop flashing. You cannot use your modem during this time. Do not remove the power supply or reset the cable modem during this process.

\* Actual button or LED names may vary per model.

# Using the Cable Modem

## Reset Switch

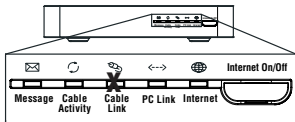
The reset switch can be found behind a “toothpick hole” on the back panel. It performs two functions:



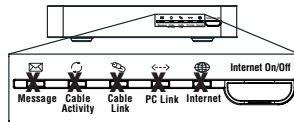
- **Basic Reset** – Press and release the switch to make it perform the same function as disconnecting the power from the modem. It will start up again in Initialization Mode, see page 24.
- **Factory Default Reset** – Unplug the modem from the AC power. Press and hold the reset switch while plugging the modem into AC power. Continue holding the switch. Release the switch when all lights come on (about 6 seconds). This will return the modem to a factory “out of box” condition. **This should only be done if the cable modem has been taken out of service in one location and is being reconnected to a different service, or if instructed to do so by your cable company.**

## Other Status Indicators

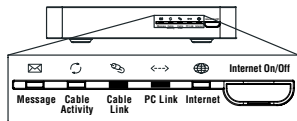
Three other status light patterns you may see are:



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



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



Standby – The modem is in the Standby mode. There is no connection to the Internet. The CABLE LINK light is on and the PC LINK light is on if a computer is connected.

\* Actual button or LED names may vary per model.

**Legend**    □ Off    ■ On    ✕ Flashing

# Frequently Asked Questions

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## Frequently Asked Questions

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

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

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

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

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

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

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

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

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

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

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

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

\* Monthly subscription fee applies.

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

**(continued on next page)**

## Frequently Asked Questions

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**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 Euro-DOCSIS cable modem will work with all upgraded cable systems that are EuroDOCSIS-compliant or DOCSIS\*-compliant.

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

- A. Euro-DOCSIS is the modified DOCSIS standard to accommodate European cable systems which often use 8 MHz channel spacing cable networks.

**\*If the DOCSIS downstream frequencies match the EuroDOCSIS frequency range.**

# FCC Information

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## FCC Declaration of Conformity and Industry Canada Information

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.

Trade Name: RCA                      Model: DCM425  
Equipment Classification:      Computing Device Accessory

Responsible Party:                  Thomson Inc.  
   10330 N. Meridian Street  
   Indianapolis, IN 46290  
   Telephone: 580 634-0151

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 and correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect this 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 regulations state that unauthorized changes or modifications to this equipment may void the user's authority to operate it.

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

This Class B digital apparatus complies with Canadian ICES-003.

Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada.

## Minimum System Requirements

	IBM PC COMPATIBLE	MACINTOSH
<b>CPU</b>	Pentium preferred	PowerPC or higher
<b>System RAM</b>	16MB (32MB preferred)	24MB (32MB preferred)
<b>Operating System</b>	Windows 98SE/2000/Me/XP, Linux	Mac OS 7.6.1 or higher
<b>Available Disk Space</b>	125MB	50MB
<b>Sound Card</b>	Preferred	N/A†
<b>Video</b>	VGA or better (SVGA preferred)	VGA or better (SVGA built-in preferred)
<b>CD-ROM Drive</b>	Required for USB	Required
<b>Ethernet</b>	10BaseT or 100BaseT	10BaseT or 100BaseT
<b>USB Port</b>	USB (Windows 98SE/2000/Me/XP only) N/A†	

The Universal Serial Bus is a high speed bus that enables your computer to communicate simultaneously with a variety of peripherals. If you have other peripherals that send and receive a lot of information, such as speakers, printers or scanners, we recommend using an Ethernet card to support this modem.

## Connecting the Cable Modem

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

**OR**

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

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



# Quick Reference

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## Button/Light/LED Indicators



**INTERNET ON/OFF\*** – Turns the Internet connection ON and OFF for additional security. In OFF mode, the CABLE ACTIVITY LED is also disabled. *Do not press this button when transmitting data over the internet. The information will be lost and your connection disabled.*

**INTERNET\*** – Indicates whether the Internet Connection is active.

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

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

**MESSAGE\*** – This light flashes when you have mail or message (if available through service provider).

## Service Information

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

\* Actual button or LED names may vary per model.

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

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

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

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

**EuroDOCSIS** – The modified DOCSIS standard to accommodate European cable systems which often use 8 MHz channel spacing cable networks.

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

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

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

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

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

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

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

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

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Indianapolis, IN USA 46290

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