3Com® HomeConnect™

Cable Modem External with USB
Installation Guide

Part Number 10039994

! Select which setup you want to use.

Before you begin installing the cable modem, you must decide which setup you want to use. Be sure to follow the installation process for the setup you would like to use. For the easiest installation, use the USB setup. However, if you want to use multiple computers connected to the modem via a hub, or use the modem with a Macintosh computer, you must use the Ethernet setup.

Note: *Instructions for installing the cable modem with a Macintosh computer are in the "Getting Started Guide."*

USB Setup

POWER ADAPTER (included)
USB PORT
USB CABLE (included)
CABLE OUTLET
COAXIAL CABLE
COMPUTER

Ethernet Setup

POWER ADAPTER (included)
ETHERNET CABLE (included)
CABLE OUTLET
COAXIAL CABLE
COMPUTER

Before You Begin

Contact your local cable service provider to arrange for cable Internet access before you begin installation. Please read the following lists to familiarize yourself with the items you will need when you install the cable modem.

Supplied:
- Cable modem
- Cable modem power adapter
- The "Getting Started Guide"
- The Cable *Connections*™ CD
- Universal Serial Bus (USB) Cable
- Ethernet Cable

Also Needed:
- To use the USB port:
  - A PC running Windows® 98, Windows Me, or Windows 2000 operating system.
  - An active USB port on your computer.
- To use the Ethernet port:
  - A PC running Windows 95, Windows 98, Windows Me, Windows NT 4.0, or Windows 2000 operating system, or a Macintosh computer running System 7.6 (or later).
  - TCP/IP protocol installed (see the "Before You Begin" section in the included "Getting Started Guide" for more information about installing TCP/IP).
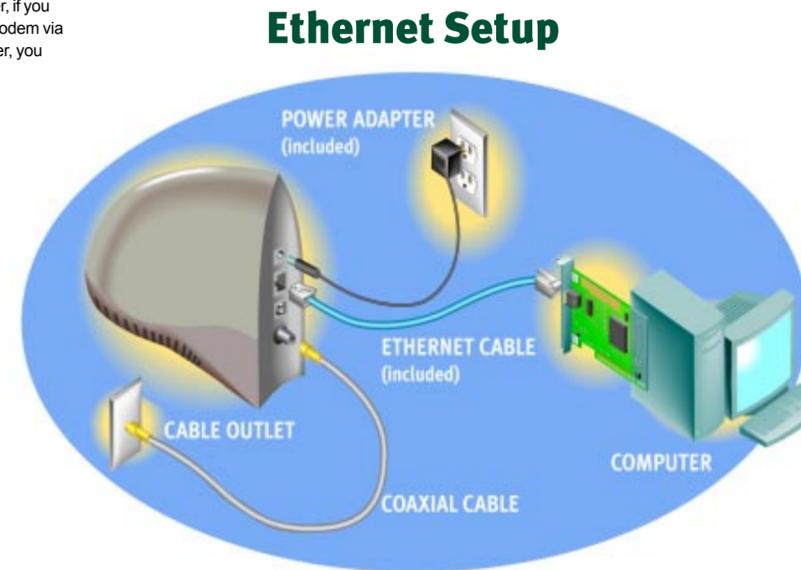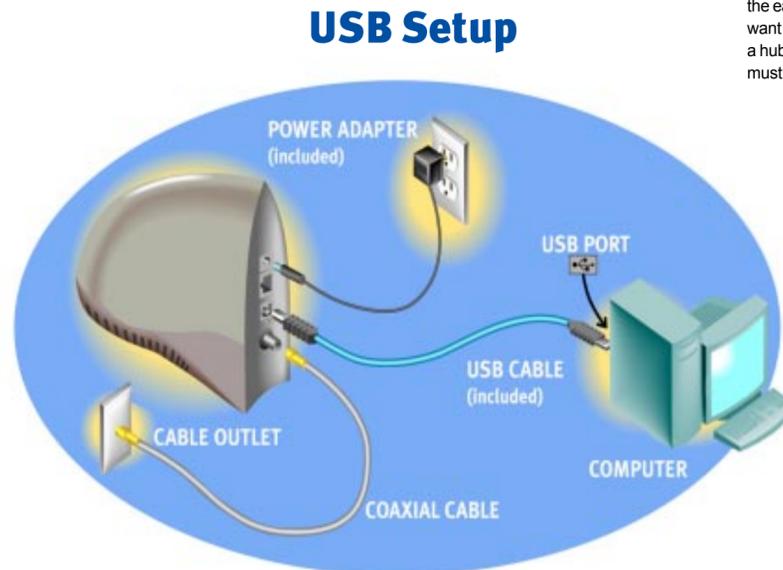 - An active Ethernet port or network interface card (NIC) installed in your computer.
  Note: *Instructions for installing the cable modem with a Macintosh computer are in the "Getting Started Guide."*
- Pentium processor equivalent (Pentium 166 or higher recommended).
- An active two-way cable line installed by your cable service provider.
- Coaxial cable.
- Your original Windows 95, Windows 98, Windows Me, Windows 2000, or Windows NT 4.0 CD-ROM or diskettes.

USB Installation Process

Use this installation process with the following operating systems: Windows 98, Windows Me, or Windows 2000.

1 Install the Cable Modem

A. Power on the computer.
B. Connect the coaxial cable to the cable modem's CATV cable connector and to the wall cable outlet.
C. Connect the USB cable to the modem and to the computer's USB port.
D. Plug the cable modem's power supply into a surge protector or into an electrical outlet. Within a few minutes, the computer detects the cable modem.
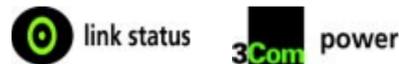
2 Install the USB Software

When the computer detects the cable modem, insert the Cable *Connections* CD and follow the on-screen prompts to install the necessary driver files. Follow the instructions for your operating system.

Windows 98: The Add New Hardware Wizard screen appears.
A. Select *Search for the best driver for your device. (Recommended)* and click *Next*.
B. Check the *CD-ROM drive* check box and click *Next* to search for the necessary driver files.
C. Select *The updated driver (Recommended) 3Com HomeConnect™ Cable Modem External with USB* and click *Next*.
D. When Windows locates the driver files, click *Next* to automatically install the necessary files.
E. When prompted, insert the Windows 98 CD into the CD-ROM drive and click *OK*.
F. After Windows copies the driver files, click *Finish*. The *System Settings Change* dialog box appears.
G. Click *Yes* to reboot your computer.

Windows Me: The Add New Hardware Wizard screen appears.
A. Select *Automatic search for a better driver (Recommended)* and click *Next*.
B. When Windows locates the driver files click *Next* to install the necessary files.
C. Click *Finish*. The *System Settings Change* dialog box appears.
D. Click *Yes* to reboot your computer.

Windows 2000: The Found New Hardware Wizard screen appears.
A. Select *Search for a suitable driver for my device (recommended)* and click *Next*.
B. Check the *CD-ROM drives* check box and click *Next* to search for the necessary driver files.
C. When the Found New Hardware Wizard displays the search results, click *Next* to install the necessary driver files.
D. If the Digital Signature Not Found screen appears, click *Yes* to continue the installation.
E. When the Found New Hardware Wizard completes the installation, click *Finish*.

3 Check the LEDs

When the modem is operating properly, the Link Status and Power LEDs on the front of the modem are illuminated and not blinking. If you are powering up the cable modem for the first time, allow up to 15 minutes for the Link Status LED to stop blinking. See "Cable Modem Operation" in the "Getting Started Guide" for more information.

link status   3Com power

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After you finish installing the cable modem, you can install the Cable *Connections* CD, which contains the "Getting Started Guide," special offers, and trial programs.

Ethernet Installation Process

- Use this installation process with the following operating systems: Windows 95, Windows 98, Windows Me, Windows NT 4.0, or Windows 2000.
- Requires an Ethernet network interface card (not included).
- Instructions for installing the cable modem with a Macintosh computer are in the "Getting Started Guide."

1 Verify the TCP/IP Protocol Configuration

Before installing the cable modem using the Ethernet setup, you must verify that your computer has the TCP/IP protocol installed. Follow the procedure for your operating system to verify or install the TCP/IP protocol.

Windows 95/98/Me:
A. Right-click the *Network Neighborhood* icon (Windows Me: the *My Network Places* icon) on the Windows desktop and click *Properties*.
B. Look for an entry named TCP/IP. If you see TCP/IP listed next to your Ethernet hardware device, you can now go to **2** "Install the Cable Modem." If TCP/IP is not listed, however, you must complete the following steps:
   1. Click *Add*.
   2. Click *Protocol*, and click *Add*.
   3. Click *Microsoft* in the *Manufacturers*: list and Click *TCP/IP* in the *Network Protocols:* list.
C. Click *OK*.
D. Click Yes when prompted to restart your computer. You can now go to **2** "Install the Cable Modem."

Windows 2000:
A. Right-click the *My Network Places* icon on the Windows desktop.
B. Right-click *Local Area Connection* and click *Properties*. Look for an entry named TCP/IP. If you see TCP/IP listed next to your Ethernet hardware device, you can now go to **2** "Install the Cable Modem." If TCP/IP is not listed, complete the following steps:
   1. Scroll to the Internet Protocol (TCP/IP) option.
   2. Click to place a check mark in the *Internet Protocol* check box.
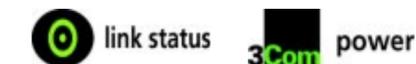   3. Click *OK*. You can now go to **2** "Install the Cable Modem."

Windows NT 4.0:
A. Right-click the *Network Neighborhood* icon and click *Properties*.
B. Click the Bindings tab.
C. Select *All Protocols* from the *Show bindings for* drop-down list.
D. Look for an entry named TCP/IP. If you see TCP/IP listed, double-click it to search for your Ethernet card. If you see your Ethernet card listed, you can now go to **2** "Install the Cable Modem." If TCP/IP or your Ethernet card is not listed, however, you must complete the following steps:
   1. Click the Protocols tab.
   2. Click *Add*.
   3. Click *TCP/IP protocol* in the Network protocol list.
   4. Click *OK*.
   5. Click *Yes* when prompted to restart your computer.

2 Install the Cable Modem

A. Power off the computer.
B. Connect the coaxial cable to the cable modem's CATV cable connector and to the cable outlet.
C. Connect the Ethernet cable to the Ethernet port and to the cable modem.
D. Plug the cable modem's power adapter into the cable modem's power jack and into a wall outlet or surge protector.
E. Power on the computer.

3 Check the LEDs

When the modem is operating properly, the Link Status and Power LEDs on the front of the modem are illuminated and not blinking. If you are powering up the cable modem for the first time, allow up to 15 minutes for the Link Status LED to stop blinking. See "Cable Modem Operation" in the "Getting Started Guide" for more information.

link status   3Com power

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