

SB4101 User Guide



Regulatory Information

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

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in the residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation.

If the equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one of the following measures:

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

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

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

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



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

Different types of cord sets may be used for connections to the main supply circuit. Use only a main line cord that complies with all applicable product safety requirements of the country of use.

Declaration of Conformity

According to 47CFR, Parts 2 and 15 for Class B Personal Computers and Peripherals; and/or CPU Boards and Power Supplies used with Class B Personal Computers, Motorola BCS, 6450 Sequence Drive, San Diego, CA 92121, 1-800-225-9446, declares under sole responsibility that the product identifies with 47CFR Part 2 and 15 of the FCC Rules as a Class B digital device. Each product marketed is identical to the representative unit tested and found to be compliant with the standards. Records maintained continue to reflect the equipment being produced can be expected to be within the variation accepted, due to quantity production and testing on a statistical basis as required by 47CFR 2.909. Operation is subject to the following condition: This device must accept any interference received, including interference that may cause undesired operation. The above named party is responsible for ensuring that the equipment complies with the standards of 47CFR, Paragraph 15.101 to 15.109.

Canadian Compliance

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



Warning

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

Caution

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

THESE SERVICING INSTRUCTIONS ARE FOR USE BY QUALIFIED PERSONNEL ONLY. TO REDUCE THE RISK OF ELECTRICAL SHOCK, DO NOT PERFORM ANY SERVICING OTHER THAN THAT CONTAINED IN THE INSTALLATION AND TROUBLESHOOTING INSTRUCTIONS UNLESS YOU ARE QUALIFIED TO DO SO. REFER ALL SERVICING TO QUALIFIED SERVICE PERSONNEL.

Repairs

If repair is necessary, return the Product (including all Software, components, documentation, and other contents of this Product package) together with proof of purchase to the place of purchase. Copyright © 2001 by Motorola, Inc. All rights reserved.

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Table of Contents

Introduction
Top and Front Panel
Rear Panel
Before You Begin
Precautions
System Requirements
Installation and Configuration9
Installation and Configuration Tasks9
Cabling and Startup for a Single User
Setting Up a USB Driver in Windows 98
Setting Up a USB Driver in Windows 2000 and Me 18
Configuring for TCP/IP in Windows 95, 98, and Me 23
Configuring for TCP/IP in Windows 2000
Verifying Your IP Address in Windows 95, 98, and Me
Verifying Your IP Address in Windows 2000
Cabling for Multiple Users



Table of Contents (cont'd)

Troubleshooting	35
Problems and Possible Solutions	35
Removing the SB4101 Device Listing from Windows 98	38
Removing the USB Driver from Windows 98	40
Removing the SB4101 Device Listing from Windows 2000 and Windows Me	42
Removing the USB Driver from Windows 2000 and Windows Me	46
Contact Us4	18
Glossary	19
FAQs5	51
Software License Agreement	54





Introduction	Before You Begin	Installation	Configuration	Troubleshooting	Legal			
		⊁Just op	oen your brov	vser and <i>surf!</i>				
Easier!	* connected	Congratulations, you have a new state-of-the-art SB4101 cable modem! This high-speed, upgradeable modem enables you to connect your home or business computer to a DOCSIS-compliant data network. The SB4101 transmits and receives data at much higher speeds than traditional telephone or ISDN modems.						
Eastor	* *	It provides high-speed access to the Internet and other online services.						
rasteri		A new Universal Serial Bus (USB) port is available for a single-user direct connection to						
Up to 100 times fa	ster than a phone modem	to single or mu	tiple users.	nemet connection provides netw	VOIR SEIVICE			
Better!	* * *	Unlike a telephone modem, the SB4101 is always online. Just open your browser						
A great choice for	Internet access							
		* Unlike analo ** Actual spee	g phone modems and ISDI d will vary. Many network a	N, you're always on, always co and other factors affect downl	onnected. oad speeds.			

*** SURFboard is made by the company with over 50 years of cable TV expertise.







Introduction	Before You Begin	Installat	tion	Configuration	Troubleshooting	Legal	
		≯ Toj	p and	Front Pane	I		
		The st inform	andby butto ation about	n suspends Internet serv power, communications,	ice. The six front-panel lights pro and errors.	ovide	
1			Item	Description			
2 3 4		1	Standby Switch	Press this switch to disable the Ethernet and USB ports on the SB4101. No data is transmitted or received. Press this switch again to transmit and receive data. The Standby button offers added Internet security. When the standby switch is activated, all other lights turn off			
6 [7		2	Power LED	When the light is flashir A solid light indicates th	ng, startup diagnostics are being ne SB4101 is powered on.	performed.	
		3	Receive LED	When the light is flashir channel connection. A sis acquired.	ng, the SB4101 is scanning for a solid light indicates the channel c	receive connection	
	Second Second Second Second	4	Send LED	When the light is flashin channel connection. A is acquired.	ng, the SB4101 is scanning for th solid light indicates the channel c	ne send connection	
		_		2			





Introduction	Before You Begin	Installa	tion	Configuration	Troubleshooting	Legal
		То	p and	Front Panel		
			Item	Description		
1		5	Online LED	When the light is flashin configuration server con connection is acquired.	g, the SB4101 is scanning for the nection. A solid light indicates th	e network e network
2		6	Activity	When the light is flashin data. When the light is c receiving data.	g, the SB4101 is transmitting or i ff, the SB4101 is not transmitting	receiving g or
4 5 6 7		7	Standby	After pressing the Stand Standby light turns on in disabled (not receiving of to the service provider m interrupted until the Star button offers added Inte	by button on the top of the SB41 dicating the Ethernet and USB p or transmitting data). The cable c emains active. Internet service is hoby button is pressed again. The rnet security.	01, the orts are onnection e Standby
1 2 3 4 5 6 7		6 7	LED Activity Standby	configuration server con connection is acquired. When the light is flashin data. When the light is o receiving data. After pressing the Stand Standby light turns on in disabled (not receiving o to the service provider m interrupted until the Star button offers added Inte	nection. A solid light indicates th g, the SB4101 is transmitting or i ff, the SB4101 is not transmitting by button on the top of the SB41 dicating the Ethernet and USB p or transmitting data). The cable c emains active. Internet service is ndby button is pressed again. The rnet security.	e net receiv g or 01, th orts a onneo e Star















ntroduction	Before	You Begin	Installation	Configur	ation	Troubleshooting	Legal	
			> Before	You Be	gin			
		Power cord	Before you beg	in the installatio	n, check that you	ı have:		
			Item		Description			
10/100Base-T shielded		Power		Power cord Required for connecting electrical outlet.				
Ethernet cal	ble		One 10/100Ba shielded Ethe	ase-T ernet cable	Required for co	nnecting to the Ethernet port.		
	*	USB cable	One USB cab	le	Required for co	nnecting to the USB port.		
			SB4101 User CD-ROM	Guide	Contains the Us for connecting t	ser Guide and USB drivers neo o USB port.	cessary	
User Gui CD-RON	ide 1	\bigcirc	You need to pur your SB4101 to you may need a cable and the R	You need to purchase a 75-ohm coaxial cable with F-type connectors for connecting your SB4101 to the nearest cable outlet. If you have a TV attached to the cable outlet, you may need a 5-900 MHz splitter to use both the TV and the SB4101. Both the coaxial cable and the RF splitter are readily available at consumer electronic stores.				



Home





Introduction Before You Begin	Installatio	Configuration	Troubleshooting	Legal				
You must call your service provider to activate your service. You need to provide the media	Prec	Precautions						
access control (MAC) address. This address is found on the SB4101 bar code label marked HFC MAC ID on the rear panel. The address format is 00:20:40:xx:xx:xx or 00:04:db:xx:xx:xx.	Post activ cable outle disco PC.	Postpone SB4101 installation until there is no risk of thunderstorm or lightning activity in the area. Avoid damaging the SB4101 with static by touching the coaxial cable connector when it is attached to the earth grounded coaxial cable TV wall outlet. Always first touch the coaxial cable connector on the SB4101 when you are disconnecting or re-connecting your USB or Ethernet cable from the SB4101 or your PC						
	Do n over	ot block the ventilation holes on neating the SB4101.	the sides of the cable modem to p	prevent				

- Do not open the SB4101 cable modem. Refer all service to your local service provider.
- Wipe the modem with a clean, dry cloth. Never use cleaning fluid or similar chemicals. Do not spray cleaners directly on the unit or use forced air to remove dust.







Introduc	ction	Before You Begin	Installation	Configuration	Troubleshooting	Legal		
System	m Requi	rements Summary	System Requirements					
Se Co	Service ProviderComputer		You need the following to use the SB4101 with your computer system:					
HT	 HTML Browser Ethernet card or SB4101 CD-ROM containing the USB software 	Service Provider						
COI		You must sign up with a data service provider for access to the Internet and other online services. You should ask your data service provider the following questions:						
			Do you have any special system requirements?					
			When can	dem?				
			Are there any files I need to download once I'm connected?					
		Do I need a user name or password to access the Internet or use Email?						
			Compute	r				

Your computer must be equipped with a USB or Ethernet port and Transmission Control Protocol/Internet Protocol (TCP/IP) to access the SB4101. The SB4101 is compatible with Microsoft®, Macintosh® and UNIX® operating systems. Computers using Windows® 95, UNIX, or Macintosh systems must use the Ethernet connection.





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Introduction	Before You Begin	Installation	Configuration	Troubleshooting	Legal	
The Ethernet card must be installed before the SB4101. If it isn't, follow the installation instructions that came with your Ethernet card.		System Requirements				
		HTML Browser				
		Any standard HTML (web) browser works with the SB4101.				

Ethernet Card or SB4101 CD-ROM Containing the USB Software

Any standard 10/100Base-T Ethernet card operates with the SB4101. This is not needed if connecting to the USB port. The Ethernet card must be installed before the SB4101. If it is not, follow the installation instructions included with your Ethernet card.

The USB connection is supported by Windows 98, Windows 2000, and Windows Me and requires special software to operate. The USB driver software files are on the CD-ROM supplied with your SB4101.

The USB drivers can be upgraded from the Internet. Check our website for information, http://www.motorola.com/broadband.

Your computer must be configured for TCP/IP and have an IP address for the SB4101 to operate. Your service provider furnishes the IP address.







Introduction	Before You Begin	Installation	Configuration	Troubleshooting	Legal			
Avoid damaging the SB4101 or your PC with static electricity. Installation and Configuration Tasks								
To release any state the coaxial cable	You should always make the wall connection first. Be sure the coaxial cable is connected between the coaxial connector on the wall and the SB4101.	 Install ca Set up U Configure Verify IP There are two Windows Windows 	oles SB in Windows if you are usin TCP/IP address sections for USB installation 98 2000 and Windows Me	ng a USB port on your PC				
before connecting	or disconnecting							

the USB or Ethernet cables.







Introduction	Before You Begin	Installation	Configuration	Troubleshooting	Legal
		⊁ Cablin	g and Startu	o for a Single U	ser
	Ethernet		v 5 to 30 minutes to power u e appropriate channels for c	o the first time because the SB41 ommunications.	01 must find
<u>س</u>	USB	1 Be sure th	nat your computer is on and	the SB4101 is unplugged.	
To Ethernet or USB		2 Connect t SB4101 c them. You you have	he coaxial TV cable to the ca onnector marked CABLE. Ha I may need a 5-900 MHz spli a TV connected to the cable	able outlet or splitter and the othe and-tighten the connectors to avo tter and an additional 75-ohm co outlet.	er end to the bid damaging baxial cable if
outlet	CABLE	3 Insert the	SB4101 CD-ROM into your	CD-ROM drive.	
		4 Plug the p to the elec	oower cord into the SB4101 octrical outlet.	connector marked POWER and t	he other end
		Caution			
To electrical outlet			o not connect both Ethernet a mputer.	and USB cables to the same	



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Introduction	Before You Begin	Installatio	on Configurat	tion	Troubleshooting	Legal
To turn on your SB not necessary to u	34101, simply plug it in. It is nplug it when not in use.	Cab	ling and Sta	artup fo	r a Single l	Jser
2		5 Cho sec	eck that the lights on the fuence:	front of the SB41	01 cycle through the fol	lowing
		•	Power flashes during a se light is solid green.	elf-test. When the	e self-test is successfully	complete, the
		•	Receive flashes while the receive channel is locked	e SB4101 scans ⁻ I, the light is solic	for the receive channel. I green.	When the
		•	Send flashes while the S channel is locked, the lig	B4101 scans for ht is solid green.	the send channel. Whe	n the send
		•	Online flashes while the sthe sthe structure the structure of the structur	SB4101 is obtain tion is obtained, t	ing configuration inform the light is solid green.	ation. When







Introduction	Before You Begin	Installa	tion	Configuration	Troubleshooting	Legal
		Ca	bling	and Start	up for a Single U	ser
		<mark>6</mark> (Connect your	r computer to the SB4	101 using one of the following meth	iods:
		ι	JSB			
			Connect the U JSB port on t	USB cable to the SB4 the back of your comp	101 port marked USB and the other outer.	r end to the
		F	or Windows	98 USB users, go to	the next page.	
		F	or Windows	2000 and Windows M	le USB users, go to page 18.	
		E	thernet			
		C c a "'	Connect the connector and the connector and the connector and the configuring	10/100Base-T shielde d the other end to the connection, skip over t for TCP/IP" on page 2	d Ethernet cable to the SB4101 Eth Ethernet jack on the back of your c he USB instructions and go to 3.	iernet omputer. For
		L ti c	During normative he Activity lig	al operation, the Powe ght flashes when trans	r, Receive, Send, and Online lights ferring data between the SB4101 a	are on and ind your







Introduction	Before You Begin	Installation	Configuration	Troubleshooting	Lega
Add New Hardware Wiz	eard This wizard searches for new drivers for: USB Composite Device A device driver is a software program that makes a hardware device work. < Beok	Setting After plugging i 1 Click Next	J Up a USB in the USB connector, the	Driver in Window	ıs 98







Introduction	Before You Begin	Installation	Configuration	Troubleshooting	Legal
Add New Hardware We	zard What do you want Windows to do? IP Economics Percommended IP Digdage at of all the drivers in a specific location, so you can select the driver you want.	2 Be sure displaye on the le If your c	g Up a USB the text that reads "Search d in the upper window on t off is displayed showing a l omputer successfully locat	Driver in Windov for the best driver for your device" is the left. Then, click Next , and the low ocation. es the driver, proceed to step 4.	vs 98 s selected as ver window
Add New Hardware Wi	isard Windows will teach for new divers in its driver database on your hard data and in any of the lationing selected bootstom. Each teach to each the search. Dopp disk drives Dip Dip DMI drive Microsoft Windows Update Specify a location: DiverBouch wit Browne Egesk Next>				
h ome	Print Exit	-	◀ 14 ►		



ntroduction	Before You Begin	Installation	Configuration	Troubleshooting	Legal
Add New Hardware Wi	iver does not a set of the root does not be the does not be the the following setected became, and the set of th	Setting If your com You should as shown Click Next Select "Th	B Up a USB D nputer does not locate the o d select "specify a location" in the upper window.	Priver in Window is disp driver, the previous window is disp and type in the location of your Cl hen click Next.	vs 98 blayed again. D-ROM drive
Home	Print Exit		◀ 15 ▶		



Introduction	Before You Begin	Installation	Configuration	Troubleshooting	Legal
Add New Hardmare Wra	eard Windows driver file search for the device: Motorals SufBoard USB Cable Modern SB4100 Windows in now ready to install the best driver for this device. Click Bock to select a different driver, or click Next to continue. Location of driver. Dr.WET4100.INF K Back West 5000 Cancel	 Settin 5 After the At this poinstallation 6 Be sure System I 	g Up a USB C window on the left is display bint, Windows 98 may need on. These files are located o your Windows 98 CD-ROM i Files.	Ved, click Next. additional system files loaded to co n your Windows 98 CD-ROM. is in the CD-ROM Drive and click C	omplete the DK to install









ntroduction	Before You Begin	Installation	Configuration	Troubleshooting	Legal	
Add New Hardware Wizard	Motorola Sur/Board USB Cable Modem SB4100	7 After all o the left is	g Up a USB D f the necessary Windows 98 displayed confirming a succe	river in Windov files have been loaded, the uppe	vs 98 er window on	
	Indows has finished installing the software that your new ardware device requires.	 8 Click Finish and the lower window is displayed. 9 Click Yes to restart your computer. Refer to "Verifying Your IP Address in Windows 95, 98, and Me" on page 30 to verify your TCP/IP setup. 				
System Settings Change	CBeck Finish Cancel Vour new hardware, you must restart your computer. art your computer now? No	If you have an removing the in the <i>Trouble</i>	y difficulties with the installat SB4101 USB device from a V <i>shooting</i> section.	on process, please follow the in Vindows 98 computer that appea	structions for ar on page 38	







The SB4101 uses the same driver as the SB4100.







ntroduction	Before You Begin	Installation	Configuration	Troubleshooting	Legal
Found New Hardware Wizard	Welcome to the Found New Hardware Wizard This wizad helps you initial a device driver for a headware device. To continue, click Next.	 Setting Windo 2 After seve 3 Click Nex 4 Be sure the selected and selecte	The seconds of the Hardware Notes and the lower window is denote the text that reads "Search and click Next.	Windows Me Wizard window is displayed. isplayed. ch for a suitable driver for my dev	ice" is
Found New Hardware Witzerd Install Hardware Device I A device driver is a software of software This wized will complete Specific and the software of the software Station of the software of the software A device driver is a software files to your installation click hore files to your installation click hore of the software What do you want the will of search for a suitable O biplay a list of the driver	Drivers Experimentation of the enables a hardware device to work with Experimentation for this device: able Modem Experimentation of this device: are program that makes a hardware device work. Windows new device. To locate drive files and complete the service files and complete the service files and complete the service files and complete the service. To locate drive files and complete the service files device so that I can choose a specific known drivers for this device so that I can choose a specific < Back				













Introduction	Before You Begin	Insta	llation	Configuration	Troubleshooting	Legal
Insert Disk Please insert the C your CD-RUM driv You can also click from an alternate k network server.	ompact Disc labeled 'USBCM' into (D:) and then click OK. OK if you want files to be copied Cancel	S M 7	On the Inse	Up a USB D vs 2000 and ert Disk window, D:\ repres	Windows Me sents the CD-ROM drive. If D:\ is no	ot the
		8	Click OK a	nd the lower window on th	e left is displayed.	n anve.
Files Needed Some files on USB Insert USBCM into click OK.	CM are needed. CM are needed. Cancel the drive selected below, and then	9	Select Bro Motorola S	wse and then locate a file B4101 CD-ROM root direc	called Net4101.sys . This file is loc ctory. Double-click the file called Ne	ated on the et4101.sys.
Copy files from:	Browse					







Introduction	Before You Begin	Installation	Configuration	Troubleshooting	Legal
Files Needed Some files on USBCM a Insert USBCM into the office OK. Copy files from:	are needed. Cancel drive selected below, and then Browse	Settin Windo 10 On the F window i 11 Click Fin	g Up a USB D ws 2000 and iles Needed window, click Ol s displayed. ish to complete the installation	Priver in Windows Me K and the Found New Hardware on.	Wizard
Found New Hardware Wizard	Appleting the Found New dware Wizard Motorola SurfBoard USB Cable Modern SB4100 wis has finished installing the software for this device. se this wizard, click Finish.	If you have a removing the begin on pag	ny difficulties with the installa SB4101 USB device from a e 42.	tion process, please follow the in: Windows 2000 or Windows Me c	structions for omputer that







Introduction	Before You Begin	Installation	Configuration	Troubleshooting	Legal
The SB4101 conta You don't need to you must configu (software protoco communication b check for an IP ao may provide addi	ains all necessary software. configure the SB4101, but re your computer for TCP/IP ol developed for etween computers) and ldress. Your service provider tional instructions for setting	Configure 98, and The following bas configuration inst system, refer to y	ring for TC Me sic instructions are for N ructions begin on page rour user guide.	P/IP in Windows	95, 000 uting
up your computer	r.	1 On the Wind	ows Desktop, click Sta	rt.	

work	?)
onfiguration Identification Access Control	
The following network components are installe	ed:
Client for Microsoft Networks	_
🔊 3Com Fast EtherLink XL 10/100Mb TX E	themet NIC (3C9
😅 Dial-Up Adapter	
DPX110 USB Cable Modern Adapter	
Motorola SurtBoard USB Cable Modern S	84100
1.1	
Add Romana	Properties
	Libbourse
Primary Network Logon:	
Client for Microsoft Networks	-
File and Drink Charling	
Description	
	K Canad

- WINDOWS DESKLOP, CIICK Start.
- Select Settings and then Control Panel from the pop-up menus. 2
- Double-click the Network icon on the Control Panel window. 3
- Select the **Configuration** tab on the Network window. 4
- 5 Check to see if TCP/IP has been installed for the device being used (Ethernet card or USB). If TCP/IP is displayed in the list of network components, it is installed and you can proceed to step 10. If TCP/IP is not displayed on the list, continue with step 6.
- Click Add. 6







Manufacturers:

Microsoft

iBM

Introduction	Before You Begin	Installation	Configuration	Troubleshooting	Legal
Select Network Compor Cick the type of network Cient Cient Cient Cient Cient Cient Cient Service Protocol is a 'language' must use the same proto Select Network Protocol Cick the Network Protocol	nent Type ? X component you want to install Add Cancel a computer uses. Computers scol to communicate.	 Configure 98, and 7 Double-clic 8 Click Micro Protocol se 9 Click OK. 	the Protocol option on Se pooft in the Manufacturers s ection of Select Network Pro	P in Windows elect Network Component Type v ection and then click TCP/IP in t tocol window.	95, window. he Network



Network Protocols:

Microsoft DLC
 NetBEUI
 TCP/IP
 WAN support for ATM

Microsoft 32-bit DLC

•

Have Disk...

OK

Cancel





Introduction	Before You Begin	Installation	Configuration	Troubleshooting	Legal
Network Configuration Identificat	ion Access Control	Configu 98 and l	ring for TCP/ Me	IP in Windows	95,
The following <u>network</u> « PP Dial-Up Adapter PP PATIO USB Cable W Motorola SurfBoard TCP/IP -> 3Com F TCP/IP -> Dial-Up,	components are installed: le Modern Adapter d USB Cable Modern SB4100 sat EtherLink XL 10/100Mb TX Etherne Adapter	10 Click TCP/IP choose the c SB4101.	on the Network window. If one associated with the Eth	you have more than one TCP/ ernet card or USB device conn	IP entry, ected to the
<u>A</u> dd	R <u>e</u> move P <u>r</u> operties	11 Click Proper	rties.		
Primary Network Logon	n: etworks	12 Select the IP	Address tab on the TCP/I	P window.	
Eile and Print Sharii Description TCP/IP is the protoco wide-area networks.	ing	13 Click Obtain	an IP address automatic	ally.	
		14 Click UK to a	accept the TCP/IP settings.		
	OK Cancel	15 Click OK to o	close the Network window.		
		16 Click OK wh	en prompted to restart your	^r computer and then click OK a	gain.







Regional Scanners and Scheduled Sounds and

Favorites Tools Advanced Help

⇔Back • → • 由 @Search Bifelders @Hatory 챔밍 X 20 립•

Options Cameras Tasks Multimedia

Connects to other computers, networks, and the Internet

<u>s</u> ę. Nale New Local Area Correction Correction 2

Address 🐊 Network and Dial-up Connections

Motorola SurfBoard USB Cable Modern SB4000

ntroduction	Before You Begin	Installation	Configuration	Troubleshooting	Legal
Control Panel File Edit View Pavorites Tools Heb		Config	uring for TC	P/IP in Windows	; 2000
↓ ← Dol: → ▲	des Grinder 12 12 23 13 14 15 15 15 15 15 15 15 15 15 15 15 15 15	The following b instructions be	pasic instructions are for V gin on page 23. If you are	Vindows 2000 users. Windows 95 using a different operating system	, 98, and Me ı, refer to you
Garre Erkernet Keyboard Controlers Opkins Keyboard Opkins Decimal Scenars and O	No.exe Veters and Power Options Prices	1 On the Wi	ndows Desktop, click Sta	rt.	

- Select Settings and then Control Panel from the pop-up menus. 2
- 3 Double-click the Network and Dial-up Connections icon on the Control Panel window.
- 4 On the Network and Dial-up Connections window, click Local Area Connection #. The value of this number (#) varies from system to system, but usually is 2. The Local Area Connection # Status window is displayed as shown at the top of the next page.



System Users and

Passwords

- D X

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Introductio	n	Before You Beg	in Instal	lation	Configuration	Troubleshooting	Legal
0	ocal Area Connection	n 2 Status ?X	C	onfigur	ing for TC	P/IP in Windows	; 2000
	Connection Status: Duration: Speed:	Connected 00.04:20 750.0 Kbps	5	Click Properti displayed.	es and information s	imilar to that shown in the lower wi	indow is
	Activity Packets: Properties	Sent — Eccived 0 0 Disable	6	If Internet Prot is installed and continue with s Type window t	ocol (TCP/IP) is disp d you can proceed to step 7 by clicking Ins o be displayed as sh	layed in the list of network compor step 10. If TCP/IP is not displayed tall. This causes the Select Netwo nown at the top of the next page.	nents, TCP/IP 3 on the list, rk Component

Motorola SurfBoard U	6B Cable Mode	m SB4100	-
omponents checked are us	ed by this conn	Configure	
Eile and Printer Shari Internet Protocol (TC	ng for Microsoft P/IP)	Networks	
Install	Uninstall	Properties	
Transmission Control Proto wide area network protoci across diverse interconne	col/Internet Pro of that provides cted networks.	otocol. The default communication	
			- 1

Close







Introduction	Before You Begi	in Installation	Configu	ration	Troubleshooting	Legal
c	Select Network Component Tune	Conf	iguring fo	r TCP/I	P in Windows	2000
	Click the type of network component you want to install	7 Click ADD. the lo	Protocol on the Sele The Select Network wer left of this page.	ect Network Co Protocol windo	omponent Type window and w is displayed similar to the e	then click example on
	Description A protocol is a language your computer uses to communicate with other computers.	8 Click Proto	Internet Protocol (T col window.	CP/IP) in the N	etwork Protocol section of Se	elect Network
	Add Cancel	9 Click show	OK and the Local Ar n at the top of the ne	ea Connection ; xt page.	# Properties window is re-dis	played as
S	Alect Network Protocol X					
	Network Protocol OLC Protocol DC Protocol NetELI Protocol NetELI Protocol NetELI Protocol NetLini ProvSPKNetBIOS Compable Transport Protocol					
	Have Disk					







Introduction	Before You Begin	Installa	tion	Configuration	Troubleshooting	Legal
Local Area C General Connet u ♥ Mot Componer ♥ @ C ♥ @ C ■ Componer ♥ @ C ■ Componer ♥ @ C ■ Componer ♥ @ C ■ Componer ♥ @ Componer ♥ @ Componer ♥ @ Componer ♥ @ Componer	somection 2 Properties 2 aning: Configure rotads Sutfloard USB Cable Modern SB4100 Configure rist checked are used by this connector Configure all. Uninstall Properties ion Simon Control Protocol/Internet Protocol. The default dress in inconnected enterwish. The default icon in taskbar when connected Connected	Co 10 (t (N a 11 (12 (13 (On the Local he box next TCP/IP) Pro Make sure th automatically Click OK to a Click OK to c	Area Connection # F to Internet Protocol perties windows is di at "Obtain IP address " are selected. Accept the TCP/IP se close the Local Area	CP/IP in Windows Properties window, make sure a che (TCP/IP). Click Properties. The Inte splayed as shown on the lower left of a automatically" and "Obtain DNS se ttings. Connection # Properties window.	ck mark is in ernet Protocol of this page. erver address
Internet Pro General You camp the applo the applo the applo	Accol (11/2/10) Properties ? If P settings assigned automatically if your network supports alloy terremany your need to add your network administrator for one IP address advantatically the following IP address				- ,	-9



Advanced...
DK Cancel

Obtain DNS server address automatically
 O Use the following DNS server addresses:-





Introduction Before You Be	gin Installation	Configuration	Troubleshooting	Legal
PCI Bus Master Adapter	Verifyin Window	ig Your IP Ac /s 95, 98, ar	dress in Id Me	
Adapter Address 00-80-C6-E7-59-E6 IP Address 206.19.86.132 Subnet Mask 255.255.255.224 Default Gateway 206.19.86.129	The following ba verifying your IP operating system verification.	asic instructions are for Win address for Windows 200 n, please refer to your spe	ndows 95, 98, and Me. The instru 0 are found on the next page. Fo cific operating system guide for l	uctions for or any other P address
OK Release Renew Release All Renew All More Info >>	To check the IP	address:		

The values shown for Adapter Address, IP Address, Subnet Mask, and Default Gateway on your PC will be different than those shown in the example above.

Adapter Address	00-80-C6-E7-59-E6
IP Autoconfiguration Address	169.254.191.251

If autoconfiguration is displayed before IP Address in Windows 98, call your service provider.



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

If after performing this procedure your computer does not access the Internet, call your service provider. They will assist in your configuration.





Windows 2000 IP Configuration Ethernet adapter Local Area Connection 2:

c:>>

Ethernet adapter Local Area Connection:

Introduction	Before You Begin	Installation	Configuration	Troubleshooting	Legal
Run	<u>? X</u>	> Verifyi Windo	ing Your IP Ad ws 2000	dress in	
Open: C	e of a program, folder, document, or rce, and Windows will open it for you.	The following IP address for operating syst verification.	basic instructions are for Wind r Windows 95, and Me are fou tem, please refer to your spec	lows 2000. The instructions for v ind on the previous page. For a ific operating system guide for I	verifying your ny other IP address
		To check the I	P address:		
		1 On the W	/indows Desktop, click Start.		
		2 Select Ru	Jn.		
©\C\WINNT\System32\cmdexe Microsoft Windows 2000 [Uersion f (C) Copyright 1985-2000 Microsoft C:\>ipconfig Windows 2000 IP Configuration	5.00.21951	3 Type cm displayed	d and click OK. A window like I.	the one on the upper left of this	s page is

- Type **ipconfig** and press **ENTER** to display your IP configuration. 4
- 5 Type exit and press ENTER to return to the Windows operating system.



Media State : Cable Disconnected





C:\>ipconfig /renew Windows 2000 IP Configuration Ethernet adapter Local Area Connection 2:

Introduction	Before You Begin	Installation	Configuration	Troubleshooting	Lega
©iend Microsoft Vindows 2000 (Version (C) Copyright 1985-2000 Micros C:∖\ipconfig Unders 2000 11 Configuration	n 5.00.21951 🔹 🔍	Verifyiı Windov	n <mark>g Your IP Ac</mark> ws 2000	ldress in	
<pre>minute reserve to one question Ethernet adapter Local Area Con Connection=specific UM Autoreonfigurestion IP A Submet Mask Befault Catenony C:>></pre>	nnection 2: 8 Suffax : : 44ees : 169.254.45.20 : 255.255.0.0	Improper conne are indicated w displayed on th your regular ca	ections between your PC ar hen you receive an Autocor e upper left of this page. Cr ble-TV channels on your tel	nd the SB4101 and cable networ nfiguration IP Address. An exam neck your cabling and whether y evision.	k problems ple is ou can see
	~	After verifying y looking at the c	our cable connections and hannels on your TV, you ca	proper operation of the cable-T n attempt to renew your IP addr	/ system by ess.
		To renew your	IP address:		
⊠ <mark>cmd</mark> Microsoft Windows 2000 [Uersion (C) Copyright 1985-2000 Microso C:\>ipconfig ∕renew	1 5.00.2195] Jft Corp.	1 Type ipcou	nfig /renew and then press net access should be availab	ENTER . If a valid IP address is ble.	displayed,

2 Type **exit** and then press **ENTER** to return to Windows.

If after performing this procedure your computer does not access the Internet, call your service provider. They will assist in your configuration.









Multiple computers cannot be connected to the SB4101 through the USB port.













Troubleshooting

This information helps you solve a problem quickly. Before calling your service provider, try pressing the reset button on the rear panel. Resetting the SB4101 may take 5 to 30 minutes. Your service provider may need to know the status of the front-panel lights.

Problem

Green POWER light is off

Possible Solutions

- Check that the power cord is properly plugged into the wall outlet and the rear panel of the SB4101.
- Check that the electrical outlet is working.
- Press the Standby button to reconnect Internet service.
- Press the **Reset** button.
- Call your service provider.







Introduction	Before You Begin	Installation	Configuration	Troubleshooting	Legal		
Troubles	hooting						
Problem		Possib	le Solutions				
Cannot send or re	ceive data	Check This lig	Check the lights on the front panel. Note the first light from top to bottom that is off. This light indicates where the error occurred. If the first light that is off is:				
		Light	Turns off under the fo	ollowing error condition	n(s):		
		Recei	ve During startup, the receive During normal operation,	e channel is not acquired. the receive channel is lost.			
		Send	During startup, the send on During normal operation,	channel is not acquired. the send channel is lost.			
		Onlin	e During startup, the IP reg During normal operations	During startup, the IP registration was not successful. During normal operations, the IP registration is lost.			
		Powe	r The modem may be in sta	andby mode, press the Star	ndby button.		
		Check picture functio	that your TV is working if you hav . If you are not receiving your regun. n.	e cable, and that you have ular TV channels, your data	a clear TV service will not		
Home	Print Exit	_	◀ 36 ►				



Introduction	Before You Begin	Installation	Configuration	Troubleshooting	Legal
Troubles	hooting				
Problem		Possible	Solutions		
Cannot send or red	ceive data (cont'd)	Check the	coaxial cable at the moder	and wall outlet and hand-tighten if	necessary.
		Check the call your s	e IP address (follow the step service provider if you need a	s in Verifying Your IP Address on pa an IP address.	ıge 30);
		Check that	at the USB or Ethernet cable	is attached at the modem and your	computer.
		Press the	Standby button to reconnect	t Internet service.	
Cannot view User	Guide CD video	Check tha	at Acrobat Reader 4.0 is inst	alled and selected.	
Operating System problems related to unsuccessful installation of the SB4101 USB driver		Remove t Windows	he USB driver using the inst 2000/Windows Me compute	ructions for a Windows 98 or r that appear on the following pages	3.
T Home	Print Exit		◀ 37 ►		





Introduction	Before You Begin	Install	ation	Configuration	Troubleshooting	Legal
Network Configuration is	2 X	Re fro	emovi om Wi	ng the SB41 indows 98	01 Device Listi	ng
The following: ■ (i.e. ter M ■ 300m Fact ■ 000 Up Ad T HeBEUI T TEPHP → ■ (1)	Strokić Componenti se initialed Eleksić kr. 20, 10/1004 TX Element NIC (DS) sigen 30 cm Fait Eleksić kr. 10/1004 bi TX Element w	3	Click Remo SurfBoard U	ve and the Network Dialog JSB Cable Modem" in the I	ue window no longer shows the ist.	"Motorola
Add. Primary Networ	Remove Repeties	4	Click OK , a	nd the System Settings Ch	ange window is displayed.	
Client for Mice	otor Networks vet Sharing. OK Carcel	5	Click No .			
System Settings Char Vou must reat Do you want	nge III tat your computer before the new settings will take effect. to restart your computer now? IIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIII					







Introduction	Before You Begin	Installation	Configuration	Troubleshooting	Legal
Steploring = D.X Effe Edit Seev So Fayrond Up Bask Fayrond Up Address Address D.N Faddress X Address Pathon Data Data Data Data Bask Faddress X Address Data Bask Faddress X Data Data Bask States X Data Data Bask Faddress X Data Data Net14 Data Data Actoba Motords DD1 Address Net14 Net14 State Net14 State State	Help (Copy Pathe Undo Delete Properties Views)	 Remove Window You now need selecting Run window is disp Be sure th modem. Select yo CD-ROM 	to start Windows Explorer. Sta I to start Windows Explorer. Sta I to start Window, type expl blayed as shown on the left. that the USB cable has been re ur CD-ROM drive. Run the Ren by double clicking the Remove	Driver from art Explorer by clicking Start an lorer and then click OK . The E smoved from your PC or SB410 move utility from the Motorola e icon.	nd then xploring 01 cable SB4101
The SB4101 uses	axe Sty Computer				







Introduction	Before Yo	u Begin Insta	llation	Configuration	Troubleshooting	Legal
SD4100 USB Dav Moderal Inc USB Moderal Inc USB The utility with tim ref temports (b) temports	TREADVID TOROLLA TREADVID Were Removed Ubity Torold Discretifies and registry entries that are Device Menager randout porces to sure to The Torold Analysis of t	x R General A	emovin /indows	g the USB Dr 5 98	iver from	
Operating System	Lable Modern is disconnected. is Microsoft Windows 38	Th	e SB4101 USB	Driver Removal windows are	displayed on this page.	
Remove Nel410 Remove Nel410 Remove Digital	0. eye File (System) SURF 0. eye File (Information) SB410 Signature File (Digital Catalog) Cable	Fbowd 30 US8 3 Modem	Click Remove	Driver.		
- Status Premove registr	ventiles	- 4	The removal o	f the SB4101 USB is now co	mplete.	
 Need New Driver You can check to here. 	or more information? or more information? the latest information about your Motorola SURIPboard Cable Mo <u>Http://www.Motorola.com/teachand</u>	adem	You may get installation. 1	various messages in this s The status messages you re	tep, depending on the prev aceive are informational on	ious ly.
SE4100 USE Driv	r Removal TOROLA	5	After you have procedure to r	e removed the USB device, re einstall the SB4101 with a US	epeat the Windows 98 USB Ir SB device.	nstallation
Motorela Inc. USB 0 The utility will em moto removed by the remove the driver Ensure your USB Operating System Operating System	New Removal Utility we that USE driver files and registry enhines that are benice Managares uninitial process. Be sure to using the "Device Managar" files: a behaviore that is Microsoft Windows 98	Ew	If you have pro	oblems, please call us toll-fre	e 1-877-466-8646.	
Net4 100.594 5 "Net4100.int Registry Entry Status	uccessfully Removed SURF iuccessfully Removed SB410 Successfully Removed Cable 1 Successfully Removed.	Iboad O USB Modem				
Driver Succes	fuly Removed					



You can check for the latest Information about your Motorola SURFboard Cable Modern here. http://www.Motorola.com/broardband

Need New Drivers or more Information?





Introduction	Before You	Begin	Instal	lation	Configurat	on	Troubleshooting	Legal
Control Panel Fie Edit View Favorites T He Bock ~ P ~ (200) Searce Address @ Control Panel Add/Remove Adminis Hardware Add/Remove Adminis Frograms Adminis Frograms Adminis Forder Options Fonts Gaa Contr Dial-up Co Phone and Power C	iools Help th Prolders Internet cSNW Date/Time cSNW Date/Time cSNW Date/Time cSNW Date/Time colers Internet colors Printers Regional options Printers Regional colors Colors Regional	LIN Control	Refr 1 2 3 4	From your Click Sett Click the C Double-cli Hardware	r Windows 2000 or ings. Control Panel icon ick the Add/Remov	B4101 2000 and Windows Me of and the windo e Hardware ic of in the upper	Device List nd Windows desktop, click Start. w on the left is displayed. con. This action starts the window on the next page	Add/Remove
Scheduled Sounds and Syst Tasks Multimedia	tem Ucers and Passwords ardware	i.	Thi ren	is procedu noves the o	re does not remov device listing from	e the USB dri your system	iver from your system, in	t only













ntroduction	Before You Begin	Installation	Configuration	Troubleshooting	Legal
Add/Remove Hardware Wizar Choose a Removal Task You can remove a device p	d permanentily or temporarity.	Remo from	ving the SB41 Nindows 2000	01 Device List	ing Me
Select the removal task you Uninstal a device Choose this option Choose this option to	u want to perform, and then click Next. Demonanterity unimital is device and its driver. De Temporarily unplug or eject a device.	7 On the	upper window, select Uninstal	a device and click Next.	
		8 If you ur a Device lower wi	plugged the USB cable from " window), then the SB4101 ndow.	the SB4101 (and saw the "Unsa will probably not be listed as illu	fe Removal of strated in the
	<back next=""> Cancel</back>	lf the de click Ne	vice is not listed, then click C xt .	ancel. If it is listed, highlight the	SB4101 and
Installed Devices on Your The following hardware is in Select the device you want	to uninstal.				
Devices Minin(F) (22016A PC1 Pring) (DE Channel Secondary (DE Cha	Sindge - 244E el Kor 18 Cablo Modem 584100				
Show hidden devices	< Back Next> Cancel				









Next >

Cancel

< Back



Removing the SB4101 Device Listing from Windows 2000 and Windows Me

Configuration

9 On the upper window on the left, select "Yes, I want to uninstall this device" and click **Next.**

Troubleshooting

Legal

10 On the lower window, click **Finish**.

Installation

11 Close the Control Panel Window.





Introduction	Before You Begin	Installation	Configuration	Troubleshooting	Legal
The SB41001 us	de beb Toddes Thatary Toto Toto Acchat Quidame USB Device Xras Agree.dr Drives Xras Agree.dr Drives Xras Agree.dr Drives Xras Agree.dr Autorun.rf Empty.pdf Men.dr NETHIO.CAT NetHIO.Juf Wen.dr NETHIO.CAT NetHIO.Juf NetHIO.575 Xrat exe Sufboard	 Remove Window Start Win In the Ru Double-c Double-c Double-c 	ving the USB ws 2000 and dows Explorer. Click Start an n window, type explorer and lick My Computer . lick on the Motorola (D:) CD lick the REMOVE OUT USB	Driver from Windows Me and then select Run. d then click OK. D Icon. Icon, as illustrated in the window of	on the left.







Introduction	Before You B	egin Insta	allation	Configuration	Troubleshooting	Legal
584100 USB Driver Removal	LA	× I	Remov Vindo	ving the USB I ws 2000 and N	Driver from Nindows Me	
Motorola Inc. USB Driver Removal U This utility will remove the USB driv not removed by the Device Manag remove the driver using the "Devic	Itility Itilit	Cancel 6	The wind disconne	ow on the left is displayed. <i>Be</i> cted. Click Remove Driver.	sure that the USB Cable Moc	1em is
Ensure your USB Cable Modern is 1 Operating System is Microsoft Winv Operations Remove Net4100.srs File (System Remove Net4100.inf File (Inform Remove Digital Signature File (Di Berrowa Residue actions	disconnected dows 2000 n) SI hilon) SB gital Catalog) Cal	URFboard /4100 USB ble Modem	Dependin may not t displayed Windows this de-in	ng upon how the device was re be shown as Successfully Ren I as Not Found. If a file display Me removed the file during th stallation procedure.	moved early on in the process noved and some of the files m rs a status of Not Found, Wind e Add/Remove Hardware Wiz	, all of the files ay be lows 2000 or ard portion of
Status Press "Remove Driver" to start the	Removal Process.	7	Once you Installatio	a have removed the USB device on procedure to reinstall the SE	ce, repeat the Windows 2000 I 34101 with a USB device.	USB
Need New Drivers or more Informa You can check for the latest Inform here.	tion? nation about your Motorola SURFboard Cable www.Motorola.com/broadband	e Modem	you have pr	oblems, please call us toll-free	e at 1-877-466-8646.	







Introduction	Before You Begin	Installation	Configuration	Troubleshooting	Legal
		⊁ Contac	t Us		
	For technical support of your cable modem, call Motorola: 1-877-466-8646 (USA only).				
		For questions a	bout your Internet service or	connection, call your cable s	service provider.
		For Motorola co http://www.moto	onsumer cable products, edu prola.com/broadband	cation, and support:	
		For Motorola ca claims, call toll-t	ble modem sales, customer free: 1-877-466-8646 (USA	service, technical support, a only).	ind warranty







Introduction	Before You Begin	Installation	Configuration	Troubleshooting	Legal
> Glossary	1				
Coaxial cable (c	oax)	A type of wire that of shield of braided wi The coaxial cable is also widely used fo	consists of a center wire sur re. The shield minimizes ele the primary type of cabling r computer networks.	rounded by insulation and then actrical and radio frequency inte used by the cable television ind	a grounded rference. ustry and is
DOCSIS The Data-Over-Cable Service Interface Specification modems and supporting equipment.				ations defines interface standar	ds for cable
Expansion slot		An opening in a cor the computer. Expa called 8-bit slots, ar full-size and connec	nputer where a circuit board insion slots for PCs come in ind full-size slots are called 16 ct directly to the PCI bus.	l can be inserted to add new ca half- and full-size. Half-size slo δ-bit slots. PCI expansions slots	pabilities to ts are also are always
F-type connecto	or	A connector used ir	n the cable television industr	y that connects coaxial cable to	equipment.
IP address		An identifier for a construction protocol route mess	omputer or device on a TCP sages based on the IP addre	/IP network. Networks using the ess of the destination.	• TCP/IP
MAC address		Media Access Cont network. The MAC destination.	rol address. A hardware add address is used to forward i	lress that uniquely identifies eac nformation through a network to	h node of a its final







Introduction	Before You Begin	Installation	Configuration	Troubleshooting	Legal
Glossary					
MHz		Mega Hertz. A me represents one mi	asure of radio frequency - mi llion cycles per second.	illions of cycles per second. One	e MHz
PCI		Peripheral Compo more general ISA	nent Interconnect. Most PCs expansion bus.	today include a PCI bus in add	ition to a
Splitter		A splitter is a devic two or more signal	ce that divides the signal pow ls, each carrying a selected f	ver from an input cable equally b requency range.	between
TCP/IP		Transmission Constandards and rule	trol Protocol/Internet Protoco es for controlling and managi	 A set of protocols that provide ng communications between ne 	es the tworks.
VGA		Video Graphics Ar VGA, and possibly	ray. A graphics display syste / some other more advanced	m for PCs. All PCs made today standard.	support







Introduction Before You Begin Installation Configuration Troubleshooting Legal

Got a question? We've put together a list of questions customers frequently ask.

Q What is high-speed cable Internet access?

A Cable Internet access uses cable television wires instead of telephone lines to tap into the information on the Internet. It's extremely fast and affordable, and it doesn't tie up phone lines for incoming or outgoing calls and faxes.

Q How fast are cable modems?

- A Cable modems offer Internet access at speeds up to 50 times faster* than a traditional phone modem. A cable modem user can experience speeds of over 1,000 Kbps. Due to network conditions, such as traffic and the speed of the site you're visiting, actual download rates may vary.
- **Q** Can I still watch cable TV while I'm using my cable modem?
- A Yes, cable television lines are capable of handling the cable TV signal as well as sending and receiving information on the Internet at the same time.

* Actual speed will vary. Many network and other factors affect download speeds.







Introduction	Before You Begin	Installation	Configuration	Troubleshooting	Legal
FAQs					

- Q What is DOCSIS?
- A DOCSIS is the industry standard for cable Internet access. This standard is intended to ensure that all DOCSIS cable modems interface with all DOCSIS-compliant cable systems. Motorola's SB4101 cable modem is DOCSIS compliant.

Q If I have a cable modem, can I still use my old 28.8 Kbps or 56 Kbps modem?

- A Sure! Although once you've experienced the speed of cable Internet access, you'll never again want to wait for traditional dial up services.
- **Q** I have more than one computer. Do I need more than one computer modem?
- A No, not if your computers are connected via a network. The SB4101 is capable of supporting current Internet Connection Sharing technologies. Internet Connection Sharing software enables the user to connect more PCs to the Internet by using the PC containing the SB4101 as a gateway.
- **Q** Do I need to change my Internet Service Provider (ISP)?
- A Currently most Internet Service Providers are not set up to handle cable Internet access. Check with your local cable company for your specific information.







Introduction	Before You Begin	Installation	Configuration	Troubleshooting	Legal
FAQs					

- **Q** Do I need to subscribe to cable TV to get cable Internet access?
- A No, but you will need to subscribe to cable Internet service. Some systems require that you subscribe to basic service before you can get Internet access and/or offer a discount when you use your own cable modem. Check with your local cable company for specific information.

Q What does the SB4101 limited warranty cover?

A The standard coverage for an SB4101 is a 2-year limited warranty.

Q What type of technical support is available?

A For questions about your Internet service or connection, call your cable service provider. If you have problems with your Motorola broadband products, you can call us toll-free at 1-877-466-8646 (USA only).

Q What do I do if my modem stops working?

A Refer to the *Troubleshooting* section of this User Guide. It has quick tips for diagnosing problems, as well as simple solutions. If you continue to have problems, call your cable service provider. You can call us toll-free at 1-877-466-8646 (USA only).









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Introduction

Before You Begin

Installation

Configuration

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