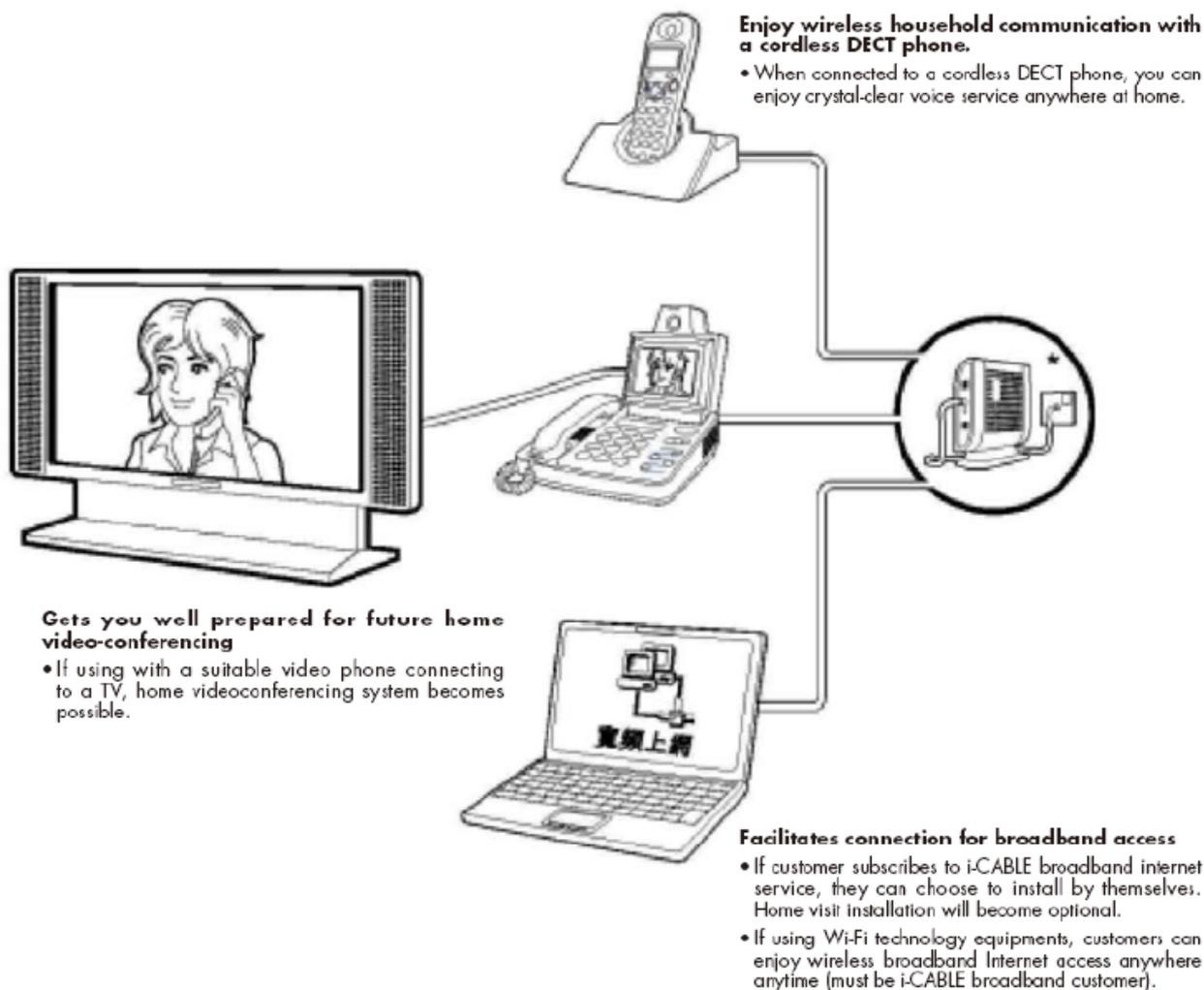# i-CABLE HOMELINE

Your smart choice for Unconventional fixed-line service
Gets you well prepared for future communications

DIGITAL HOMELINE'S dedicated modem is an outstanding one-stop device that centralizes connections of various devices*.

Enjoy wireless household communication with a cordless DECT phone.
- When connected to a cordless DECT phone, you can enjoy crystal-clear voice service anywhere at home.

Gets you well prepared for future home video-conferencing
- If using with a suitable video phone connecting to a TV, home videoconferencing system becomes possible.

Facilitates connection for broadband access
- If customer subscribes to i-CABLE broadband internet service, they can choose to install by themselves. Home visit installation will become optional.
- If using Wi-Fi technology equipments, customers can enjoy wireless broadband Internet access anywhere anytime (must be i-CABLE broadband customer).

i-CABLE DIGITAL HOMELINE service highlights:
- Innovative and digitalized technology that provides crystal-clear voice quality
- Fully digitalized to prevent bugging, protect your privacy
- Enjoy wireless household communication with a cordless DECT phone
- Gets you well prepared for future home video-conferencing if using with a suitable video phone connecting to a TV

* Apart from the modem and the gift(s) specified in the Service Plan, DIGITAL HOMELINE does not include any equipments shown in the diagram. Customer should separately approach the relevant service providers to enquire about the content and requirements of and purchase / subscribe to suitable video phone and broadband Internet services.
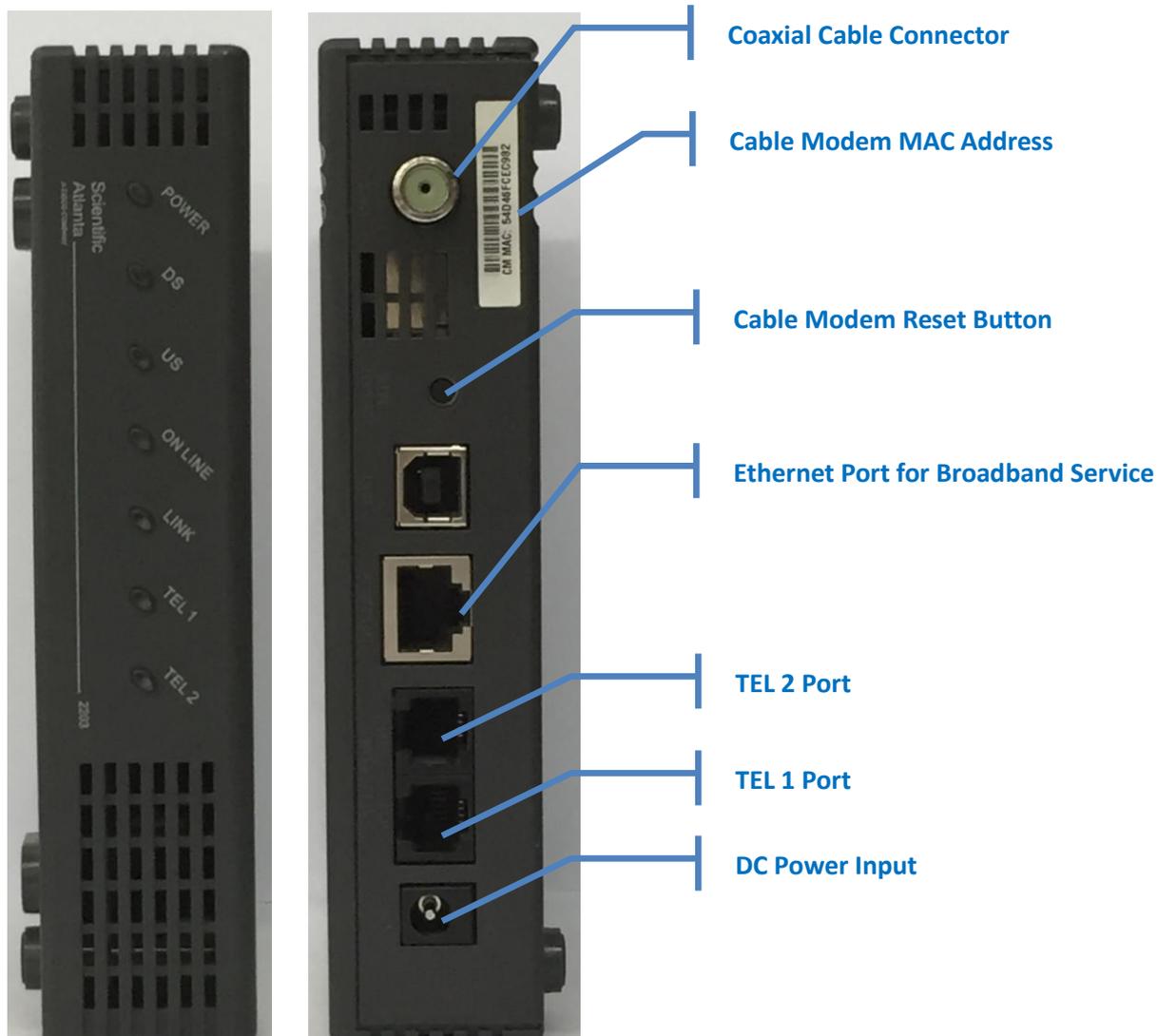
Terayon TA102 (Available for 10M Broadband Service)

- Cable Modem Data Button
- Cable Modem Reset Button
- Cable Modem MAC Address
- Coaxial Cable Connector
- DC Power Input
- Ethernet Port for Broadband Service
- LINE 1 Port
- LINE 2 Port

Signel Light	No Light	Flashing	Lighted
POWER	Modem is in a power-off mode	Not Applicable	Modem is in a power-on mode
Cable	1. Modem is in a power-off mode, or 2. No download channel	1. Slow Flash: Scanning download channel connecton, or 2. Fast Flash: Switch on process is under progress	The switch on process is completed
PC	1. Modem is in a power-off mode, or 2. No Ethernet connection	Not Applicable	With Ethernet connection
Data	1. Modem is in a power-off mode, or 2. No data transmission	Modem is receiving / transmitting data	Not Applicable
Test	1. Modem is in a power-off mode, or 2. Switch on process diagnosis normal	1. Switch on diagnosis process, or 2. Modem is receiving latest file data	Not Applicable
Line 1	1. Modem is in a power-off mode, or 2. No telephone service available	1. Slow Flash: the line is in use, or 2. Fast Flash: No telephone service	Can dial out
Line 2	Not Applicable	Not Applicable	Not Applicable

Motorola SB5121i (Available for 10M Broadband Service)

Cable Modem Standby Button

TEL 1 Port

TEL 2 Port

Ethernet Port for Broadband Service

Cable Modem Reset Button

Coaxial Cable Connector

DC Power Input

Signel Light	No Light	Flashing	Lighted
POWER	Modem is in a power-off mode	1. Switch on diagnosis process, or 2. Modem is receiving latest file data	Modem is in a power-on mode
DS	1. Modem is in a power-off mode, or 2. No download channel	1. Scanning download channel, or 2. Unable to scan download channel	Download channel connected
US	1. Modem is in a power-off mode, or 2. No upload channel	1. Scanning upload channel, or 2. Unable to scan upload channel	Upload channel connected
ONLINE	1. Modem is in a power-off mode, or 2. No switch on process	Switch on process is under progress	The switch on process is completed
LINK	1. Modem is in a power-off mode, or 2. No Ethernet connection	Modem is receiving / transmitting data	With Ethernet connection
TEL 1	1. Modem is in a power-off mode, or 2. No telephone service available	The line is in use	Can dial out
TEL 2	Not Applicable	Not Applicable	Not Applicable
Standby	Modem is not in Standby Mode	Not Applicable	Modem is in Standby Mode

Cisco DPC-2203 (Available for 10M Broadband Service)

Coaxial Cable Connector

Cable Modem MAC Address

Cable Modem Reset Button

Ethernet Port for Broadband Service

TEL 2 Port

TEL 1 Port

DC Power Input

Signel Light	No Light	Flashing	Lighted
POWER	Modem is in a power-off mode	1. Switch on diagnosis process, or 2. Modem is receiving latest file data	Modem is in a power-on mode
DS	1. Modem is in a power-off mode, or 2. No download channel	1. Scanning download channel, or 2. Unable to scan download channel	Download channel connected
US	1. Modem is in a power-off mode, or 2. No upload channel	1. Scanning upload channel, or 2. Unable to scan upload channel	Upload channel connected
ONLINE	1. Modem is in a power-off mode, or 2. No switch on process	Switch on process is under progress	The switch on process is completed
LINK	1. Modem is in a power-off mode, or 2. No Ethernet connection	Modem is receiving / transmitting data	With Ethernet connection
TEL 1	1. Modem is in a power-off mode, or 2. No telephone service available	The line is in use	Can dial out
TEL 2	Not Applicable	Not Applicable	Not Applicable

Cisco DPC3212 (Available for 130M Broadband Service)

同軸線接口，接駁有線電視訊號

數據機機身編號

數據機重設按鈕

以太網絡線接口，接駁寬頻上網

TEL 1 電話線接口

TEL 2 電話線接口

電源線接口

Signel Light	No Light	Flashing	Lighted
POWER	Modem is in a power-off mode	1. Switch on diagnosis process, or 2. Modem is receiving latest file data	Modem is in a power-on mode
DS	1. Modem is in a power-off mode, or 2. No download channel	1. Scanning download channel, or 2. Unable to scan download channel	Download channel connected
US	1. Modem is in a power-off mode, or 2. No upload channel	1. Scanning upload channel, or 2. Unable to scan upload channel	Upload channel connected
ONLINE	1. Modem is in a power-off mode, or 2. No switch on process	Switch on process is under progress	The switch on process is completed
LINK	1. Modem is in a power-off mode, or 2. No Ethernet connection	Modem is receiving / transmitting data	With Ethernet connection
TEL 1	1. Modem is in a power-off mode, or 2. No telephone service available	The line is in use	Can dial out
TEL 2	Not Applicable	Not Applicable	Not Applicable

i-CABLE Homeline Technical Support

Questions on Modem and Socket

1. Why do I need a modem?
- The modem is required for connecting to i-CABLE's Hybrid Fibre Coaxial (HFC) network and get you well prepared for future advanced communications.

2. Do I need power supply for the modem?
- Yes, just like a cordless phone, the modem requires power supply.
The power consumption is similar to other modems, which need power unit.

3. Why is the plug (square-shaped) of DIGITAL HOMELINE different from the one I was using (rectangular-shaped)?
- Usually the plugs at the two ends of telephone line are American style and British style respectively; since the modem uses an American socket (square-shaped), you need to use a telephone line with both ends in American style (square-shaped), so as to connect the modem and your telephone set. Alternatively, you can install a converter, to transform a British style pug into an American style one.

4. How can I install both telephone line and facsimile machine?
- With a TV socket available for connecting the DIGITAL HOMELINE, plus the value-added service "Duplex Ringing for Fax", you can enjoy the service of both telephone line and facsimile machine.
- If you do not have a TV socket at the planned installation address, you have to place your facsimile machine near the modem, with the value-added service of "Duplex Ringing for Fax", you can enjoy the voice and fax service on a single line.

5. If you want to install an extension line, what should I do?
- If you are using a DECT phone, you can purchase an additional telephone set and use a main unit, so that you do not need toinstall any additional telephone lines; but if you are using a standard telephone set, you need to purchase a splitter to dividethe telephone line into two, and connect the additional line to another extension socket.

6. How can I connect to "Customer Input Terminal"?
- You can use a telephone line with American style plug (square-shaped) in one end and a British style (rectangular-shaped)plug in the other end, to connect the "Customer Input Terminal" directly to the modem.

Trouble Shooting Guide

What should I do in case of service interruption or malfunction?

- No communication network or service is completely fault free. Like any other telecommunication networks, the service or network may occasionally experience interruptions or malfunction due to unexpected maintenance needs or routine maintenance needs. With routine maintenance, i-CABLE or Hong Kong Cable Television or i-CABLE would normally inform residents of estates affected by posting notices at the common areas. Please pay attention to those notices.

- DIGITAL HOMELINE is unique as it rides on HFC network using IP technology with guaranteed QoS. In rare occasion it may experience service interruption or malfunction. There are many possible causes, in most cases they are due to connection problems. In the unlikely event of service interruption or malfunction, please refer to the trouble-shooting guide below. Figure2 shows you the connector location on the modem.

Trouble shooting:

- Problem in connecting the telephone to the modem
Suggest Action: Make sure your telephone set is properly connected to the Line 1 port on the modem

- No power supply
Suggested Actions:
i. Make sure there is normal power supply to your flat/ building
ii. Make sure the modem is properly connected to the power socket
iii. Make sure the power unit is properly connected to the modem

- Connection problem in signal cable
Suggest Action:
Check connection points at the wall plate and the modem, make sure the cable connectors are tightly connected.
- DIGITAL HOMELINE has to obtain the IP address to transmit voice data, thus if connection to IP address experiences problem, unstable voice transmission might happen.
- If your DIGITAL HOMELINE does not resume normal after you have undertaken the above checking steps, please contact out24-Hour Hotline 183 2832 for assistance.