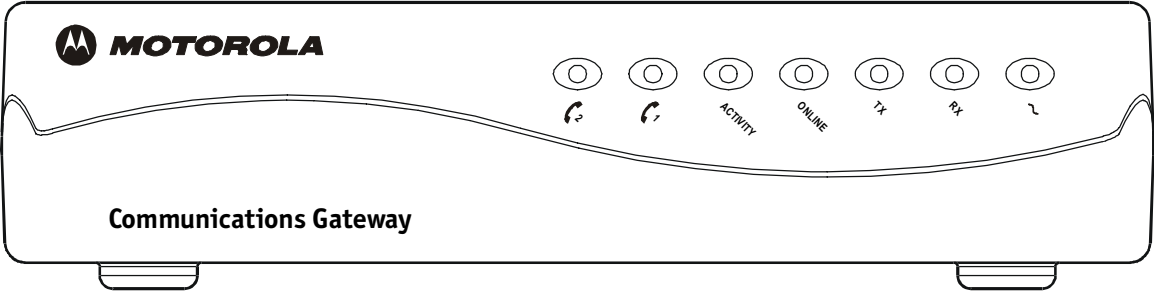
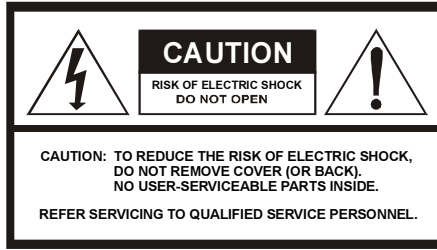


# CG4500 Communications Gateway

## User Guide





### **WARNING**

TO PREVENT FIRE OR SHOCK HAZARD, DO NOT EXPOSE THIS APPLIANCE TO RAIN OR MOISTURE.

### **CAUTION**

TO PREVENT ELECTRICAL SHOCK, DO NOT USE THIS PLUG WITH AN EXTENSION CORD, RECEPTACLE, OR OTHER OUTLET UNLESS THE BLADES CAN BE FULLY INSERTED TO PREVENT BLADE EXPOSURE.

THE SOCKET-OUTLET SHALL BE NEAR THE EQUIPMENT AND EASILY ACCESSIBLE WHEN THE PLUG OF THE POWER SUPPLY CORD IS USED AS THE DISCONNECT DEVICE.



The lightning flash with arrowhead symbol, within an equilateral triangle, is intended to alert the user to the presence of uninsulated “dangerous voltage” within the product’s enclosure that may be of sufficient magnitude to constitute a risk of electric shock to persons.



The exclamation point, within an equilateral triangle, is intended to alert the user to the presence of important operating and maintenance (servicing) instructions in the literature accompanying the appliance.

This installation should be made by a qualified service person and should conform to all local codes.

### **REPAIRS**

If you find the unit in need of repair, contact your cable system operator for repair or replacement.

**Declaration of Conformity**

We

Motorola, Inc.  
101 Tournament Drive  
Horsham, PA 19044, U.S.A.

declare under our sole responsibility that the

CG4500 Communications Gateway

to which this declaration relates is in conformity with one or more of the following standards:

**EMC Standards**

EN55022                      EN55024                      EN50083-2                      CISPR-22                      CISPR-24

**Safety Standards**

EN60065                      EN60825                      EN60950                      IEC 60950 + A1: 1992 + A2: 1993 + A3: 1995 + A4: 1996

following the provisions of the Directive(s) of the Council of the European Union:

EMC Directive 89/336/EEC                      Low Voltage Directive 73/23/EEC



## CAUTION

THESE SERVICING INSTRUCTIONS ARE FOR USE BY QUALIFIED PERSONNEL ONLY. TO REDUCE THE RISK OF ELECTRICAL SHOCK, DO NOT PERFORM ANY SERVICING OTHER THAN THAT CONTAINED IN THE INSTALLATION AND TROUBLESHOOTING INSTRUCTIONS UNLESS YOU ARE QUALIFIED TO DO SO. REFER ALL SERVICING TO QUALIFIED SERVICE PERSONNEL.

## Repairs

If repair is necessary, contact your cable service provider.

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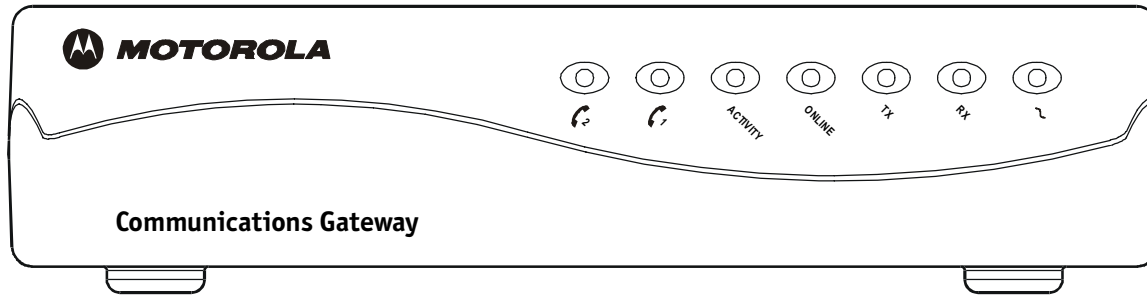
# CONTENTS

<b>Introduction.....</b>	<b>1</b>
Front Panel .....	3
Rear Panel.....	6
<b>Before You Begin .....</b>	<b>9</b>
<b>Installation.....</b>	<b>12</b>
For a Single User.....	12
Powering Up the First Time.....	15
Using the Optional Cradle .....	16
For Multiple Users.....	17
Ethernet .....	17
Ethernet and USB .....	18
<b>Basic Configuration .....</b>	<b>20</b>
Configuring for TCP/IP.....	20
Installing USB Device Drivers.....	23
Verifying Your IP Address .....	24
<b>Troubleshooting .....</b>	<b>25</b>

# INTRODUCTION

The Motorola® CG4500 Communications Gateway enables you to connect your home or business computer to a high-speed Data Over Cable Service Interface Specification (DOCSIS™) 1.0 or 1.1 compliant data network. The CG4500 provides high-speed, bi-directional data access with Radio Frequency (RF) downstream transfer rates up to 38 Mbps and RF upstream rates up to 10 Mbps. It also provides telephony voice communication features using the Internet Protocol (IP) known as Voice over IP (VoIP).

The CG4500 supports two separately dedicated telephone lines and unlike a dial-up modem, the CG4500 is always online. Just open your browser and surf. Just pick up your phone and talk.



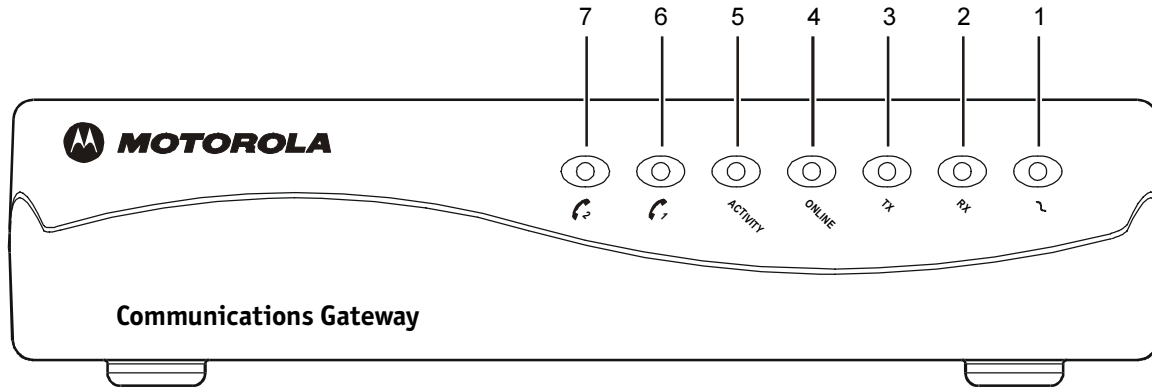
# INTRODUCTION

The CG4500 is compatible with industry standards and interfaces with major IP telephony vendor hardware. Features of the CG4500 include:

- Voice and data over a single coaxial cable network
- Standard telephone features and CLASS features such as caller ID, call waiting, and call forwarding
- Remote management through SNMP
- Automatic configuration and address assignment
- Software upgrades over the network
- Compatible with Windows<sup>®</sup>, Macintosh<sup>®</sup>, and UNIX<sup>®</sup> operating system computers running Transport Control Protocol/Internet Protocol (TCP/IP)
- Complies with industry standards (DOCSIS, PacketCable<sup>™</sup>, etc.)
- USB interface to a PC equipped with a USB port and running Windows 98 SE, Windows 2000, Windows Me<sup>™</sup>, or Windows XP<sup>™</sup>
- 10/100 Base-T Ethernet port for direct connection to Ethernet equipped computers
- INTERNET SECURITY LOCK switch on rear panel
- Extensive event logs for troubleshooting

# INTRODUCTION

## Front Panel











# INTRODUCTION

## Front Panel

The seven front-panel LEDs provide information about power, communications, and errors.

LED	Color	Description
1 	Green	When the LED is blinking, startup diagnostics are being performed. A solid LED indicates the CG4500 is on and diagnostics completed successfully.
2 	Green	When the LED is blinking, the CG4500 is scanning for the downstream frequency and the USB and Ethernet ports are disabled. A solid LED indicates the downstream channel is acquired and USB and Ethernet ports are enabled. When the LED is off and other conditions apply, the CG4500 can be in the INTERNET SECURITY LOCK mode. Refer to the rear panel section of this manual for the INTERNET SECURITY LOCK mode description.
3 	Green	When the LED is blinking, the CG4500 is scanning for the upstream frequency and the USB and Ethernet ports are disabled. A solid LED indicates the upstream channel is acquired and USB and Ethernet ports are enabled. When the LED is off and other conditions apply, the CG4500 can be in the INTERNET SECURITY LOCK mode. Refer to the rear panel section of this manual for the INTERNET SECURITY LOCK mode description.
4 <b>ONLINE</b>	Green	When the LED is blinking, the CG4500 is scanning for the network connection by requesting an IP address (DHCP), downloading the configuration file (TFTP), and obtaining network time (TOD). A solid LED indicates the CG4500 has completed the network connection and established Power, Receive, and Send function. When the LED is blinking and other conditions apply, the INTERNET SECURITY LOCK feature can be active. Refer to the rear panel section for the INTERNET SECURITY LOCK mode description. Refer to the rear panel section of this manual for the INTERNET SECURITY LOCK mode description.

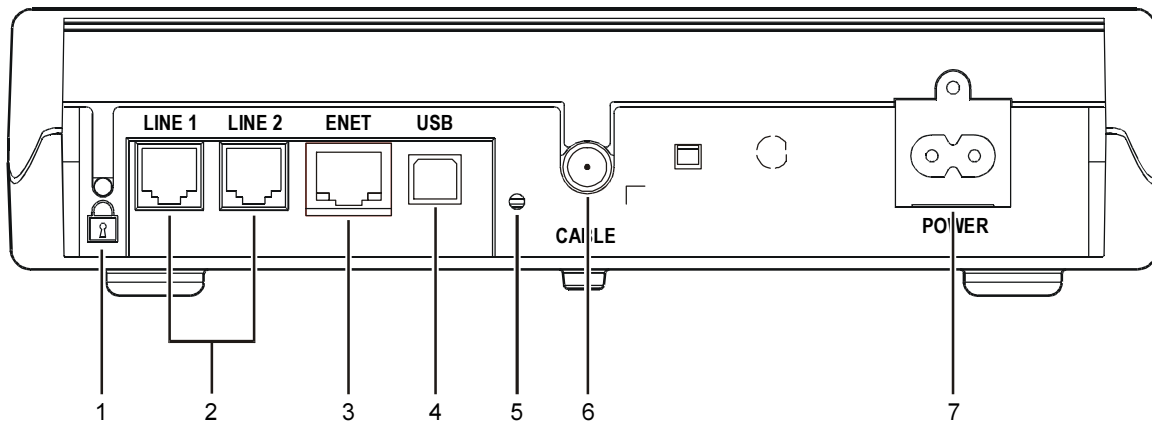
## Front Panel

LED	Color	Description
<b>5</b> 	Amber	When the LED is blinking, the CG4500 is transmitting or receiving data. When the LED is off, the CG4500 is not transferring data.
<b>6</b> 	Amber	A solid LED indicates that phone line 1 is active. The phone line is inactive when the LED is not lit.
<b>7</b> 	Amber	A solid LED indicates that phone line 2 is active. The phone line is inactive when the LED is not lit.

If an error occurs, the LEDs can provide a quick way of detecting the problem. See Troubleshooting for more information.


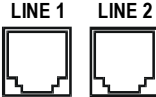

# INTRODUCTION

## Rear Panel




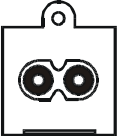


## Rear Panel

The rear panel provides Ethernet activity and link status lights, the reset button, the INTERNET SECURITY LOCK button and all the connectors.

Item	Description
1 	<p>Press the INTERNET SECURITY LOCK button to disable the Ethernet and USB ports (not receiving or transmitting data). The following front panel conditions occur when INTERNET SECURITY LOCK is active:</p> <ul style="list-style-type: none"><li>• ONLINE (4) LED is blinking</li><li>• RX (2) LED is not lit</li><li>• TX (3) LED is not lit</li></ul> <p>When the INTERNET SECURITY LOCK feature is active telephone service remains active and the cable connection to the service provider remains active. When the CG4500 Internet connection is not in use, press the INTERNET SECURITY LOCK button. This activates INTERNET SECURITY LOCK and disables the Internet cable connection for increased security.</p>
2 	These RJ-11 ports transfer data to and from analog phone lines. Line 1 and Line 2 support single line phones.
3 	This RJ-45 port transfers Ethernet data to and from your computer. The port contains integrated green LEDs on the lower left and right of the port. When the lower-left LED is blinking, the Ethernet port is transferring data. When the lower-right LED lights continuously, the Ethernet data transfer rate is 100BaseT. When the lower-right LED is not lit, the Ethernet data transfer rate is 10BaseT.

## Rear Panel

Item	Description
<b>4</b> USB 	This port provides a direct connection to USB equipped computers for data transfer.
<b>5</b> 	This push-button switch resets CG4500 power.
<b>6</b>  CABLE	This F-type port provides RF connectivity to and from your service provider.
<b>7</b> 	This connector provides power to the CG4500.

## BEFORE YOU BEGIN

Before you begin the installation, check that you received:

---

**One 10/100 BaseT Ethernet cable (shielded)  
or  
One USB cable**

These items are supplied by the service provider and are required for connecting your computer to the CG4500.

---

**Power cord**

Required for connecting the CG4500 to an electrical outlet.

---

**CG4500 User Guide CD-ROM**

Contains USB port connection drivers. This CD-ROM is required for connecting a USB-equipped computer to the CG4500.

---

You need to purchase a 75-ohm coaxial cable with F-type connectors for connecting to the nearest cable outlet. If you have a TV set attached to the cable outlet, you may need a 5-900 MHz splitter to use both the TV and the CG4500.

## BEFORE YOU BEGIN



### NOTE

*The Ethernet card must be installed before the CG4500. If it isn't, follow the installation instructions that came with your Ethernet card.*

To use all the features of the CG4500, you will need the following:

---

**Telephone(s)  
with standard  
RJ-11 connectors**

Required to use the telephony features of the CG4500.

---

**Service Provider**

You must sign up with a data service provider who provides access to the Internet and other online services.

---

**Computer**

Your computer must support Ethernet or USB and the TCP/IP protocol to access the CG4500. The CG4500 is compatible with Microsoft®, Macintosh®, and UNIX® operating systems. You don't need special software to operate the CG4500.

---

**Ethernet card or  
USB software**

Any standard 10/100 Base-T Ethernet card operates with the CG4500. The card is not required when connecting to the USB port. The Ethernet card must be installed before the CG4500. If it is not, follow the installation instructions included with your Ethernet card.

The USB connection supported by Windows 98 SE, Windows 2000, Windows Me, and Windows XP requires special software to operate. All USB drivers are contained on the CD-ROM supplied with your CG4500.

Your computer must be configured for TCP/IP and have an IP address for the CG4500 to operate. Your Internet service provider furnishes the IP address.

---

## BEFORE YOU BEGIN



### **NOTE**

*The Ethernet card must be installed before the CG4500. If it isn't, follow the installation instructions that came with your Ethernet card.*

### **HTML Browser**

Any standard HTML (web) browser works with the CG4500.



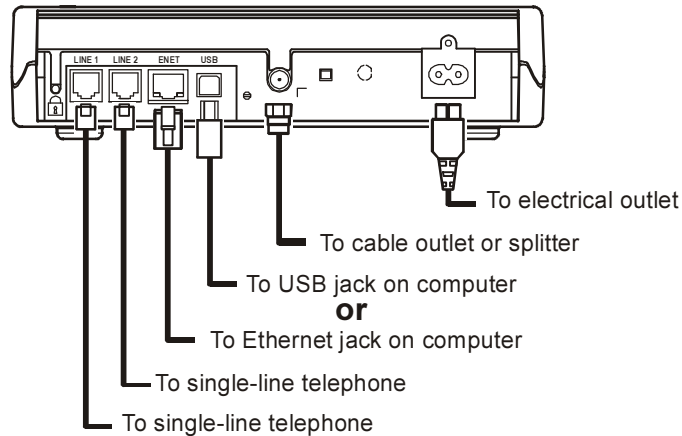
# INSTALLATION

The installation of the CG4500 can be completed in a matter of minutes. After you attach the cables, you must configure your computer.

The CG4500 installation steps must be performed in the order shown in the following pages.

## For a Single User

- 1 Connect the coaxial cable to a cable outlet in your home. Connect the other end to the CG4500 connector marked CABLE, as shown below. *Hand-tighten the connectors to avoid damaging them.*



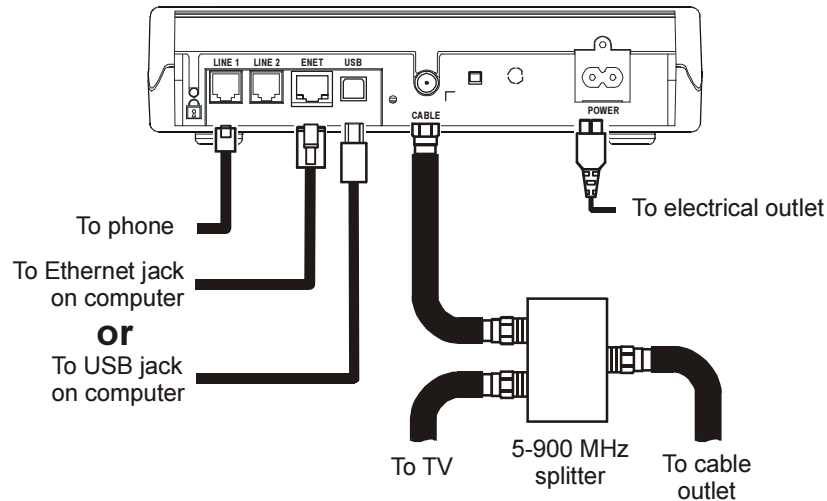
# INSTALLATION

## CAUTION!



Do not connect Ethernet and USB cables to the same computer at the same time.

If you already have a TV connected to the cable outlet, you will need to use a 5-900 MHz splitter. Connect the coaxial cable as shown below:



## INSTALLATION

- 2** Insert the *Motorola Communications Gateway* CD-ROM into your CD-ROM drive.
- 3** Connect the 10/100 Base-T Ethernet cable to the CG4500 connector marked ENET and the other end to the Ethernet jack on the back of your computer  
Or  
Connect the USB cable to the CG4500 connector marked USB and the other end to the USB jack on the back of your computer.
- 4** Connect your telephone to the CG4500 connector marked LINE 1. A separate phone line can be connected to the CG4500 connector marked LINE 2.  
  
The recommended cable length for telephony port connections is 3 meters or less. The CG4500 electrically supports cable lengths of up to 300 meters.
- 5** Connect the power cord to the CG4500 connector marked POWER and the other end to your electrical outlet.



### NOTE

If you place your Communications Gateway close to a cordless or wireless device, interference may occur when using the telephone. If you experience interference, move the cordless or wireless device away from the Communications Gateway until you no longer hear the noise.

Do not block the air vents by stacking equipment or other objects on top of the Communications Gateway.



## NOTE

*To turn on your CG4500, simply plug it in. It is not necessary to unplug it when not in use.*

## Powering Up the First Time

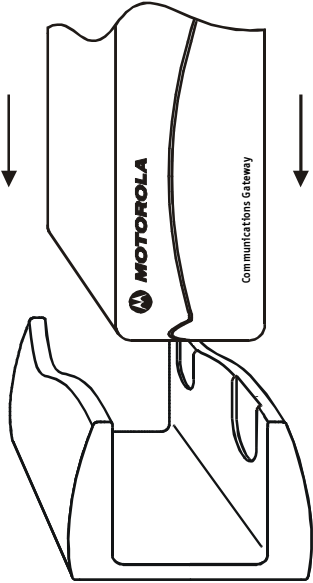
You must allow 5 to 30 minutes to power up the first time because the CG4500 must find and lock on the appropriate channels for communications.

Be sure that your computer is on, the *Motorola Communications Gateway* CD-ROM is in the CD-ROM drive and has been read, and the CG4500 is unplugged.

Plug the CG4500 power cord into your electrical outlet. Notice that the LEDs on the front panel cycle through this sequence:

- Power blinks during a self-test. When the self-test is successfully completed, the light is solid green.
- RX blinks while the CG4500 scans for the downstream channel. When the downstream channel is locked, the LED is solid green.
- TX blinks while the CG4500 scans for the upstream channel. When the upstream channel is locked, the LED is solid green.
- ONLINE blinks while the CG4500 is obtaining configuration information. When the configuration information is obtained, the LED is solid green.

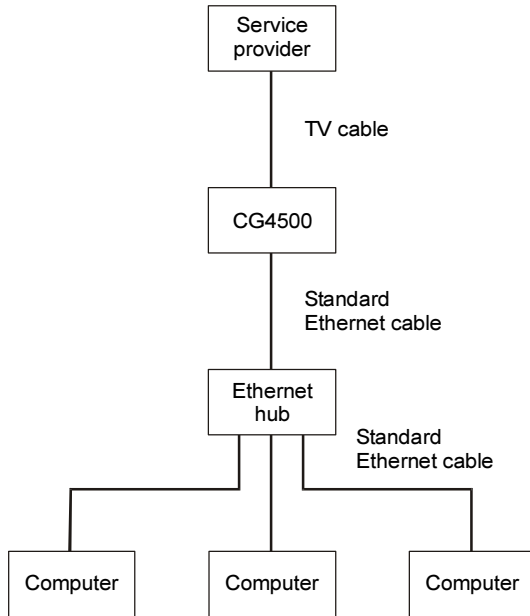
During normal operation, the Power, RX, TX, and ONLINE LEDs are on and the Activity LED blinks.



## Using the Optional Cradle

The CG4500 may come with an optional cradle that enables the modem to stand vertically on a flat surface, such as a desktop. To use the cradle, insert the modem into the cradle until the modem's feet fully engage with the grooves.

## For Multiple Users



Your service provider must configure your modem for multiple user service. Contact your service provider for availability and instructions.

The CG4500 supports many multiple user configurations. It can easily serve as a gateway to the Internet for up to 32 users.

### Ethernet

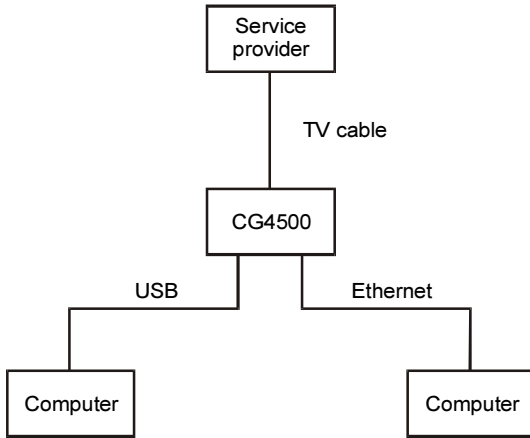
Multiple users must be connected to an Ethernet hub, which should be attached to the CG4500.

### CAUTION!



Do not connect Ethernet and USB cables to the same computer at the same time.

## For Multiple Users



Multiple user configurations can include Ethernet and USB connections.

### **Ethernet and USB**

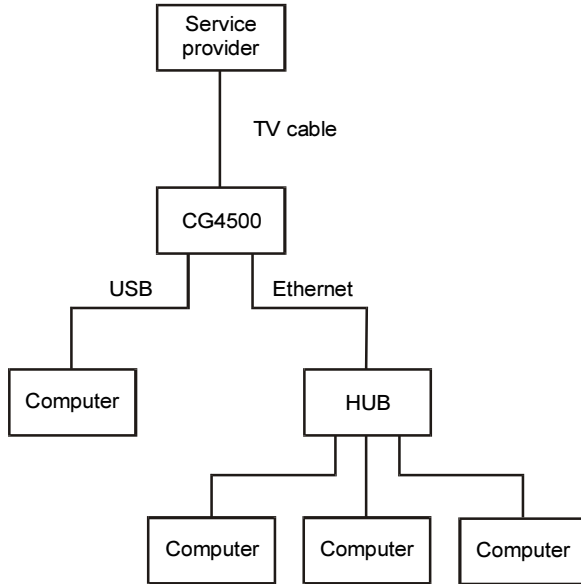
For single users on individual computers, connect the USB and Ethernet ports directly to the CG4500.

### **CAUTION!**



Do not connect Ethernet and USB cables to the same computer at the same time.

## For Multiple Users



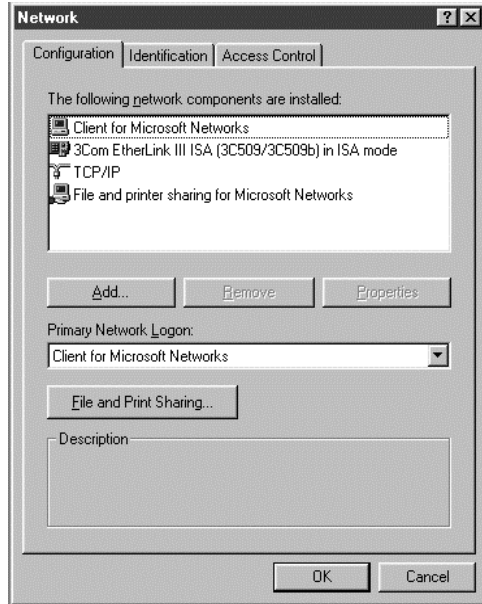
Multiple users are supported with a single user attached to the USB port and the remaining (up to 31) users connected to the Ethernet hub.

### CAUTION!



Do not connect Ethernet and USB cables to the same computer at the same time.



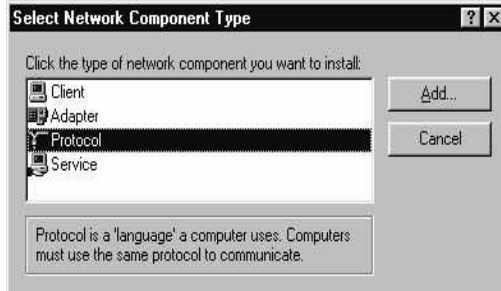


The CG4500 contains all necessary software. You don't need to configure the CG4500, but you must configure your computer for TCP/IP and check for an IP address. Your service provider may provide additional instructions for setting up your computer. The following basic instructions are for Windows 95 or Windows 98. Use Microsoft online help to install and configure hardware for Windows 2000 and Windows Me. If you are using a different operating system, refer to that user guide.

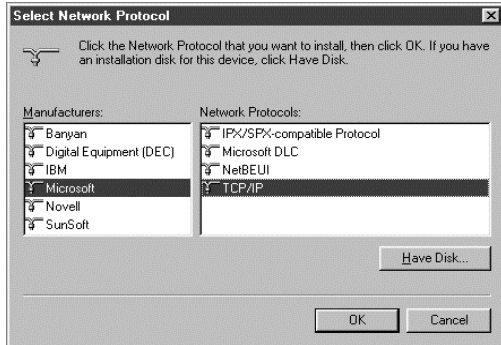
## Configuring for TCP/IP

- 1 On the Windows Desktop, click Start.
- 2 Select Settings and then Control Panel from the pop-up menus.
- 3 Double-click the Network icon on the Control Panel window.
- 4 Select the Configuration tab on the Network window.
- 5 Check to see if TCP/IP has been installed for the Ethernet or USB card. If TCP/IP appears in the list of network components, it is installed and you can proceed to step 10. If it doesn't appear on the list, continue with step 6.

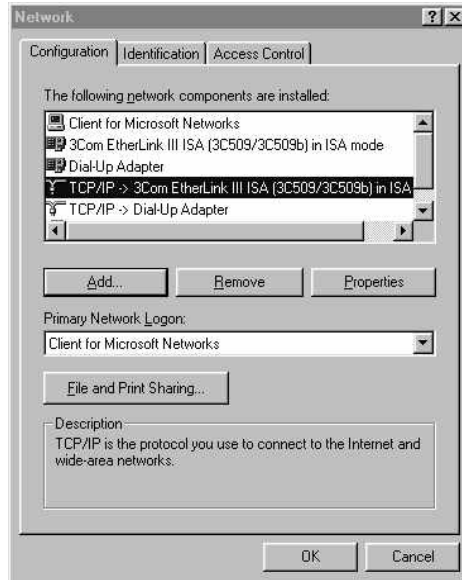
# BASIC CONFIGURATION



- 6 Click Add.
- 7 Double-click the Protocol option on Select Network Component Type window.
- 8 Click Microsoft in the Manufacturers section and then click TCP/IP in the Network Protocol section of Select Network Protocol window.
- 9 Click OK.



# BASIC CONFIGURATION



- 10** Click TCP/IP on the Network window. If you have more than one TCP/IP entry, choose the one associated with the Ethernet or USB card connected to the CG4500.
- 11** Click Properties.
- 12** Select the IP Address tab on the TCP/IP window.
- 13** Click Obtain an IP address automatically.
- 14** Click OK to accept the TCP/IP settings.
- 15** Click OK to close the Network window.
- 16** Click OK when a prompt to restart your computer is displayed and then click OK again.

### Installing USB Device Drivers

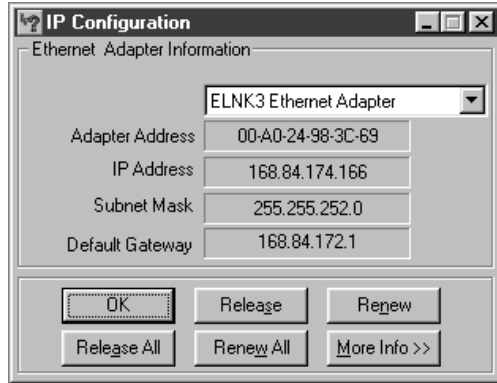
The USB drivers can interface with Windows 98 SE, 2000, Me, or XP. The Motorola Communications Gateway USB driver does not support Macintosh or UNIX computers. You can connect a Macintosh or UNIX system using an Ethernet card *only*.

*Be sure the Motorola Communications Gateway CD-ROM is inserted in your CD-ROM drive before you plug in the USB cable. This CD contains the USB drivers and must be inserted and read by the PC before you connect the Communications Gateway to the PC.*

System files are needed when loading the USB drivers. These files may already be on your PC or you may be required to load them from the Microsoft CD that came with your PC.

A few seconds after you complete the USB connection as described in “Installation for a Single User,” the Add New Hardware Wizard window is displayed.

- 1** Click CD-ROM drive option and specify a location.
- 2** Click Browse.
- 3** Select your CD-ROM drives. USB drivers. Example: D: USB DEVICE DRIVERS
- 4** Click Next to load the USB drivers.
- 5** Click Next to install the driver on the location displayed.
- 6** Insert your Microsoft Operating System CD when prompted, if the operating system is not installed on the hard drive.  
Or  
Click next at the prompt, if the operating system is loaded on the hard drive.
- 7** Click Yes to restart your computer and finish setting up the new hardware.



## Verifying Your IP Address

The following basic instructions are for Windows 95 or Windows 98. If you are using a different operating system, refer to that user guide. To check the IP address:

- 1** On the Windows Desktop, click Start.
- 2** Select Run.
- 3** Type winipcfg.exe. A window similar to the example is displayed.
- 4** Select your adapter name.
- 5** Click Renew.
- 6** Click OK after the system displays an IP address.

If after performing this procedure, your computer doesn't access the internet, call your service provider. They will assist in verifying your configuration.

## TROUBLESHOOTING

This information is to help you quickly solve a problem. Before calling your service provider, try pressing the reset button. Resetting the CG4500 may take 5 to 30 minutes. Your service provider will need to know the status of the front-panel lights in order to assist you.

### The problem

### Possible Solution

---

**Green POWER LED is off**

Check that the power cord is properly plugged into the wall outlet and to the rear panel of the CG4500.  
Call your service provider.

---

**Cannot receive or send data**

Check the LEDs on the front-panel. Front-panel LED descriptions are oriented 45° so that they can be read in vertical or horizontal positions.

Place the unit on a flat table-top and read the LEDs left to right.

Or

Place the unit in its optional cradle and read the LEDs top to bottom.

Identify the first LED from top to bottom or right to left that is off. This LED indicates where the error occurred. If the first LED that is off is:

**RX** During normal operation, the downstream channel is lost. During startup, the downstream channel is not acquired.

**TX** During normal operation, the upstream channel is lost. During startup, the upstream channel is not acquired.

**ONLINE** During normal operations, the IP registration is lost. During startup, the IP registration was not successful.

Check that your TV is working, that you have cable TV, and that you have a clear TV picture. If you aren't receiving your regular TV channels, your data service will not function.

Check the coaxial cable at the rear panel and outlet and hand-tighten if necessary.

Check the IP address (follow the steps on page 24); call your service provider if you need an IP address.

Check that INTERNET SECURITY LOCK is not active. The INTERNET SECURITY LOCK feature is active when the following conditions occur:

- ONLINE (4) LED is blinking
- RX (2) LED is not lit
- TX (3) LED is not lit.

Press the INTERNET SECURITY LOCK button to deactivate INTERNET SECURITY LOCK and restore your Internet cable connection.

When the CG4500 Internet connection is not in use, press the INTERNET SECURITY LOCK button. This activates INTERNET SECURITY LOCK and disables the Internet cable connection for increased security.

---

## SOFTWARE LICENSE AND WARRANTY INFORMATION

### TELEPHONY COMMUNICATIONS GATEWAY

Motorola, Inc., Broadband Communications Sector (“Motorola”)  
Cable Data/Telephony Division  
101 Tournament Drive  
Horsham, PA 19044

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