Introduction

Welcome to the exciting world of high-speed Internet access. Your new Model DPQ2160 or EPQ2160 DOCSIS® 2.0 Cable Modem offers high-end performance and unsurpassed reliability. With your new DPQ2160 or EPQ2160, your Internet enjoyment and business productivity will surely soar.

This guide provides procedures and recommendations for placing, installing, configuring, operating, and troubleshooting your DPQ2160 or EPQ2160.

Benefits and Features

Your new DPQ2160 or EPQ2160 offers the following outstanding benefits and features:

- Provides a high-speed broadband Internet connection that energizes your online experience, which makes downloading and sharing files and photos with your family and friends hassle free

- Features Plug and Play operation for easy set up and installation

- Includes both USB and Ethernet connections

- Allows vertical or horizontal placement

- Allows automatic software upgrades by your cable service provider

- Enhances interoperability with most service providers by complying with the following specifications to deliver high-end performance and reliability:

  - DPQ2160: Designed to meet the specifications for DOCSIS 2.0 and is backward compatible with DOCSIS 1.1 and 1.0

  - EPQ2160: Designed to meet the specifications for EuroDOCSIS™ 2.0 and is backward compatible with EuroDOCSIS 1.1 and 1.0

What's In the Carton?

When you receive your cable modem, you should check the equipment and accessories to verify that each item is in the carton and that each item is undamaged. The carton contains the following items:

One Model DPQ2160/EPQ2160 Cable Modem

One Ethernet cable (CAT5/RJ-45)

One power cord

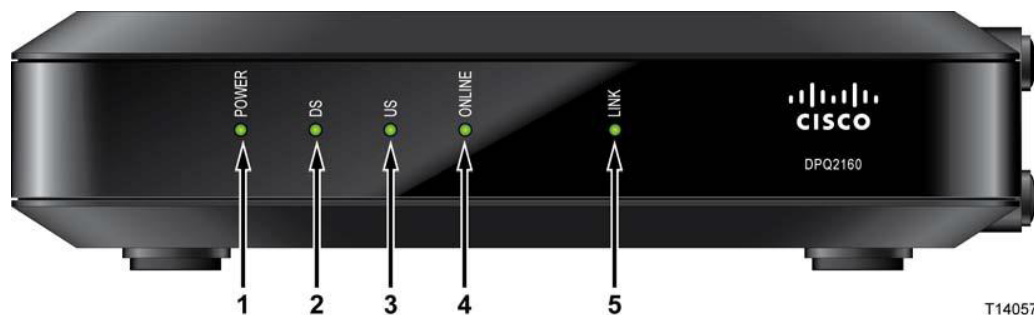One USB cable (not included with all models)

One CD-ROM containing the user guide and the USB drivers

If any of these items are missing or damaged, please contact your cable service provider for assistance.

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

Front Panel Description

The front panel of your cable modem provides LED status lights that indicate how well and at what state your cable modem is operating. After the cable modem is successfully registered on the network, the **POWER** and **CABLE** status indicators illuminate continuously to show that the cable modem is active and fully operational. See Functions of Front Panel LED Status Indicators for more information on front panel LED status indicator functions.

POWER—Illuminates solid green to indicate that AC power is being applied to the cable modem.

DS (Downstream)—Indicates the status of the connection for receiving data. Illuminates during normal operation

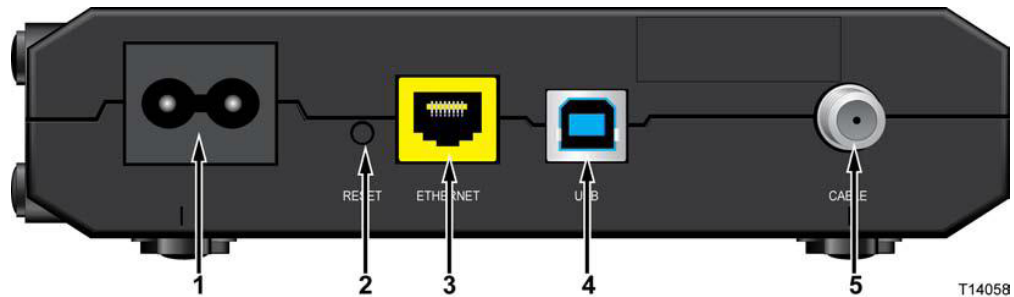**US (Upstream)**—Indicates the status of the connection for sending data. Illuminates during normal operation

ONLINE—Illuminates solid green when the cable modem is registered on the network and fully operational. This indicator blinks to indicate one of the following conditions:

- The cable modem is booting up and not ready for data

- The cable modem is scanning the network and attempting to register

- The cable modem has lost registration on the network and will continue blinking until it registers again

LINK—Illuminates solid green to indicate that an Ethernet/USB carrier is present and blinks to indicate that Ethernet/USB data is being transferred between the PC and the cable modem

Back Panel Description

The following illustration describes the back panel components of the DPQ2160/EPQ2160 cable modem.

1   100-240 VAC—Connects the cable modem to the DC output of the AC power cord that is provided with your cable modem. Only use the AC power cord that is provided with your cable modem

> ⚠ **CAUTION:**
>
> **Avoid damage to your equipment. Only use the AC power cord that is provided with your cable modem.**

RESET—Reset-to-Default button (Factory Reset)

> **Note:** This button is for maintenance purposes only. Do not use unless told to do so by your service provider.

ETHERNET—RJ-45 Ethernet port connects to the Ethernet port on your PC

USB—12 Mbps USB port connects to the USB port on your PC

CABLE—F-Connector connects to an active cable signal from your cable service provider

Where Is the Best Location for My Cable Modem?

The ideal location for your cable modem is where it has access to outlets and other devices. Think about the layout of your home or office, and consult with your service provider to select the best location for your cable modem. Read this user guide thoroughly before you decide where to place your cable modem.

Consider these recommendations:

- Position your PC and cable modem so that they are located near an AC power outlet.

- Position your PC and cable modem so that they are located near an existing cable input connection to eliminate the need for an additional cable outlet. There should be plenty of room to guide the cables away from the modem and the PC without straining or crimping them.

- Airflow around the cable modem should not be restricted.

- Choose a location that protects the cable modem from accidental disturbance or harm.

What Are the System Requirements for Internet Service?

To ensure that your cable modem operates efficiently for high-speed Internet service, verify that all of the Internet devices on your system meet or exceed the following minimum hardware and software requirements.

Note: You will also need an active cable input line and an Internet connection.

Minimum System Requirements for a PC

- A PC with a Pentium MMX 133 processor or greater
- 32 MB of RAM
- Web browsing software
- CD-ROM drive

Minimum System Requirements for Macintosh

- MAC OS 7.5 or later
- 32 MB of RAM

System Requirements for an Ethernet Connection

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

System Requirements for a USB Connection

- A PC with Microsoft Windows 98SE, ME, 2000, XP, or Vista operating system
- A master USB port installed in your PC

How Do I Set Up My High-Speed Internet Access Account?

Before you can use your cable modem, you need to have a high-speed Internet access account. If you do not have a high-speed Internet access account, you need to set up an account with your local service provider. Choose one of the two options in this section.
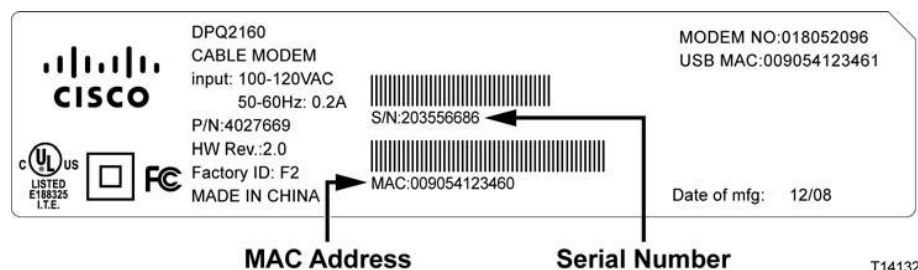
I Do Not Have a High-Speed Internet Access Account

If you do *not* have a high-speed Internet access account, your service provider will set up your account and become your Internet Service Provider (ISP). Internet access enables you to send and receive e-mail, access the World Wide Web, and receive other Internet services.

You will need to give your service provider the following information:

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

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

Write down these numbers in the space provided here.

Serial Number _____

MAC Address _____

I Already Have an Existing High-Speed Internet Access Account

If you have an existing high-speed Internet access account, you must give your service provider the serial number and the MAC address of the cable modem. Refer to the serial number and MAC address information listed previously in this section.

Note: You may not be able to continue to use your existing e-mail account with your cable modem. Contact your service provider for more information.

How Do I Connect My Devices to Use the Internet?

You can use your cable modem to access the Internet, and you can share that Internet connection with other Internet devices in your home or office. Sharing one connection among many devices is called networking.

Connecting and Installing Internet Devices

You must connect and install your cable modem to access the Internet. Professional installation may be available. Contact your local service provider for further assistance.

To connect devices

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