



**Adelphia Power Link  
Modem Self-Installation  
Kit User Manual**

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# BEFORE YOU BEGIN

The Adelphia Power Link Cable Modem Self-Installation kit is designed for use with an external cable modem and the Adelphia Power Link Internet service. This kit helps you easily install the cable modem and the included software and connect to the Internet quickly using Adelphia Power Link. This chapter explains how to prepare for installation.

## Document Conventions

Table 1 describes the icons used in this manual. Please read all notes, cautions, and warnings to ensure your safety and easy installation. Also, notice that instructions are sometimes specific to whether you are using a Windows® operating system or a Macintosh® operating system.

Table 1

Icon	Notice Type	Description
	Information note	Important features or instructions
	Caution	Information to alert you to potential damage to a system or device
	Warning	Information to alert you to potential personal injury

## Supplied and Required Items

Read through these lists of supplied and required items to verify you have everything ready to install your cable modem.



**WARNING:** *Adelphia, BroadJump, their employees and distributors are not responsible for any equipment or property damage, bodily injury or other problems that may occur during installation. Please read this entire User Manual before starting the installation process to ensure that you understand what is involved. To arrange for professional installation, call Adelphia directly.*

## Supplied

These items are supplied with the Adelphia Power Link Cable Modem Self-Installation Kit. Verify that these items were included in the package.

- 7-ft Ethernet cable (red)
- 6-ft USB cable (blue)
- 6-ft coaxial cable (white)
- 25-ft coaxial cable (white)
- Cable line splitter
- Cable line clips
- 7/16-in. wrench
- *Installation Guide*
- Self-Installation CD (*User Manual* on CD)
- Adelphia Power Link Mouse Pad



*If you use your current cable line for cable television access, you can use the included cables and splitter to connect the cable modem and your television to the same cable outlet.*

## Required (Not Supplied)

These items are also required to complete the installation:

### For Windows Users

- External cable modem (supplied by Adelphia)
- Adelphia Power Link username and password
- Active cable line
- Computer running Windows 98 or higher operating system with:
- Available USB port (Windows 98 or higher), a built-in Ethernet port, or a network interface card (NIC) installed.
- Pentium class processor
- 32 MB of RAM
- 150 MB available hard drive space
- CD-ROM drive

### For Macintosh Users

- External cable modem (supplied by Adelphia)
- Adelphia Power Link username and password
- An active cable line
- Computer running Mac OS 8.1 or higher operating system with:
  - A built-in Ethernet port or a network interface card (NIC) installed
  - Power PC processor
  - 32 MB of RAM
  - 75 MB available hard drive space
  - CD-ROM drive



*Macintosh versions 8.5 and 10.0 do not support this installation. Contact Apple to receive a complimentary upgrade.*

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### Prepare for Installation

Before you begin hardware or software installation:

1. Copy your saved files to a disk and scan your computer for viruses using an anti-virus program.
2. Locate the username and password supplied by Adelphia.



*You cannot install the software without a username and password. If you do not have this information, call Adelphia at this toll-free number to verify your account information:*

**877 506 3044**

3. Place the cable modem where it is near your computer and a cable outlet, leaving plenty of room to guide the cables away from the cable modem.



**WARNING:** *Do not attempt any rewiring without first contacting Adelphia. If you do not have a cable line in your home that supports cable modem access, or if your current cable outlet is not located near your computer, Adelphia may be able to install one.*

4. See Chapter 2 to begin hardware installation.

# 2

# HARDWARE INSTALLATION

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### Choosing an Installation Method

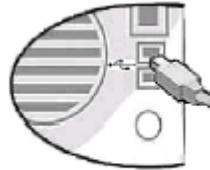
There are two ways to connect the cable modem to your computer. Use the descriptions below to determine which installation method you would like to use. Then follow the process in “Connecting the Cable Modem to your Computer” that applies.



*To use the USB installation method, the cable modem supplied by Adelphia must be equipped with a USB port.*

- **USB Installation Method**

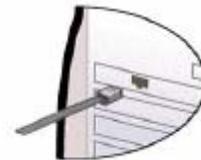
You must be using Windows 98 or higher operating system to use the USB installation method. If you are using Windows 95 or a Macintosh operating system, you must use the Ethernet installation method. Also, if you want to connect multiple computers to the cable modem via an Ethernet hub, you must use the Ethernet installation method.



*To use the Ethernet Installation method, you must have a network interface card (NIC) installed. If you are installing a NIC, see the user documentation that came with the NIC for installation instructions.*

- **Ethernet Installation Method**

If you are using Windows 95 or a Macintosh operating system, you must use the Ethernet installation method to connect the cable modem to your computer. Also, use this method if you want to connect multiple computers to the cable modem via an Ethernet hub.



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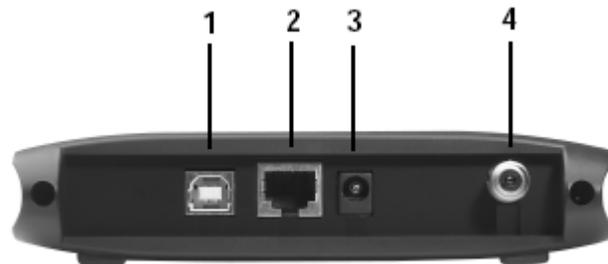
### Connecting the Cable Modem to Your Computer

This section includes an introduction to the connections on the back of the cable modem and specific procedures for connecting the cable modem to your computer using the USB installation method or the Ethernet installation method. Follow the procedure for the method you are using. If you are not sure which method to use, see “Choosing an Installation Method” on page 5.

#### Cable Modem Connections

This section describes the connections you use to install your cable modem using the cable modem self-installation kit. The cable modem supplied by Adelphia might not be equipped with a USB port.

1. **USB port:** Use this connection to insert the included USB cable if you are using the USB installation method.
2. **Ethernet port:** Use this connection to insert the included Ethernet cable if you are using the Ethernet installation method.
3. **Power jack:** Use this connection to plug in the power adapter or power cord included with the cable modem.
4. **CATV/RF connector:** Use this connection to connect the included coaxial cable that leads to the cable line splitter or the cable outlet.



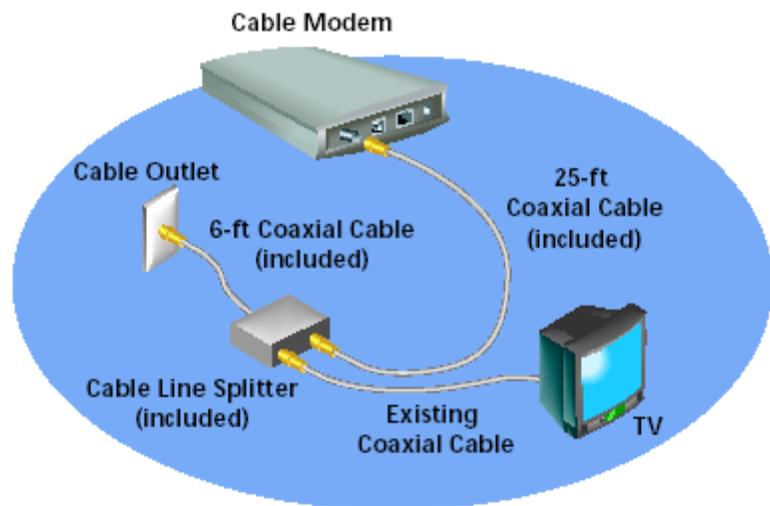
### Using the USB Installation Method

If you are using Windows 98 or higher, you can connect the cable modem using the USB cable included with the cable modem self-installation kit. Macintosh users must use the Ethernet installation method.



*To use the USB installation method, the cable modem supplied by Adelphia must be equipped with a USB port.*

1. Power off the computer.
2. Insert one end of the **blue** USB cable into the USB port on the computer.
3. Insert the other end of the **blue** USB cable into the USB port on the cable modem.
4. Connect the white Coaxial cables. Connect the cables as shown in the illustration.
5. Plug the cable modem's power adapter into the power jack on the cable modem and into a grounded electrical outlet.
6. Wait 5 minutes, or until the cable modem light pattern indicates it has connected to the Power Link network. *(See your cable modem documentation for more information on status lights.)*
7. *Power on the computer.*
8. Windows detects the cable modem, and a New Hardware Wizard screen appears. See the user documentation included with the cable modem supplied by Adelphia for more information about the using the LEDs to determine cable modem operation and status.

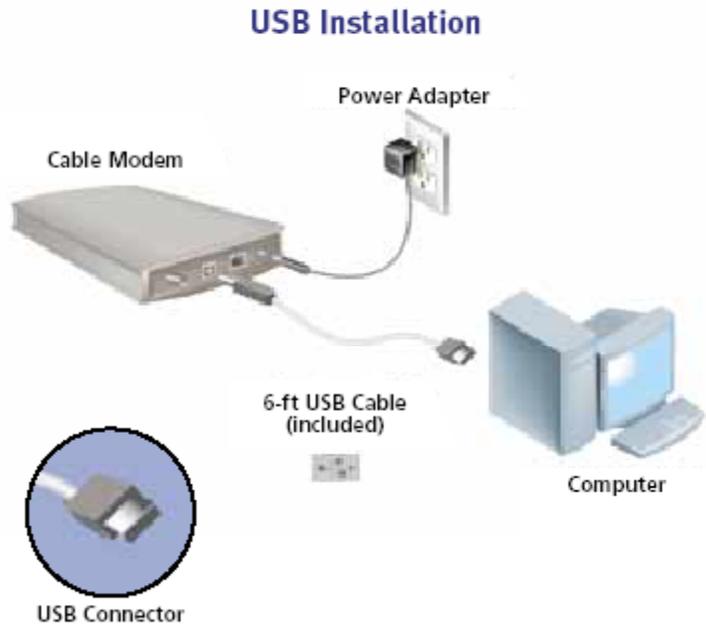


*If you are not using the cable line splitter to connect the cable modem and your television to the same outlet, you can connect the cable modem to the cable wall outlet directly using either of the included coaxial cables.*

**Note:** If you are using Windows 98, when Windows displays the search results for the updated driver, you must verify that the name of the cable modem supplied by Adelphia is listed as the recommended driver on the screen. If USB Composite Device is listed, you must:

- a. click Back;
- b. check the Specify a location check box;
- c. type D:/, where D is the letter of your CD-ROM drive, in the Specify a location field and click Next. See the user

documentation included with the cable modem for details. Please make sure that the Installation CD that came with your cable modem is in the CDROM drive.



9. Insert the Self-Installation CD.



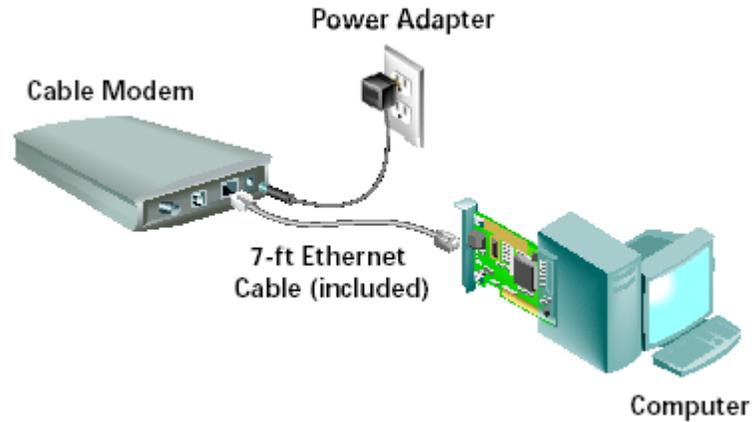
*If you are using Windows 98, when Windows displays the search results for the updated driver, you must verify that the name of the cable modem supplied by Adelphia is listed as the recommended driver on the screen. If USB Composite Device is listed, you must: (1) click Back; (2) check the Specify a location check box; (3) type **D**:/, where D is the letter of your CD-ROM drive, in the Specify a location field and click Next. See the user documentation included with the cable modem for details.*

**Using the Ethernet Installation Method**

If you are using the Macintosh operating system or do not have an available USB port, you can connect the cable modem to the computer using the Ethernet cable included with the cable modem self-installation kit. Also, use this method if you want to connect multiple computers to the cable modem via an Ethernet hub.

1. Shut down your computer using normal shut down procedures.
2. Insert the other end of the red Ethernet cable into the built-in Ethernet port on your computer.

3. Insert one end of the **red** Ethernet cable into the Ethernet port on the cable modem.

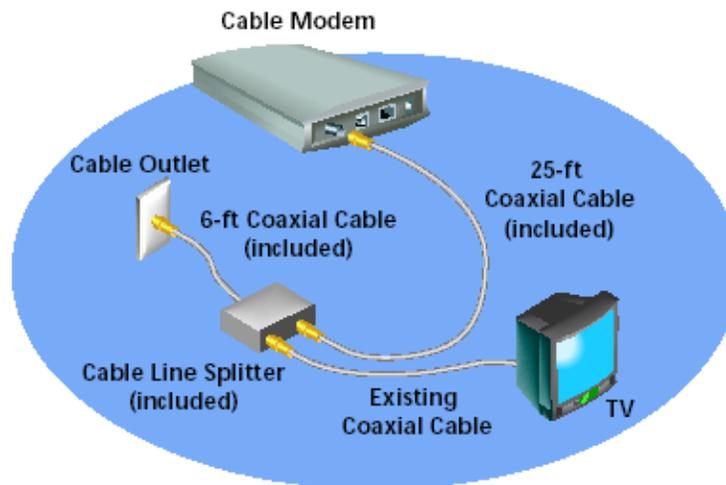


4. Plug the cable modem's power adapter into the power jack on the cable modem and into a grounded electrical outlet.
5. Wait 5 minutes, or until the cable modem light pattern indicates it has connected to the Power Link network. *(See your cable modem documentation for more information on status lights.)*
6. *Power on the computer.*
7. To continue installation, see "Connecting the Coaxial Cables" on page 9.

### Connecting the Coaxial Cables

Use the illustration below to connect the coaxial cables.

1. Connect the 6-ft white coaxial cable to the cable outlet and to the single jack on the cable line splitter.
2. Connect the 25-ft white coaxial cable to one of the two available jacks on the cable line splitter and to the CATV or RF connector on the cable modem.
3. Connect the white coaxial cable that is connected to your television using the last available jack on the cable line splitter.
4. Tack down the white coaxial cables along a wall using the included cable line clips.



*If you are not using the cable line splitter to connect the cable modem and your television to the same outlet, you can connect the cable modem to the cable wall outlet directly using either of the included coaxial cables.*

### **Verify the Cable Modem Connection**

1. Power on the computer.

Allow several minutes for the cable modem to start up and initialize.

2. Check the light emitting diodes (LEDs) on the cable modem to verify that the cable modem is operating properly.



*See the user documentation included with the cable modem for more information about the LEDs and cable modem operation. If the cable modem is not operating properly, see Chapter 5 for Adelphia's support information.*

3. See Chapter 3 to begin software installation.

# 3 POWER LINK SOFTWARE INSTALLATION

If you do not have the username and password supplied by Adelphia, call this tool-free number to verify your account:

**877 506 3044**



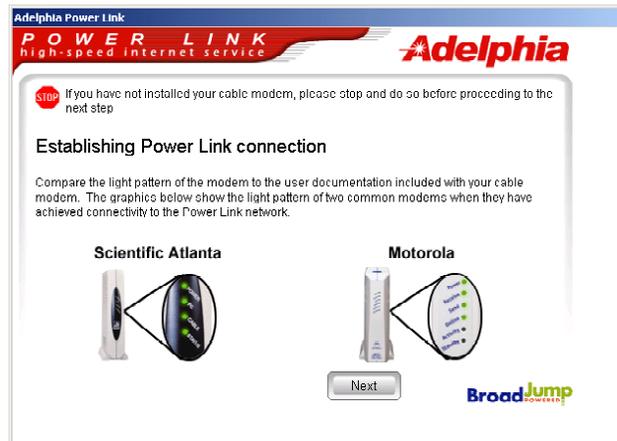
*You cannot install the Power Link software without a username and password.*

## Installing the Power Link Software

This section describes how to install the software included on the Self Installation CD. You must install the hardware before you install the software. See Chapter 2 for hardware installation instructions.

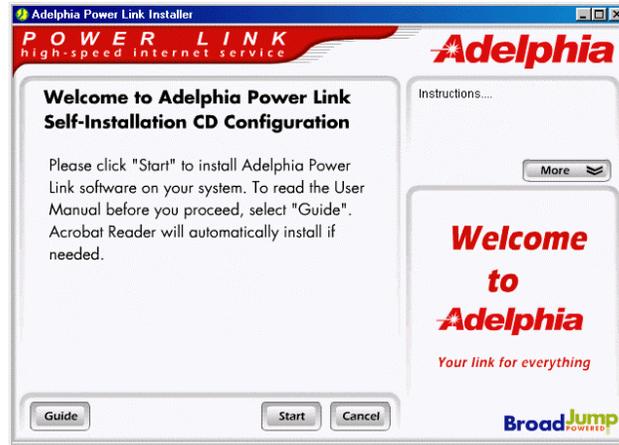
### For Windows Users

1. Insert the Self Installation CD into the CD-ROM drive of your computer.



Please make sure you have connected your modem and it has connected to the Power Link network before continuing with this Installation CD.

The Self Installation CD Configuration Menu screen appears.



*If the Self-Installation CD does not launch automatically, double-click the My Computer icon on your desktop, and then double-click the icon for your CD-ROM drive. Click the PowerLink icon to launch the program.*

2. Click *Start* to begin the Self Installation software.

The Adelpia Power Link Welcome screen appears.



3. Click *Next*.

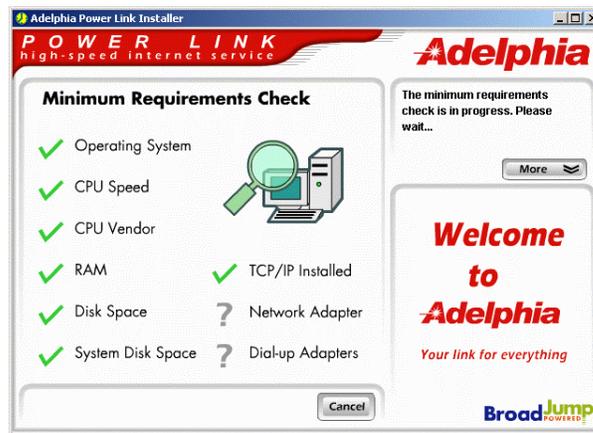
The Software License Agreement screen appears.



*You must accept the software license agreement and the service agreement to continue the installation. If you choose not to accept the terms of these agreements, click Decline. Then contact Adelphia to return this kit.*

4. Review the terms of the software license agreement, and click **Accept**.

The Self-Installation CD checks that your computer meets the minimum requirements to use the Adelphia Power Link service, and displays a message confirming that you can continue with installation.



*If the Self-Installation CD notifies you that your computer failed to meet the system requirements, click Details to see a detailed summary of the system information and determine what requirement your computer does not meet.*

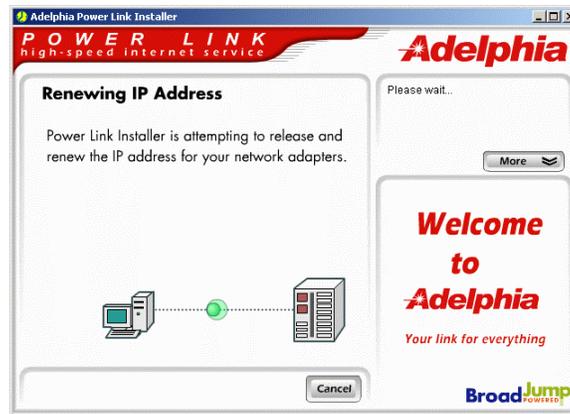
5. Click **Next**.

The Account Information screen appears.

6. In the fields provided, type the first and last name of the person listed on the Adelphia Power Link account.
7. Type your home phone number in the field provided.
8. Type your street address, Zip Code, User Name and Password (supplied by Adelphia) in the fields provided.
9. Click *Next*.
10. If there is a retail code on the packaging of the self-installation kit, type it in the Retail Code: field. **If the Retail Code area has no code entered, leave this field blank and click *Next*.**



The Self-Installation CD checks your TCP/IP configuration.

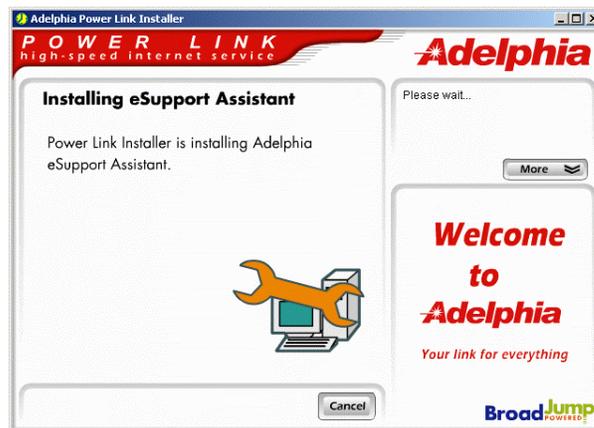


The Self-Installation CD runs several different tests to verify your Internet connection and e-mail configuration.



*If you are prompted to restart the computer, click Yes. When the computer restarts, the installation continues as below.*

You are prompted to install Internet Explorer 5 and the Adelpia eSupport Assistant.

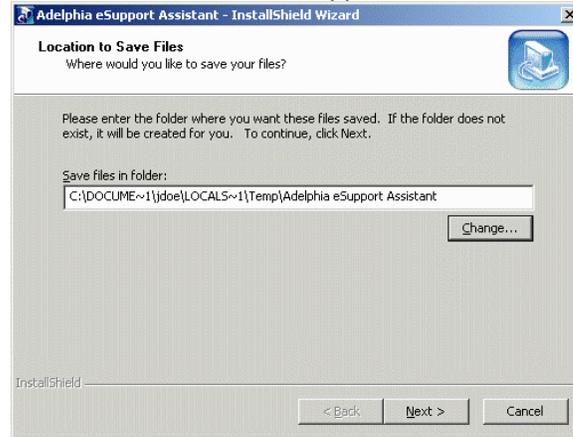




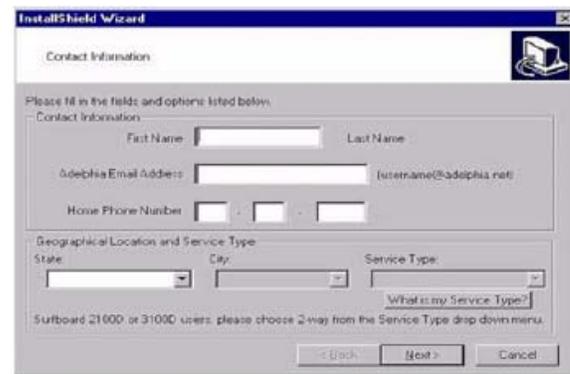
If you already have Internet Explorer 5 or higher installed on your computer, you are prompted to skip this step.

**11. Click *Install*.**

The Self-Installation CD installs the necessary files, and the InstallShield® Wizard appears.



**12. Enter your information in the blank fields and select *Two-Way Cable Modem* from the *Service Type*: drop-down menu.**

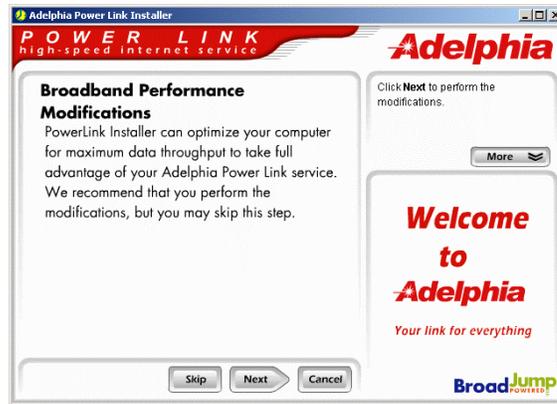


**13. Click *Next*.**

The Self-Installation CD configures Internet Explorer and Outlook Express for use with your Adelphia Power Link service.

**14. When this installation is finished, click *Next*.**

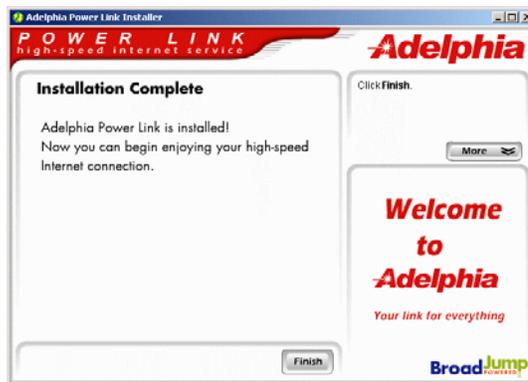
The Broadband Performance Modification screen appears.



The Self-Installation CD runs Broadband Performance Modification, optimizing selected settings that allow you to get the most from your Adelphia Power Link service.

15. Click *Next*.

The *Installation Complete* screen appears.



16. Click *Finish*.

The installation is complete. You are automatically connected to the Adelphia home page.



*Double-click the Power Link icon on your desktop at any time to access your high-speed, always-on Internet service.*

See Chapter 4 for details about using the Internet and the included software.

### For Macintosh Users

1. Insert the Self-Installation CD into the CD-ROM. A Power Link CD icon appears on your desktop.
2. Double-click the *AdelphiaPowerLink* file.

The Self-Installation CD Configuration Menu screen appears.

3. Follow the on-screen prompts to complete the installation.
4. See Chapter 4 for details about using the Internet and the included software.



## USING THE ADELPHIA POWER LINK SOFTWARE

There are several common methods you can use to find information on the Internet. This chapter offers some helpful hints about using and searching the Internet with the Internet software applications included with this kit. If you have questions or want more information about using the Internet and the software applications included, see Adelpia's online New Users Guide at:

**<http://powerlink.adelphia.net/newuser/index.html>**

The Adelpia Power Link New Users Guide provides:

- An Internet tutorial.
- Answers to frequently asked questions about the Adelpia Power Link service.
- Information about e-mail and personal home pages.
- Information on using File Transfer Protocol (FTP) software.
- Information about and software downloads for anti-virus, anti-spam, and parental control applications.

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### Using the Adelpia Power Link Software

Table 2 outlines the software components included on the Self-Installation CD. These components are customized to help you get the most out of your Adelpia experience.

This chapter helps you to get familiar with the included software applications and other features that Adelpia Power Link offers.

**Table 2**

Component	Software	Web Site
Browser	Internet Explorer	<a href="http://www.microsoft.com">http://www.microsoft.com</a>
E-mail	Outlook Express	<a href="http://www.microsoft.com">http://www.microsoft.com</a>

## Using Internet Explorer

Internet Explorer is the Web browser included with your Adelphia Power Link service. A Web browser contains the basic software you need in order to find, view, store and send information over the Internet. Internet Explorer lets you:

- Send and receive e-mail worldwide nearly instantaneously.
- Read messages from newsgroups, forums about thousands of topics on which users share information and opinions.
- Browse the Web, where you can find a rich variety of text, graphics, and interactive information.

Here are some helpful tools to know when browsing the Internet.

## Hyperlinks

One way to find information on the Internet is through hyperlinks. A hyperlink is a reference to another page on the Internet or to another location on the same page. Hyperlinks can be in the form of text or graphics. Click on a hyperlink to access the referenced page.

Adelphia has categorized the information on their Web site with hyperlinks, so you can easily find the information you need, such as installation support, Web support, account management and more. See the Adelphia Power Link Web page at:

**<http://powerlink.adelphia.net/>**

## Search Engines

A search engine allows you to enter topic names or keywords that you want to find on the Internet. The search engine displays the results of the search, and you simply click a hyperlink that looks interesting. The search engine then transfers you to that page. Adelphia provides a Power Link search engine. The Adelphia Power Link search engine enables you to find specific information regarding your Power Link Internet service.

## Using the Toolbar

Internet Explorer also has a toolbar with features to help you navigate the Web. The toolbar has buttons that are shortcuts for menu commands. They make browsing faster and easier. Table 3 lists the name and function of the buttons on the toolbar.

Table 3

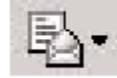
Button	Icon	Function
Back		Returns to pages you have previously viewed, beginning with the most recent.
Forward		Lets you move forward through pages you have already viewed.
Stop		Sends a signal to the browser to stop downloading or trying to reach a Web page.
Refresh		Updates the Web page with the latest content.
Home		Returns you to the Web site you have set as your home page. You can designate any Web page as your home page.
Search		Displays a choice of popular Internet search engines in the left pane. Choose a search engine and enter a keyword you want to search.
Favorites		Displays a list of the sites that you have saved as Favorites. Click on any item in the list to bring you to the site.
Print		Prints the page you are currently viewing. This is one way to save information from the Internet so that you do not have to reconnect to view it again.
Mail		Connects you to Outlook Express.
Edit		Opens a word processor enables you to view the HTML code for the page you are viewing so you can edit it.

## Using Outlook Express

The customized version of Internet Explorer included with this kit offers an e-mail program called Outlook Express. E-mail allows you to send a message to another person's e-mail address anywhere around the world in minutes. Outlook Express allows you to send, read, forward or reply to e-mail messages.

### Accessing E-mail

1. Click the Mail icon located on the tool bar in the Internet Explorer browser.

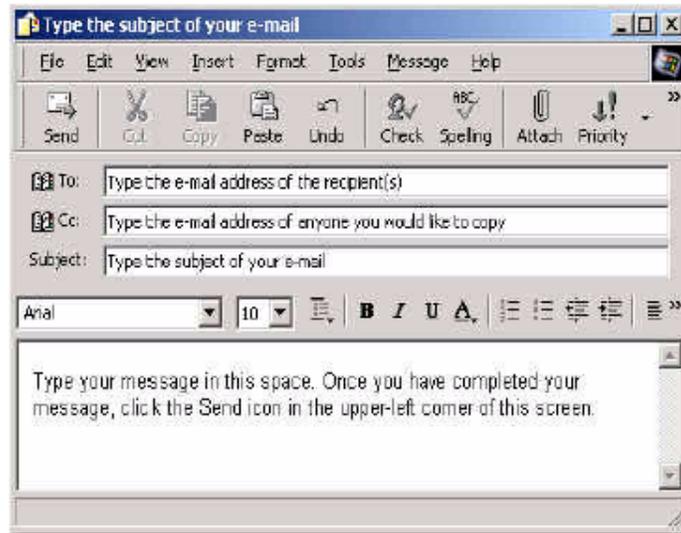


2. Select *Read Mail* from the drop down menu. Outlook Express opens.

### Sending E-mail

1. Open Outlook Express. If you need help with this procedure, see "Accessing E-mail."
2. Click *Message* at the top of the screen and select *New Message*.

A message composition window appears.



1. In the *To:* field, type the e-mail address of the recipient. If you have more than one recipient, separate the names with a comma or a semicolon, or press Enter after each address.
2. In the *Cc:* field, type the e-mail addresses of other people you want to receive a copy of this e-mail message.
3. In the *Subject:* field, type the subject of your message.

Type your message below the address area, and click the Send icon when you are ready to send your message.

### Reading and Replying to E-mail

1. Open Outlook Express. If you need help with this procedure, see "Accessing E-mail" on page 22.



*The inbox displays unread messages with a closed envelope and bold lettering. Messages that have been read appear with an open envelope and in normal lettering.*

2. Click the subject of the message to select the message you want to read.
3. To reply to a message, click either *Reply* or *Reply All*.
4. Type your reply in the e-mail composition window, and click the Send icon when you are ready to send your reply

### Using Multiple E-mail Accounts

You are assigned one e-mail address when you install the Adelpia software on your computer, but you can add up to three more addresses. If you have questions about multiple e-mail accounts or want more information about the using the Internet and the software applications included, see Adelpia's online New Users Guide at:

**<http://powerlink.adelphia.net/newuser/index.html>**



# SUPPORT RESOURCES

## **Adelphia Support Resources**

Adelphia provides support for the cable modem and this installation in a variety of ways. If you have questions or problems during installation or use, contact Adelphia using any of the resources listed below.

### **Toll-Free Support**

Adelphia has support representatives available 24 hours a day, 7 days a week to answer installation and account questions. Please call the following toll-free number:

**877 506 3044**

### **Online Support**

Adelphia offers many different online tools to provide support. The Adelphia Power Link support page has an Internet tutorial, an interactive online support assistant, and a section that offers answers to frequently asked questions.

Visit the Adelphia Power Link online support home page at:

**<http://powerlink.adelphia.net/esupport/>**

You can also send Adelphia Power Link an e-mail request to this address:

**[installhelp@adelphia.net](mailto:installhelp@adelphia.net)**