

Instant Broadband™ Series

EtherFast® Cable Modem

with USB and Ethernet Connection



Use this guide to install the following:

Model No.: BEFCMU10

User Guide

LINKSYS®

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LIMITED WARRANTY

Linksys guarantees that every Instant Broadband EtherFast® Cable Modem with USB is free from physical defects in material and workmanship under normal use for one year from the date of purchase. If the product proves defective during this warranty period, call Linksys Customer Support in order to obtain a Return Authorization Number. BE SURE TO HAVE YOUR PROOF OF PURCHASE AND A BARCODE FROM THE PRODUCT'S PACKAGING ON HAND WHEN CALLING. RETURN REQUESTS CANNOT BE PROCESSED WITHOUT PROOF OF PURCHASE. When returning a product, mark the Return Authorization Number clearly on the outside of the package and include your original proof of purchase. All customers located outside of the United States of America and Canada shall be held responsible for shipping and handling charges.

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Linksys P.O. Box 18558, Irvine, CA 92623.

FCC STATEMENT

This product has been tested and complies with the specifications for a Class B digital device, pursuant to Part 15 of the FCC Rules. These rules are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used according to the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which is found by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna
- Increase the separation between the equipment or device
- Connect the equipment to an outlet other than the receiver's
- Consult a dealer or an experienced radio/TV technician for assistance

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Introduction

The Instant Broadband™ Cable Modem with USB and Ethernet Connection

Congratulations on the purchase of your new Instant Broadband™ Cable Modem with USB and Ethernet Connection. With cable's high-speed Internet access, now you can enjoy the full potential of Internet applications.

Now you can make the most of the Internet and cruise the Web at speeds you never imagined possible. Cable Modem Internet service means no more waiting for lagging downloads—even the most graphic-intensive Web pages load in seconds.

And if you're looking for convenience and affordability, the EtherFast® Cable Modem with USB and Ethernet Connection really delivers! Installation is quick and easy. The Plug-and-Play EtherFast® Cable Modem with USB and Ethernet Connection connects directly to any USB-ready PC—just plug it in and you're ready to surf the Internet. Or connect it to your LAN using a Linksys router and share that speed with everyone on your network.

So if you're ready to enjoy broadband Internet speed, then you're ready for the EtherFast® Cable Modem with USB and Ethernet Connection from Linksys. It's the easiest and most affordable way to harness the full potential of the Internet.

Features

- Ethernet or USB Interface for Easy Installation
- Up to 42.88 Mbps Downstream and Up to 10.24 Mbps Upstream, Two-way Cable Modem
- Remote Monitoring (using SNMP) Allows Your MSO/Cable Internet Service Provider Access to Your Cable Modem Across the Internet
- Vertical Footprint Makes Positioning an Ease
- Clear LED Display
- Free Technical Support—24 Hours a Day, 7 Days a Week for North America Only
- 1-Year Limited Warranty

Package Contents



- One EtherFast® Cable Modem with USB and Ethernet Connection
- One AC Adapter
- One Power Cord
- One USB Cable
- One Setup Utility CD
- Electronic User Guide (on Setup Utility CD)
- One Registration Card

System Requirements

- CD-ROM drive
- PC running Windows 98, Millennium or 2000 equipped with USB port (to use the USB connection)
or
- 10/100Mbps RJ-45 Ethernet Network Interface Card
- DOCSIS 1.0 compliant headend or DOCSIS 1.0 compliant MSO network (Cable Internet Service Provider)

Getting to Know the Cable Modem with USB and Ethernet Connection

Overview

A "Cable Modem" is a device that allows high-speed data access (such as to the Internet) via a cable TV network. A cable modem will typically have two connections, one to the cable wall outlet and the other to a computer (PC). The fact that the word "modem" is used to describe this device can be a little misleading only in that it conjures up images of a typical telephone dial-up modem. Yes, it is a modem in the true sense of the word since it MODulates and DEModulates signals. However, the similarity ends there, as these devices are much more complicated than telephone modems. Cable modems can be part modem, part tuner, part encryption/decryption device, part bridge, part router, part network interface card, part SNMP agent, and part Ethernet hub.

Cable modem speeds vary, depending on the cable modem system, cable network architecture, and traffic load. In the downstream direction (from the network to the computer), network speeds can reach 27 Mbps, an aggregate amount of bandwidth that is shared by users. Few computers will be capable of connecting at such high speeds, so a more realistic number is 1 to 3 Mbps. In the upstream direction (from computer to network), speeds can be up to 10 Mbps. However, most modem producers have selected a more optimum speed between 500 Kbps and 2.5 Mbps. Some service providers limit upstream access speeds to 256 Kbps or less. Check with your Cable Internet Service Provider for more information about upload (upstream) and download (downstream) access speeds for more specific information.

In addition to speed, there's no need to dial in to an Internet service provider (ISP) when you are using your Cable Modem. Simply click on your browser and you're on the Internet. No more waiting, no more busy signals.

The Rear Panel

Cable Port The cable from your Internet Service Provider connects here. It is a round coaxial cable, exactly like the one that connects to the back of your cable box (if you have one), or like the one that probably connects your VCR to your television.

USB Port This port allows you to connect your Cable Modem to your PC using the included USB cable. Not all computers are able to use USB connections. For more information concerning USB and compatibility with your computer, see the next section.

Ethernet Port This port allows you to connect your Cable Modem to your PC or other Ethernet network device using a UTP Category 5 (or better) network cable.

Reset Button Briefly pressing and holding in the Reset button allows you to clear the Cable Modem's connections if there are any data "jams" and resets the Modem to the factory defaults. Continued or repeated pressing of this button is not recommended.

Power Port The Power port is where the included power adapter is connected to the Cable Modem.



The USB CABLE Icon

The **USB icon** shown below marks a USB port on a PC or device.

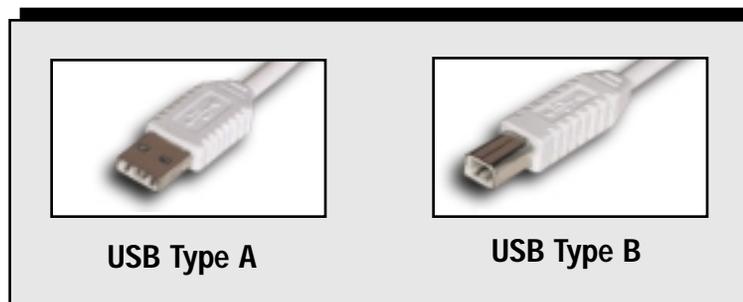


To use this USB device, you must have Windows 98, 2000, or Millennium installed on your PC. If you do not have Windows 98, 2000, or Millennium, this device will not work.

Also, this device requires that a USB port is installed and enabled on your PC. Some PCs have a disabled USB port. If your port doesn't seem to be working, there may be motherboard jumpers or a BIOS menu option that will enable the USB port. See your PC's user guide for details.

Some motherboards have **USB interfaces**, but no ports. You should be able to install your own USB port and attach it to your PC's motherboard using hardware purchased at most computer stores.

Your Cable Modem with USB and Ethernet Connection comes with a USB cable that has two different types of connectors. Type A, the master connector, is shaped like a rectangle and plugs into your PC's USB port. Type B, the slave connector, resembles a square and connects to the USB port on the rear panel of your Cable Modem.



 **There is no USB Support on PCs running Windows 95 or Windows NT.**

The Front Panel

- Power** (Green) When this LED is on, it indicates that the Cable Modem is correctly supplied with power. The LED should remain lighted constantly.
- Activity** (Green) When this LED is on, it indicates that the Cable Modem is properly connected to your PC or other Ethernet device, either through the USB or Ethernet Port on the back of the Cable Modem. The LED flashes when data is being transmitted to or from your PC (or other Ethernet device) through the Cable Modem.
- Cable** (Green) This LED will blink to indicate that data is being transmitted to or from your Cable Modem to the Internet connection.
- Status** (Green) This LED will go through a series of flashes as the Cable Modem goes through its start up process. Once the process is complete, the LED will remain lighted to show a successful connection to your Internet Service Provider. The Cable Modem will go through this process every time power is taken away from and restored to the it, or when the Reset button is pressed. This process can be fairly quick or prolonged, depending on your Provider, Internet traffic in your area, etc. If this LED is still blinking 10 minutes after the Cable Modem has been powered up or reset, it is an indication of a connection problem. Recheck your physical connections and call your ISP for more information.



Connecting the Cable Modem with USB to Your PC

Connecting Using the Ethernet Port

1. **Make sure that you have TCP/IP installed** on your computer. If you don't know what TCP/IP is or you don't have it installed, refer to the section in the Appendix called **Installing the TCP/IP Protocol**.
2. **Connect the coaxial cable from your Internet Service Provider/Cable Company** to the Cable Port on the back of the Cable Modem. The other end of the coaxial cable should be connected in the manner proscribed by your Internet Service Provider/Cable Company.
3. **Connect a UTP Category 5 (or better) Ethernet cable to the Ethernet Port** on the back of the Cable Modem. Connect the other end of the cable to the RJ-45 port on your computer's Ethernet adapter or your hub/switch/router.
4. **With your PC turned off, connect the power adapter included in your package** to the Power Port on the back of the Cable Modem. Plug the power cord into the power adapter. Plug the other end of the power cord into a standard electrical wall socket. The Power LED on the front of the Cable Modem should light up and remain on.
5. **Contact your Cable Internet Service Provider** to activate your account. Usually, your Cable Internet Service Provider will need what is called a MAC Address for your Cable Modem in order to set up your account. The MAC address is printed on a bar code label on the bottom of the Cable Modem. Once you have given them this number, your Cable Internet Service Provider should be able to activate your account.

**The Hardware Installation is now complete.
Your Cable Modem is ready to use.**

Connecting Using the USB Port

1. **Make sure that you have TCP/IP installed** on your computer. If you don't know what TCP/IP is or you don't have it installed, refer to the section in the Appendix called **Installing the TCP/IP Protocol**.
2. **Connect the coaxial cable from your Internet Service Provider/Cable Company** to the Cable Port on the back of the Cable Modem. The other end of the coaxial cable should be connected in the manner proscribed by your Internet Service Provider/Cable Company.
3. **With your PC turned off, connect the power adapter included in your package** to the Power Port on the back of the Cable Modem. Plug the other end of the adapter into a standard electrical wall socket. The Power LED on the front of the Cable Modem should light up and remain on.
4. **Plug the rectangular end of the USB cable** into your PC's USB port. Connect the square end of the USB cable into the Cable Modem's USB port.
5. **Turn on your PC.** During the boot up process, your computer should recognize the device and ask for driver installation. Refer to the chart below to locate the driver installation for your operating system. Once the driver installation is completed, return here for instructions on setting up your account.

<i>If you are installing drivers for</i>	<i>then turn to page</i>
Windows 98	9
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Windows 2000	14

6. **Contact your Cable Internet Service Provider** to activate your account. Usually, your Cable Internet Service Provider will need what is called a MAC Address for your Cable Modem in order to set up your account. The MAC address is printed on a bar code label on the bottom of the Cable Modem. Once you have given them this number, your Cable Internet Service Provider should be able to activate your account.

Installing the USB Driver for Windows 98

1. When the *Add New Hardware Wizard* window appears, insert the Setup Utility CD into your CD-ROM drive and click **Next**.



2. Select **Search for the best driver for your device** and click the **Next** button.



3. Select **CD-ROM drive** as the location where Windows will search for the driver software and click the **Next** button.



4. Windows will notify you that it has identified the appropriate driver and is ready to install it. Click the **Next** button.



5. Windows will begin installing the driver for the modem. At this point, the installation may require files from your Windows 98 CD-ROM. If prompted, insert your Windows 98 CD-ROM into your CD-ROM drive and enter **d:\win98** in the box that appears (where “d” is the letter of your CD-ROM drive). If you were not supplied with a Windows 98 CD-ROM, your Windows files may have been placed on your hard drive by your computer manufacturer. While the location of these files may vary, many manufacturers use **c:\windows\options\cabs** as the path. Try entering this path into the box. If no files are found, check your computer’s documentation or contact your computer manufacturer for more information.
6. After Windows has completed installing this driver, click **Finish**.



7. When asked if you want to restart your PC, remove all disks and click **Yes**. If Windows does not ask you to restart your PC, click the **Start** button, choose **Shut Down**, choose **Restart**, then click **Yes**.

The Windows 98 driver installation is complete. Return to the section on *Connecting Using the USB Port* to finish the set up.

Installing the USB Driver for Windows Millennium

1. Start up your PC in Windows Millennium. Windows will detect new hardware connected to your PC.



2. Insert the Setup Utility CD into your CD-ROM drive. When Windows asks you for the location of the best driver, select **Automatic search for a better driver (Recommended)** and click the **Next** button.



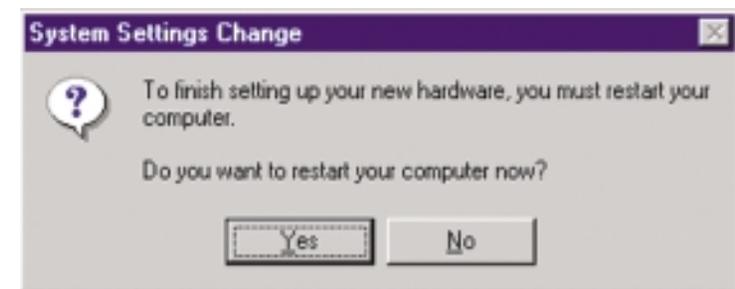
3. Windows will begin installing the driver for the modem. At this point, the installation may require files from your Windows Millennium CD-ROM. If prompted, insert your Windows Millennium CD-ROM into your CD-ROM drive and enter **d:\win9x** in the box that appears (where “d” is the letter of your CD-ROM drive). If you were not supplied with a Windows 98 CD-ROM, your Windows files may have been placed on your hard drive by your computer manufacturer. While the location of these files may vary,

many manufacturers use **c:\windows\options\install** as the path. Try entering this path into the box. If no files are found, check your computer’s documentation or contact your computer manufacturer for more information.

4. When Windows finishes installing the driver, click **Finish**.



5. When asked if you want to restart your PC, remove all disks and click **Yes**. If Windows does not ask you to restart your PC, click the **Start** button, choose **Shut Down**, choose **Restart**, then click **Yes**.



The Windows Millennium driver installation is complete. Return to the section on *Connecting Using the USB Port* to finish the set up.

Installing the USB Driver for Windows 2000

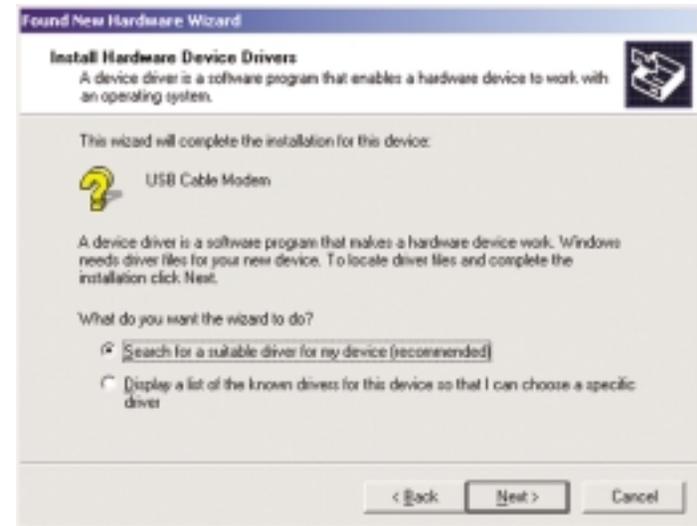
1. Insert the Setup Utility CD into the CD-ROM drive. Windows will notify you that it has detected new hardware.



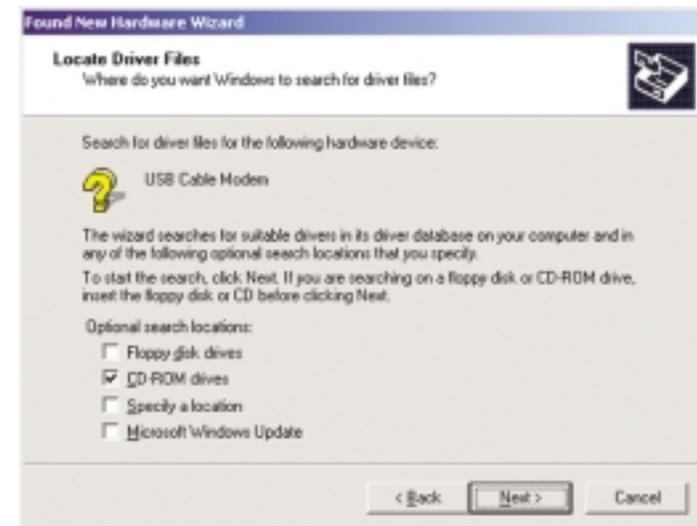
2. When the *Found New Hardware Wizard* screen appears to confirm that the USB Modem has been identified by your PC, make sure the Setup Utility CD is in the CD-ROM drive and click **Next**.



3. Select **Search for a suitable driver for my device** and click the **Next** button.



4. Windows will now search for the driver software. Select **CD-ROM drives** and click the **Next** button.



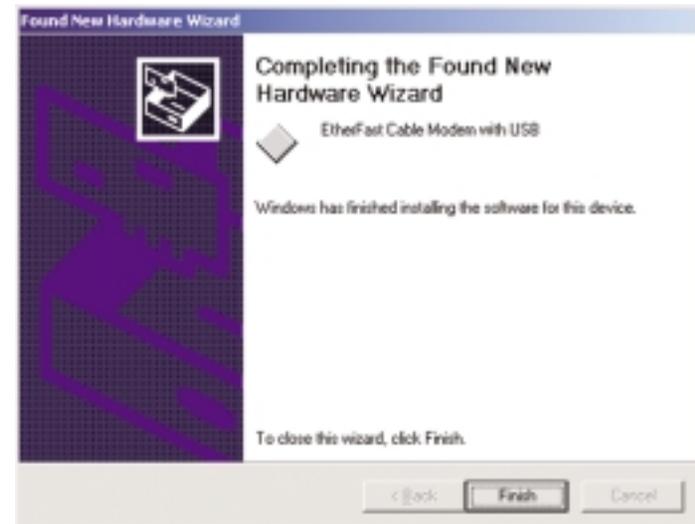
5. Windows will notify you that it has located the appropriate driver and is ready to install it. Click the **Next** button.



6. When Windows will ask you to search for a digital signature, click **OK** to finish your installation.



7. When Windows has completed installing the driver, click **Finish**.



The Windows 2000 driver installation is complete. Return to the section on *Connecting Using the USB Port* to finish the set up.

Troubleshooting

Common Problems and Solutions

This section offers solutions to common issues that may occur during the installation and operation of your Cable Modem with USB and Ethernet Connection.

I cannot access my e-mail or Internet service.

Make sure all of your connections are secure. Your Ethernet cable should be inserted completely into both the network card on the back of your computer and the port on the back of your Cable Modem. If you installed your Cable Modem using a USB port, check the connection of the USB cable to both devices. Check all cables between your computer and the Cable Modem for frays, breaks or exposed wiring. Make sure your power supply is properly plugged into both the modem and a wall outlet or surge protector. If your Cable Modem is properly connected, the Power LED, Cable LED, and Status LED on the front of the modem should all be a solid color.

Try pressing the Reset button on the back of your cable modem. Using an object with a small tip, push the button until you feel it click. Then try reconnecting to your Cable Internet Service Provider.

Call your Broadband Service Provider to verify that their service is two-way. This modem is designed for use with two-way cable plants.

If you installed the Cable Modem using the Ethernet port, make sure that your Ethernet adapter is operating correctly. Check the adapter in the Device Manager in Windows to make sure it is listed and has no conflicts. If you are unsure of how to do this, check your Windows documentation. Use the port to connect to a LAN (if available) to test it.

Make sure that TCP/IP is the default protocol in use by your system. See the section called **Installing the TCP/IP Protocol** for more information.

If you are using a cable line splitter so that you can connect the cable modem and a television at the same time, try removing the splitter and reconnecting your cables so that your cable modem is connected directly to your cable wall jack. Then try reconnecting to your Broadband Service Provider.

The Cable Status LED never stops blinking.

The signal from your cable company's equipment may be too weak or the cable line may not be properly attached to the modem. If the cable line is properly connected to the modem, call your cable company to verify whether or not a weak signal may be the problem.

All of LEDs on the front of my modem look right, but I still can't access the Internet.

If the Power LED, Cable LED, and Status LED are on but not blinking,, your cable modem is operating properly. Try shutting down and powering off your computer and then turning it back on. This will cause your computer to re-establish communications with your Cable Internet Service Provider.

Try pressing the Reset button on the back of your cable modem. Using an object with a small tip, push the button until you feel it click. Then try reconnecting to your Cable Internet Service Provider.

Make sure that TCP/IP is the default protocol in use by your system. See the section called **Installing the TCP/IP Protocol** for more information.

If you are using a cable line splitter so that you can connect the cable modem and a television at the same time, try removing the splitter and reconnecting your cables so that your cable modem is connected directly to your cable wall jack. Then try reconnecting to your BSP.

The power on my modem goes on and off sporadically or the Status LED never stops blinking.

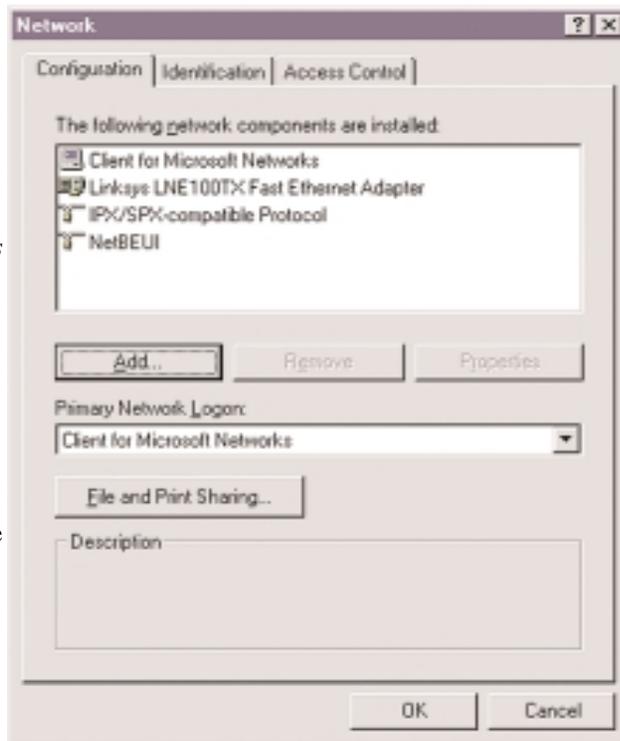
You may be using the wrong power supply. Check that the power supply you are using is the one that came with your Cable Modem.

Appendix

Installing the TCP/IP Protocol

Follow these instructions to install the TCP/IP Protocol on one of your PCs *only* after a network card has been successfully installed inside the PC. These instructions are for Windows 95, 98 or Millennium. For TCP/IP setup under Microsoft Windows NT or 2000, please refer to your Microsoft Windows NT or 2000 manual.

1. Click the **Start** button. Choose **Settings**, then **Control Panel**.

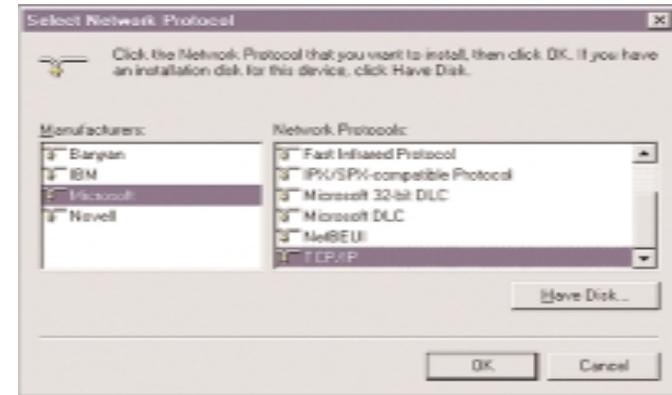


2. Double-click the **Network** icon. Your Network window should pop up. *If there is a line called **TCP/IP** for your Ethernet Adapter already listed, there is no need to do anything else.* If there is no entry for TCP/IP, select the **Configuration** tab.

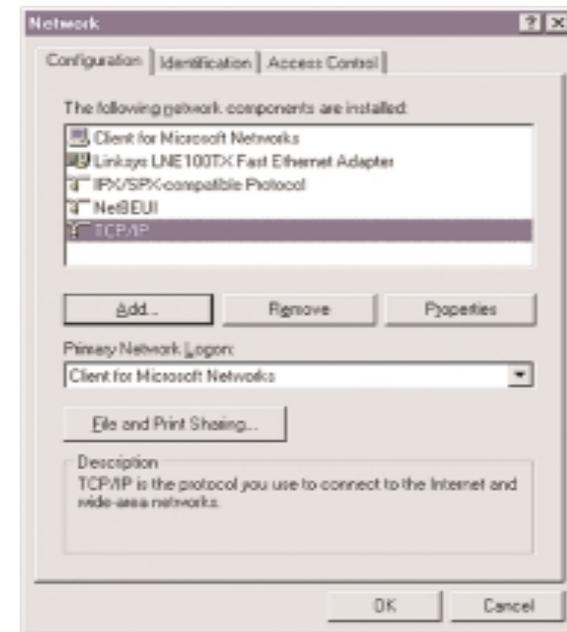
3. Click the **Add** button.
4. Double-click **Protocol**.
5. Highlight **Microsoft** under the list of manufacturers.

EtherFast® Cable Modem with USB and Ethernet Connection

6. Find and double-click **TCP/IP** in the list to the right (below).



7. After a few seconds you will be brought back to the main Network window. The TCP/IP Protocol should now be listed.



8. Click **OK**. Windows may ask for original Windows installation files. Supply them as needed (i.e.: D:\win98, D:\win95, c:\windows\options\cabs.)
9. Windows will ask you to restart the PC. Click **Yes**.

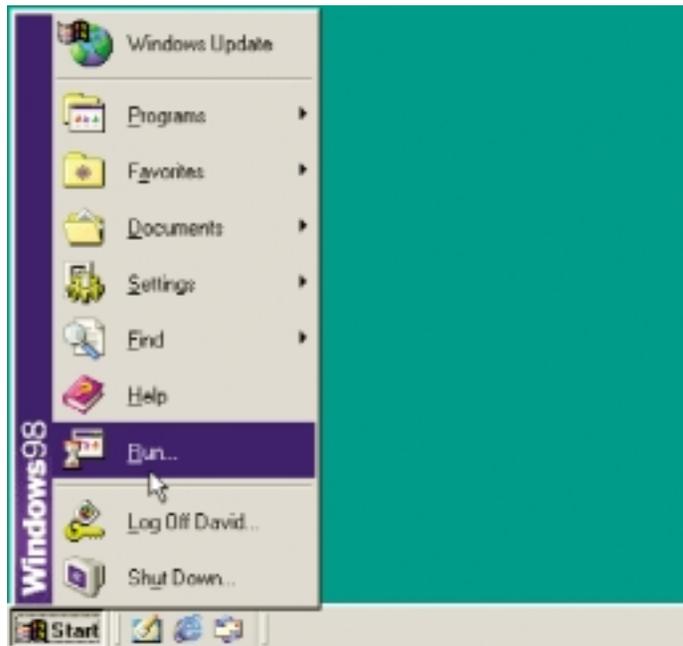
The TCP/IP Installation is complete.

Renewing Your PC's IP Address

Occasionally, your PC may fail to renew its IP address, which will keep it from connecting to your Cable Internet Service Provider. When this happens, you will not be able to access the Internet through your Cable Modem. This is fairly normal, and does not indicate a problem with your hardware. The procedure to correct this situation is simple. Follow these steps to renew your PC's IP address:

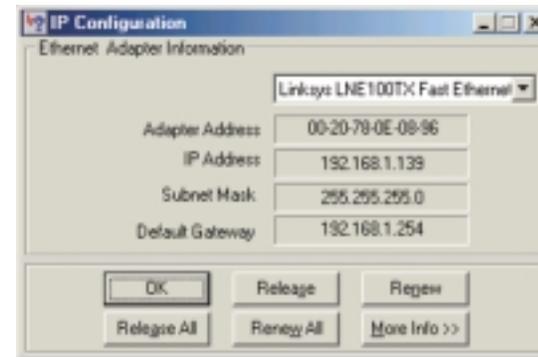
For Windows 95, 98, or Millennium users:

1. From your Windows 95, 98, or Millennium desktop, click the **Start** button, point to **Run**, and click to open the Run window.

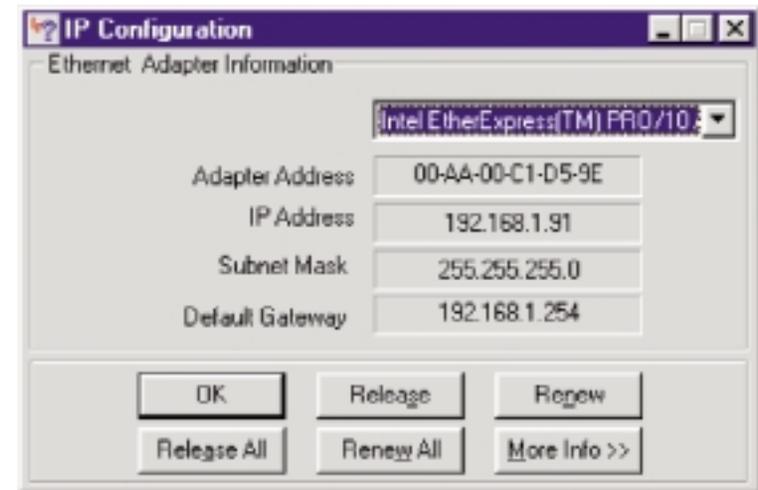


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2. Enter **wiipcfg** in the Open field. Click the **OK** button to execute the program. The next window to appear will be the IP Configuration window.



3. Select the **Ethernet adapter** to show the IP address. Press **Release** and then press **Renew** to get a new IP address from your ISP's server.



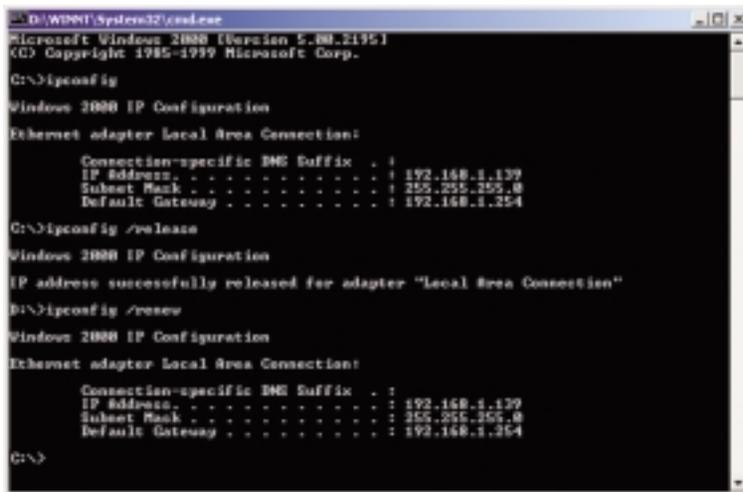
4. Select the **OK** to close the IP Configuration window. Try your Internet connection again after this process.

For Windows NT and 2000 users:

1. From your Windows NT or 2000 desktop, click the **Start** button, point to **Run**, and click to open the Run window (as shown in step 1 under Windows 95, 98 and Millennium users).
2. Enter **cmd** in the Open field. Click the **OK** button to execute the program. The next window to appear will be the DOS Prompt window.



3. If your prompt does not read "C:\", type **cd..** until you are at the C:\ prompt. At that prompt, type **ipconfig /release** to release the current IP address. Then type **ipconfig /renew** to get a new IP address.



4. Select the **OK** to close the IP Configuration window. Try your Internet connection again after this process.

Specifications

Model No:	BEFCMU10
Standards:	IEEE 802.3 (10BaseT), IEEE 802.3u (100BaseTX), DOCSIS 1.0 USB Specifications 1.1
Downstream:	
Modulation	64QAM, 256QAM
Data Rate	30Mbps (64QAM), 43Mbps (256QAM)
Frequency Range	88MHz to 860MHz
Bandwidth	6MHz
Input Signal Level	-15dBmV to +15dBmV
Upstream:	
Modulation	QPSK, 16QAM
Data Rate (Kbps)	320, 640, 1280, 2560, 5120 (QPSK) 640, 1280, 2560, 5120, 10240 (16QAM)
Frequency Range	5MHz to 42MHz
Bandwidth	200, 400, 800, 1600, 3200KHz
Output Signal Level	+8 to +58dBmV (QPSK), +8 to +55dBmV (16QAM)
Management:	
MIB Group	SNMPv2 with MIB II, DOCSIS MIB, Bridge MIB
Security:	
Baseline Privacy	56-Bit DES with RSA Key Management
Interface:	
Cable	F-type female 75 ohm connector
Ethernet	RJ-45 10/100 Port
USB	Type B USB Port
LED:	Power, Activity, Cable, Status

Environmental

Dimensions:	7.13 x 5.63 x 1.42 inches (181 mm x 143 mm x 36 mm)
Unit Weight:	16 oz. (.028 Kg)
Power:	External, 12V
Certifications:	FCC Part 15 Class B, CE Mark Commercial
Operating Temp:	32°F to 104°F (0°C to 40°C)
Storage Temp:	4°F to 158°F (-20°C to 70°C)
Operating Humidity:	10% to 90%, Non-Condensing
Storage Humidity:	10% to 90%, Non-Condensing

Warranty Information

BE SURE TO HAVE YOUR PROOF OF PURCHASE AND A BARCODE FROM THE PRODUCT'S PACKAGING ON HAND WHEN CALLING. RETURN REQUESTS CANNOT BE PROCESSED WITHOUT PROOF OF PURCHASE.

IN NO EVENT SHALL LINKSYS' LIABILITY EXCEED THE PRICE PAID FOR THE PRODUCT FROM DIRECT, INDIRECT, SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES RESULTING FROM THE USE OF THE PRODUCT, ITS ACCOMPANYING SOFTWARE, OR ITS DOCUMENTATION. LINKSYS DOES NOT OFFER REFUNDS FOR ANY PRODUCT.

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Contact Information

For help with the installation or operation of this product, contact Linksys Customer Support at one of the phone numbers or Internet addresses below.

Information	800-546-5797 (LINKSYS)
Tech Support and RMA Issues	866-242-8558
Fax	949-261-8868
Email	support@linksys.com
Web	http://www.linksys.com
FTP Site	ftp.linksys.com



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