

TCC INTERNET



Motorola SBG901 Wireless Cable Modem

Setup & Configuration Guide

Connecting your modem
Firewall
Parental Controls
Wireless Security Key
Troubleshooting

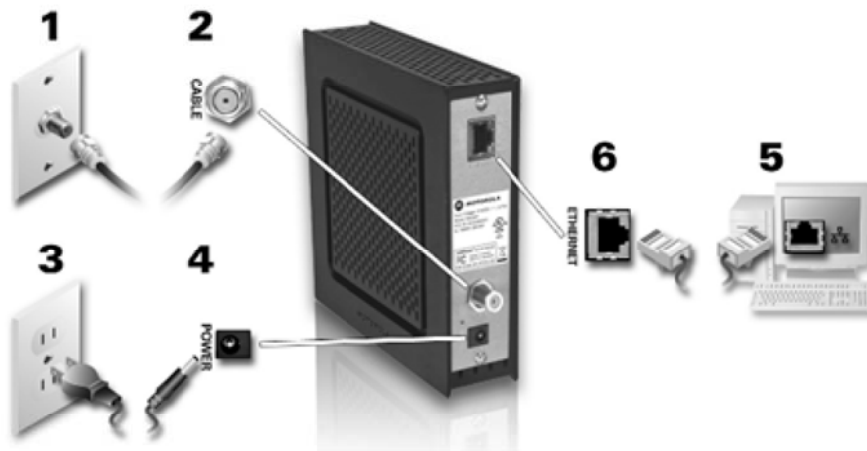


SBG901 Cable Modem Instructions

Your Motorola SBG901 Cable Modem comes with the latest technology for the best Internet experience and security. To connect your modem, first turn your computer off.

Connecting Your Modem

Follow the steps shown below. Connect the Cable Coaxial Cable to the wall outlet and then to your modem. Plug in the power cord to a wall outlet and then to the modem. Finally, connect the ethernet cable to your computer and then to your modem.



The power will come on and the lights will go on/off for about 1 minute while it is locking in the signal. Once the first four lights are solid, turn on your computer. When your computer is ready, open Internet Explorer or other web browser. You should get the TCC login page. Type in your TCC login, password and click Connect. It should say "Congratulations..." Now just wait 5 minutes or restart your computer.

Logging Into Modem

You must be plugged into the modem via Ethernet cable to log into modem and make changes.

Open your web browser (e.g. Internet Explorer or Mozilla Firefox)



In the address bar, type **http://192.168.0.1** and press the Enter key on the keyboard

Type **admin** in the Username field and **motorola** in the Password field

Then click the **Login** button

Motorola

Login

Login
Please enter username and password to login.

Username

Password

Status Basic Advanced **Firewall** Parental Control Wireless VPN Logout

Firewall

Web Content Filter [help](#)

This page allows certain Web-oriented cookies, java scripts, and pop-up windows to be blocked by the firewall. A list of "trusted computers" can also be defined that are not subject to any filters configured. Specific Firewall features can also be enabled. It is highly recommended that the Firewall is left enabled at all times for protection against Denial of Service attacks. Go to the Parental Control page to block internet access to specific sites.

Web Features	
Filter Proxy	<input type="checkbox"/> Enable
Filter Cookies	<input type="checkbox"/> Enable
Filter Java Applets	<input type="checkbox"/> Enable
Filter ActiveX	<input type="checkbox"/> Enable
Filter Popup Windows	<input type="checkbox"/> Enable
Block Fragmented IP Packets	<input type="checkbox"/> Enable
Port Scan Detection	<input type="checkbox"/> Enable
IP Flood Detection	<input checked="" type="checkbox"/> Enable
Firewall Protection	<input checked="" type="checkbox"/> Enable

If you have trouble gaming, click the check mark to Disable the firewall.

Apply

Firewall

To check/change your Firewall settings, click Firewall at the top
Click a check in/out of the boxes as desired to adjust Firewall settings

Status Basic Advanced Firewall **Parental Control** Wireless VPN Logout

Parental Control

Basic Setup [help](#)

This page allows basic selection of rules which block certain Internet content and certain Web sites. When you change your Parental Control settings, you must click on the appropriate "Apply", "Add" or "Remove" button for your new settings to take effect. If you refresh your browser's display, you will see the currently active settings.

Parental Control Activation

This box must be checked to turn on Parental Control

Enable Parental Control

Apply

Content Policy Configuration

Add New Policy

1. Default Remove Policy

Keyword List	Blocked Domain List	Allowed Domain List
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>
Add Remove	Add Remove	Add Remove

Parental Controls

To check/change your Parental Controls, click Parental Controls
Turn on/off and add/remove keywords or web site addresses as desired to adjust Parental Controls

Wireless & Security

The SBG901 is pre-configured for a Wireless Security Key, which prevents unauthorized persons from using your Internet signal via wireless connection. ***Your computer must be connected to the modem via Ethernet cord (not wirelessly) to make changes!***

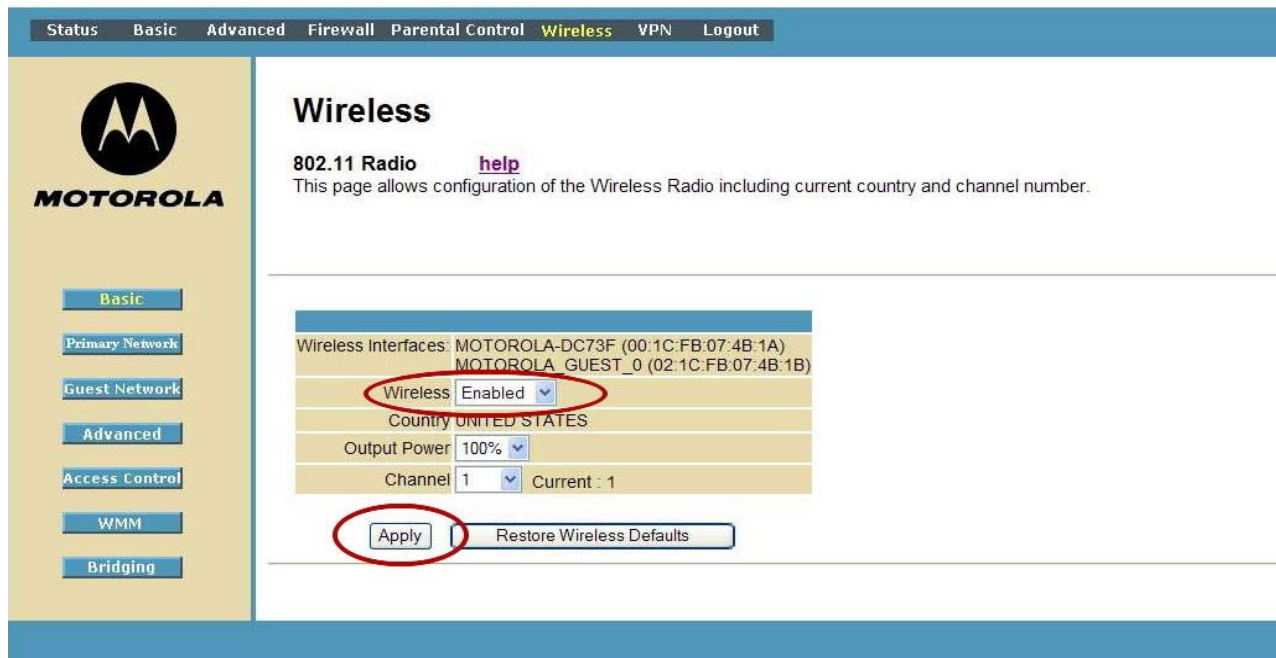
To check/change your Wireless settings, click Wireless at the top, click Primary Network on the left.



There are four main things you can do here:

1) Turn wireless access on/off

Click the drop menu by Wireless to toggle between Enable/Disable to turn wireless on/off



2) Add/change the name of your wireless network

It's good to have a name in here so any neighbors know this is your connection

3) View the current security key

By default, a security key has been set up on this modem. The code can be found by the word "Passcode" on the sticker on the bottom of the modem. If you cannot read the sticker OR the security key has been changed, you can view the current key by clicking "Show Key."

The screenshot shows the Motorola web interface for configuring the wireless network. The top navigation bar includes Status, Basic, Advanced, Firewall, Parental Control, **Wireless**, VPN, and Logout. The left sidebar has buttons for Basic, **Primary Network**, Guest Network, Advanced, Access Control, WMM, and Bridging. The main content area is titled "Wireless" and shows "802.11 Primary Network" with a "help" link. Below this is a description: "This page allows configuration of the Primary Wireless Network and its security settings." The configuration table includes:

Primary Network	Enabled
Network Name (SSID)	LAST NAME
Closed Network	Disabled
WPA	Disabled
WPA-PSK	Enabled
WPA2	Disabled
WPA2-PSK	Disabled

Below this table, the "WPA/WPA2 Encryption" is set to TKIP. The "WPA Pre-Shared Key" is cbb8cfa449863910408c, and the "Show Key" checkbox is checked. The "RADIUS Server" and "RADIUS Port" fields are also visible.

4) Change the security key

You can click in the WPA Pre-Shared Key box, erase what is there and type a new key of 10 or more numbers and letters. Then click Apply at the bottom to save your change.

This close-up shows the "WPA/WPA2 Encryption" dropdown set to TKIP. The "WPA Pre-Shared Key" text box contains the placeholder text "TYPE 10+ DIGIT NEW KEY HERE". The "Show Key" checkbox is checked. Below the form is an "Apply" button.

Important!

Do not give your wireless security code out to anyone that you do not want using your Internet. Remember that what they do through their computer is your responsibility and their use of your connection could detract from the speed/performance that you experience.

Troubleshooting

Restart

If your modem is plugged in correctly and the proper lights are lit up, try unplugging the power cord and plugging it back in. Then restart your computer to see if that helps. Sometimes a minor communication "hiccup" can stall communications between a modem and computer. Restarting both usually cures this.

Check lights

If the Power, Send, Receive or Online lights are not lit or are blinking, contact TCC right away to have your line and modem checked out by a technician.

Wireless network card

If you have a laptop that is connecting wirelessly, look on the side of the laptop or on the keyboard for a button or switch that turns the wireless card on and off. Make sure it is on/lit.

If you have a desktop computer, try restarting the computer as inactivity can cause hardware such as network cards to deactivate themselves. Typically rebooting and then adjusting your Power Saving options in the Control Panel is the best way to correct this.

Call Tech Support

If none of the other suggestions have helped, please call our Help Desk at **1-888-655-8642**. They are available 24 hours a day, 7 days a week for your convenience. Please write down any error messages or descriptions of what you try and what the result is to better assist our technicians in answering your questions. You can contact TCC locally by calling **1-800-831-0610**.

