

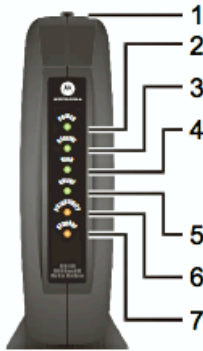
Trouble Guide for your High Speed Internet Connection at Greenspring

*This Guide and the Helper Program is sponsored by the GSV Computer Club
"Computer Users Helping Users"*

If you are unable to connect to the Internet please take the following steps before you report the problem or call for assistance. These steps may solve your problem quickly and avoid an unnecessary service call¹. In any case the information you gather will help to isolate the problem and lead to a timely resolution.

1. Try at least two different web sites to be sure that it is the network and not a web site that is down.
2. Look at your modem lights.

The model number on your cable modem may be different than in the illustrations and screen images in this guide.



➤ Top and Front Panel

For added security, you can press the Standby button (1) to suspend your Internet connection. No data is transmitted or received from the Internet when the Standby light is on. All other front-panel lights turn off until you press the Standby button again.

The lights provide information about power, communications, and errors:

Key	Light	Flashing	On
2	Power	Startup diagnostics in progress	The cable modem is powered on
3	Receive	Scanning for a receive (downstream) channel connection	The downstream channel is connected
4	Send	Scanning for a send (upstream) channel connection	The upstream channel is connected
5	Online	Scanning for a network connection	The startup process is complete
6	PC/Activity	Transmitting or receiving data	A device, such as a computer or hub, is connected to the USB or Ethernet connectors on the back panel.
7	Standby	This light does not flash	Internet service is blocked because the Standby button was pressed. If this light is on, all other lights are off.

During normal operation, the Power, Receive, Send, and Online lights are on and the PC/Activity light flashes when the cable modem is transferring data.

SB5100 Series Cable Modem User Guide

If your modem is working normally the top 4 lights will be on steady and the 5th light will be on and flickering. Their purpose is indicated above. Check the lights on the front panel. Note the first light from top to bottom that is off or blinking. This light indicates where the error occurred.

Front-Panel Lights and Error Conditions²

Indicator Light	Off or Blinking	Possible Solutions
Power (Top)	The cable modem is not properly plugged into the power outlet	Check that the power cord is properly plugged into the electrical outlet and the cable modem. Check that the electrical outlet is working. If the Standby light is on, the Internet connection is off. Press the Standby button to reconnect.
Indicator	Off or Blinking	Possible Solutions

¹ Arledge may charge you for a service call if it is determined that the problem is with your equipment.

² There are a few Modems at GSV that are not Motorola but the trouble shooting procedure is similar.

Light		
Receive (2 nd from top)	The receive channel cannot be acquired	Check the coaxial cable at the cable modem and wall outlet. Hand-tighten if necessary.
Send (3 rd from top)	The send channel cannot be acquired	Check that the USB or Ethernet cable is properly connected to the cable modem and your computer or router.
Online (4 th from top)	IP registration is unsuccessful	Unplug and plug in the cable modem power cord to restart the cable modem
PC/Activity (5 th from top)	If this light is OFF the modem is not communicating with your computer or router.	Check your Network setup configuration and your USB or Ethernet cable connections

3. Even if the Modem lights appear normal, try unplugging and plugging in the cable modem power cord to restart the cable modem. Leave disconnected for 30 to 60 seconds. After restarting the cable modem it could take 5 or more minutes before the modem has reconfigured.

4. Try restarting your computer and unplugging and plugging in your router if you have one.

5. If you are having trouble doing the forgoing steps we suggest you contact a Computer Club volunteer Helpers as indicated below. These resident volunteers are available by appointment. Call them and arrange a time. There is no charge for their help. They will try and resolve your Internet problem and help determine if the problem is with the HSI System or with your computer.

Computer Club Helpers: Please call a Helper between the hours of 9 AM and 7 PM and try to call a Helper living near your apartment first. Be patient. These are Resident Volunteers and, like you, may have other commitments.

Joe Benn	CC-123	644-6961
Cathy Bonner	CC-521	451-3566
Jack Garrett	CS-320	451-3725
Jeanne Malone	GT-125	560-1814
Violet Gluck	HP-101	913-1982
John Wilson	HP-311	913-1779
Chuck Fisher	OH-111	866-0167
Marvin Bleiberg	OH-208	913-4749
Robert Bonner	OH-425	923-9808
Irvin Padgett	OH-509	569-1536
Jane Curtis	WC-422	644-9914
Bill Raymond	WC-514	866-0746

6. Once you have completed the trouble shooting steps with no success, call Arledge support at 1- 888-834-8368. They may ask what steps you have taken so far and for the status of the front-panel lights.³ Someone from Arledge or a Computer Club Helper will contact you as soon as possible.

This Guide will be distributed to HSI Users at GSV and is available From the Computer Club Page at www.gs-cc.net

³ More information on Modem Trouble shooting and Email setup is available in the FAQ section of the Arledge Web site, <http://www.aeity.net/faqs.htm>