

# SETTING UP

## DOXport™ 1010 Cable Modem

Thank you for choosing Com21's DOXport 1010 Cable Modem! Follow this setup guide to connect your new cable modem. Experiencing high-speed Internet access is only moments away.  
*(Call your cable company to activate Internet Service).*

### Before connecting your DOXport 1010

Check box contents for the following items:

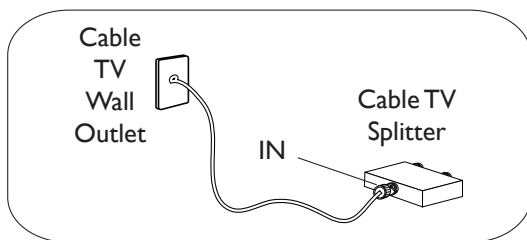
- Modem
- AC adapter
- RJ45 10Base-T Ethernet cable
- User's Guide and Quick Reference Card

Other items you need to establish connection:

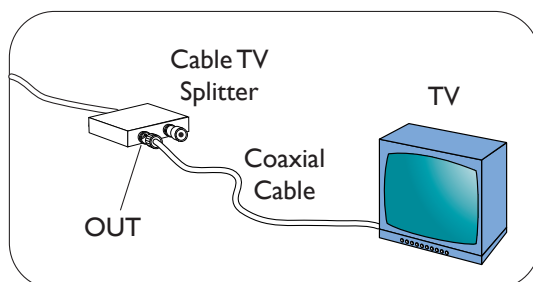
- Cable TV (CATV) wall outlet
- Two coaxial cables
- PC with Ethernet LAN card or a USB-to-Ethernet LAN adapter
- High quality 2-way CATV splitter

### Connecting your DOXport 1010 Cable Modem

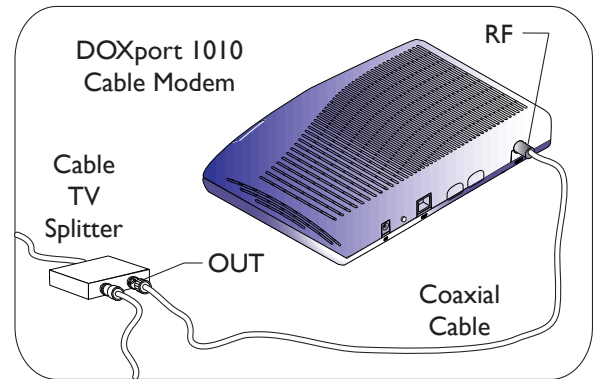
**1** Connect the wall outlet to the **IN** port on the CATV splitter.



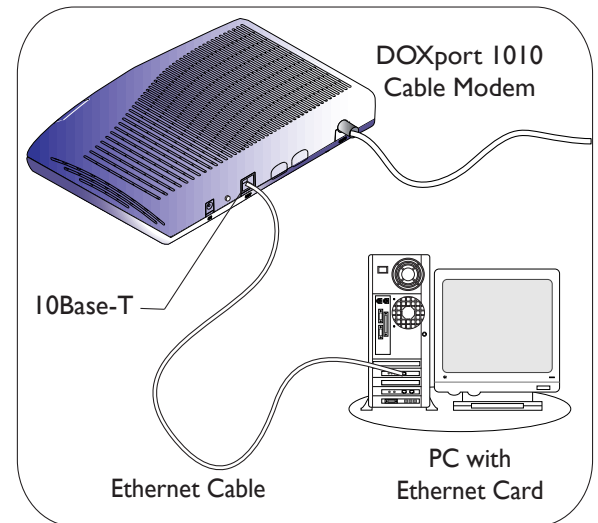
**2** Use one of the coaxial cables to connect the **OUT** port of the CATV splitter to the TV.



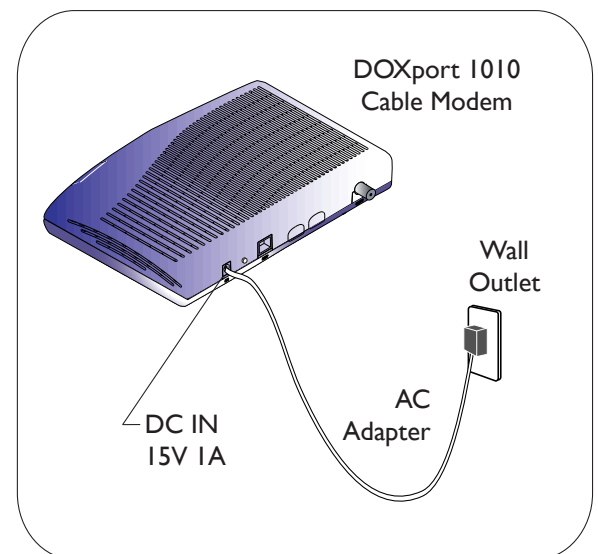
**3** Use the second coaxial cable to connect the remaining **OUT** port on the CATV splitter to the modem's **RF** jack.



**4** Use the RJ45 Ethernet cable to connect the modem to computer's Ethernet port or USB-to-Ethernet adapter.

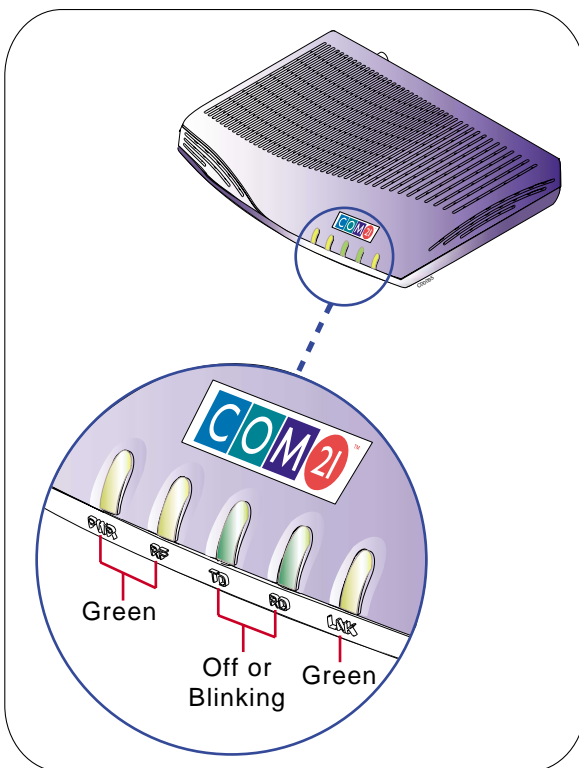


**5** Use the power cord to connect the modem to the power source.



**6** Your DOXport 1010 begins self-initialization. This takes several minutes. When complete, LEDs display the following status and colors:

LED	Status	Color
PWR	on	green
RF	on	green
TD	flashing or off	green
RD	flashing or off	green
LNK	on	green



If the LED indicators display a different color, see the troubleshooting section below.

## LED Description

LED	Definition	Description
PWR	Power	Solid <b>GREEN</b> indicates power is on.
RF	Status	Flashes <b>GREEN/AMBER</b> patterns to represent status.
TD	Transmit	Flashes <b>GREEN</b> when receiving activity from Cable network.
RD	Receive	Flashes <b>GREEN</b> when receiving activity from PC.
LNK	Ethernet	Solid <b>GREEN</b> indicates connection to computer is operational.

## Troubleshooting

Although these modems do not require routine maintenance, lack of power or network availability will interfere with modem operation. Use the following table to troubleshoot identified problems.

Indication	Problem	Recommended Action
PWR LED <b>OFF</b>	No power	Check power adapter connections and power outlet.
LNK LED <b>OFF</b>	No Ethernet	Check Ethernet connection and computer power.
RF LED flashes <b>GREEN/AMBER</b> rapidly	Modem image update	Wait until update is complete (2-10 minutes).
RF LED is steady <b>AMBER</b>	Hardware failure	Disconnect DC plug, wait 10 seconds, reconnect DC plug. If no change, contact ISP.
RF light flashes <b>AMBER/OFF</b>	Downstream hunt	Wait 10-15 minutes. If no change, reboot modem. If still no change, contact your CATV ISP.

Customer Support Line: 1. 888.868.4154

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Corporate Headquarters  
750 Tasman Drive  
Milpitas, CA 95035  
USA  
Tel: +1.408.953.9100  
Fax: +1.408.953.9299  
www.com21.com