

Touchstone[®] TM602 Telephony Modem User's Guide

Get ready to experience the Internet's express lane! Whether you're checking out streaming media, downloading new software, checking your email, or talking with friends on the phone, the Touchstone TM602 Telephony Modem brings it all to you faster and more reliably. All while providing toll quality Voice over IP telephone service. Some models even provide a Lithium-Ion battery backup to provide continued telephone service during power outages.

The Touchstone Telephony Modem provides an Ethernet connection for use with either a single computer or home/office Local Area Network (LAN). Some Telephony Modems also provide a USB connection. You can connect two separate computers at the same time using both of these connections. In addition, the Touchstone Telephony Modem provides for up to two separate lines of telephone service.

Installation is simple and your cable company will provide assistance to you for any special requirements. The links below provide more detailed instructions.

Safety Requirements

Getting Started

Battery Installation and Replacement (TM602G/H Models Only)

Installing and Connecting Your Telephony Modem

Installing USB Drivers on Your PC

Configuring Your Ethernet Connection

Using the Telephony Modem

Troubleshooting

<u>Glossary</u>

Export Regulations

This product may not be exported outside the U.S. and Canada without U.S. Department of Commerce, Bureau of Export Administration authorization. Any export or re-export by the purchaser, directly or indirectly, in contravention of U.S. Export Administration Regulation is prohibited.

Copyright © 2005–2007 ARRIS Group, Inc. Patents pending. All rights reserved.

The information in this document is subject to change without notice. The statements, configurations, technical data, and recommendations in this document are believed to be accurate and reliable, but are presented without express or implied warranty. Users must take full responsibility for their applications of any products specified in this document. The information in this document is proprietary to ARRIS.

ARRIS, Touchstone, and the ARRIS logo are trademarks or registered trademarks of ARRIS Group. All other trademarks and registered trademarks are the property of their respective holders.

Release 6 Standard 1.0 August 2007

	Getting	Battery		USB	Ethernet			
Safety	Started	Installation	Installation	Drivers	Configuration	Usage	Troubleshooting	Glossary

Safety Requirements

ARRIS Telephony Modems comply with the applicable requirements for performance, construction, labeling, and information when used as outlined below:



- The Telephony Modem is designed to be connected directly to a telephone.
- Connecting the Telephony Modem to the home's existing telephone wiring should only be performed by a professional installer.
- Do not use product near water (i.e. wet basement, bathtub, sink or near a swimming pool, etc.), to avoid risk of electrocution.
- Avoid using and/or connecting the equipment during an electrical storm, to avoid risk of electrocution.
- Do not locate the equipment within 6 feet (1.9 m) of a flame or ignition source, to avoid damage or injury from battery explosion (i.e. heat registers, space heaters, fireplaces, etc.).
- Use only power supply and power cord included with the equipment.
- Equipment should be installed near the power outlet and should be easily accessible.

• The shield of the coaxial cable must be connected to earth (grounded) at the entrance to the building in accordance with applicable national electrical installation codes. In the U.S., this is required by NFPA 70 (National Electrical Code) Article 820. In the European Union and in certain other countries, CATV installation equipotential bonding requirements are specified in IEC 60728-11, *Cable networks for television signals, sound signals and interactive services*, Part 11: Safety. This equipment is intended to be installed in accordance with the requirements of IEC 60728-11 for safe operation.

If the equipment is to be installed in an area serviced by an IT power line network, as is found in many areas of Norway, special attention should be given that the installation is in accordance with IEC 60728-11, in particular Annex B and Figure B.4.

- In areas of high surge events or poor grounding situations and areas prone to lightning strikes, additional surge protection may be required (i.e. PF11VNT3 from American Power Conversion) on the AC, RF, Ethernet and Phone lines.
- When the Telephony Modem is connected to a local computer through USB or Ethernet cables, the computer must be properly grounded to the building/residence AC ground network. All plug-in cards within the computer must be properly installed and grounded to the computer frame per the manufacturer's specifications.

	Getting	Battery		USB	Ethernet			
Safety	Started	Installation	Installation	Drivers	Configuration	Usage	Troubleshooting	Glossary

European Compliance

This product complies with the provisions of the Electromagnetic Compatibility (EMC) Directive (89/336/EEC), the Amending Directive (92/ 31/EEC), the Low Voltage Directive (73/23/EEC), and the CE Marking Directive (93/68/EEC). As such, this product bears the CE marking in accordance with the above applicable Directive(s).

A copy of the Declaration of Conformity may be obtained from: ARRIS International, Inc., 3871 Lakefield Drive, Suite 300, Suwanee, GA 30024.



As indicated by this symbol, disposal of this product or battery is governed by Directive 2002/96/ EC of the European Parliament and of the Council on waste electrical and electronic equipment (WEEE). WEEE could potentially prove harmful to the environment; as such, upon disposal of the Telephony Modem the Directive requires that this product must not be disposed as unsorted municipal waste, but rather collected separately and disposed of in accordance with local WEEE ordinances.

This product complies with directive 2002/95/EC of the European Parliament and of the Council of 27 January 2003 on the restriction of the use of certain hazardous substances (RoHS) in electrical and electronic equipment.





	Getting	Battery		USB	Ethernet			
Safety	Started	Installation	Installation	Drivers	Configuration	Usage	Troubleshooting	Glossary

Getting Started

About Your New Telephony Modem

The Touchstone TM602 Telephony Modem is DOCSIS[®] or Euro-DOCSIS[™] compliant with the following features:

- Speed: much faster than dialup or ISDN service
- Convenience: supports USB and Ethernet; both can be used simultaneously
- Flexibility: provides two independent lines of telephone service as well as high speed data
- Compatibility: supports tiered data services (if offered by your cable company)

What's in the Box?

Make sure you have the following items before proceeding. Call your cable company for assistance if anything is missing.

- Telephony Modem
- Power Cord
- Quick Installation Guide
- USB Cable
- Ethernet Cable
- CD-ROM
- Screws for Wall Mounting the Unit
- End User License Agreement

What's on the CD?

The CD provides the following items:

- Quick Install Guide
- User's Guide
- USB Drivers (Windows 2000/XP/Vista)
- Remove USB Driver Utility



Safety	Getting Started	Battery Installation	Installation	USB Drivers	Ethernet Configuration	Usage	Troubleshooting	Glossary
			Iter If you ing it	ms You Ne u are installir tems on hanc	eed Ing the Telephony Mo I before continuing:	dem yoursel	f, make sure you hav	e the follow-
			•	Telephon the packag	y modem packag e ge.	e: see <u>What's</u>	<u>s in the Box?</u> for a lis	st of items in
			•	Coaxial ca with a con to your tele and many are two typ are best f enough to	able (coax): as sho nector on each end evision for cable TV. discount stores; ma bes of connectors, s or use with your T reach from your Te	own in the im . It is the sa You can buy ke sure it ha lip-on and so elephony Mod	age to the left, this is me kind of wire use coax from any electro s connectors on both rew-on; the screw-or odem. The coax sho lem to the nearest ca	s a thin cable d to connect onics retailer ends. There n connectors ould be long able outlet.
			•	Phone Ca cable with buy phone	ble : as shown in the standard phone conclusion of the standard phone conclusion of the standard phone standar	ne image to nnectors (R. ectronics ret	the left, this is a sta J11 type) on both er ailer and many disco	ndard phone nds. You can unt stores.
	Coax(•	Splitter (outlet into to the cab electronics piece of co cable outle	pptional): provides two. You may need le outlet that you v retailer and most bax cable (with connect and then connect	an extra cat a splitter if vant to use. discount sto nectors); use the Telepho	ble connection by spli you have a TV alread You can buy a splitt pres; you may also r e it to connect the sp ny Modem and TV to	tting a single ly connected ter from any need a short plitter to the the splitter.
				Note: A sp two outpu your televi	blitter effectively cu ts. Using several sp sion, telephone, an	ts the signal litters in a li d/or internet	in half and sends ea ne may deteriorate t connection.	ch half to its he quality of
			•	Informati containing informatio tions.	i on packet : your ca information about n carefully and cont	ble company your service act your cab	y should furnish you w and how to set it u le company if you hav	vith a packet p. Read this ve any ques-
	Phone	e Cable						

Home Prev Next

Safety	Getting Started	Battery Installation	Installation	USB Drivers	Ethernet Configuration	Usage	Troubleshooting	Glossary
			Gett Before to est lowing • • Save	ing Servi e trying to us ablish an Int g information the Telepho on a sticke the model this informa	ce se your new Telepho ernet account and t n ready: ony Modem serial ne er on the bottom of number of the Tele tion for future use.	ony Modem, elephone ser umber and M the Telephor phony Moder In addition,	contact your local ca vice. When you call, IAC addresses of the ny Modem) m you should ask you	ble company have the fol- unit (printed r cable com-
			pany •	the following Do you hay load after	g questions: ve any special syste I am connected?	em requirem	ents or files that I ne	eed to down-
			•	When can	I start using my Tel	ephony Mod	em?	110
			•	Do I need Will my ph	a user ID or passwo one number(s) cha	ord to access nge?	s the Internet or my	e-mail?
			•	What new	calling features will	I have and	how do I use them?	



Safety	Getting Started	Battery Installation	Installation	USB Drivers	Ethernet Configuration	Usage	Troubleshooting	Glossary
				System Requ The Touchstone describes require system for detail To use the Telepl your cable comp	Jirements Telephony Modem or ements for each open s on enabling and c hony Modem, you no any.	operates with rating system onfiguring ne eed DOCSIS	n most computers. T n; see the documenta etworking. high-speed Internet	The following ation for your service from
				Windows Ethernet connect Windows 2000, V	ion: Windows 98, M Windows XP, or Wind	/indows 98 S dows Vista	E (Second Edition), \	Windows ME,
				USB connection: MacOS Ethernet connect ed) or MacOS X Linux/other Ur Ethernet connect the kernel About this M This manual cove of the capabilities chased, refer to the Telephony Me	Windows 2000, Wir tion only: System 7. hix tion only: Hardware anual ers all of the differents outlined in this ma the image at the lef odem.	ndows XP, or 5 to MacOS 4 drivers, TCP/ nt TM602 mod nual. To dete t. The model	Windows Vista 9.2 (Open Transport 'IP, and DHCP must k dels. Your model may rmine which model y number is on the lal	recommend- be enabled in y not have all ou have pur- bel affixed to
	Model	Number						
29	-							

Safety	Getting Started	Battery Installation	Installation	USB Drivers	Ethernet Configuration	Usage	Troubleshooting	Glossary
			E T n	Ethernet or There are two wa	USB? ays to connect your c following will help yo	omputer (or o u decide whi	other equipment) to ch is best for you:	the Telepho-
			E N h n	Ethernet Thernet is a sta letwork (LAN). hardware, does i hection with sev	ndard method of con Jse the Ethernet con not use Windows, or eral computers.	necting two o nection if you you want to s	or more devices into ur computer has buil share the Telephony	a Local Area t-in Ethernet Modem con-
				Note: To cor hub o	nnect two or more co r broadband router (mputers to t available at c	he Ethernet port, yo computer retailers).	u will need a
	Ether	net Cable	/ T C n r c s T T S	The Telephony Monnectors look becessary at a c ectly to a comp witch, ask for C felephony Mode witch, ask for a	Nodem package com like wide telephone of omputer retailer. If y uter, or to an Ethern ategory 5 (CAT5) str m to an Ethernet he Category 5 crossove	tes with a 6- connectors); you are conn et hub or bro aight-through ub or broadt er cable.	foot (1.9m) Etherne you can purchase m ecting the Telephon badband router with n cable. If you are co band router without	et cable (the nore cables if y Modem di- a cross-over onnecting the a crossover
			U a N p la c	JSB JSB (Universal S Is keyboards, n Aodems) to a sin buter, and the ca ater), and has omes with a 5-1	Serial Bus) is meant hice, printers, and c ngle computer. Use t omputer is using a V no built-in Ethernet foot (1.6m) USB cab	for connectir ommunicatio he USB conne Vindows oper hardware. le.	ng a variety of acces ns devices (includir ection if you have or ating system (Wind The Telephony Mod	ssories, such ng Telephony nly one com- lows 2000 or lem package
			B If n C b	Both f you have two o by Modem's USE onnect two or n band router (ava	or more computers, y 3 port and one or me nore computers to th iilable at computer re	you can conne ore other cor e Ethernet po etailers).	ect one computer to nputers to the Ethe ort, you will need a h	the Telepho- rnet port. To ub or broad-
	L	JSB Cable	F	or more inform ervice provider.	ation about connectir	ng two or mo	re computers, conta	ct your cable



Safety	Getting Started	Battery Installation	Installation	USB Drivers	Ethernet Configuration	Usage	Troubleshooting	Glossary
			Wha Having amour reasor lowing	t About S g a high-sp nt of respons nably secure g tips to enha	ecurity? eed, always-on co sibility to other Inte system. While no ance your system's	nnection to ernet users— system is 10 security:	the Internet requir including the need t 0% secure, you can	es a certain o maintain a use the fol-
			•	Keep your the system Keep your tion, avoid through ch	operating system u update utility at le email program upd opening email co at rooms wheneve	updated with east weekly. ated with the entaining atta	the latest security patcle latest security patcle achments, or openir	batches. Run hes. In addi- ng files sent
			•	Install a vi	rus checker and ke	ep it updated	l.	
				Avoid prov Besides cer ning server violating yo	iding web or file-sl tain vulnerability p s on consumer-leve our terms of service	naring servic problems, mo el accounts ai e.	es over your Teleph st cable companies nd may suspend you	ony Modem. prohibit run- r account for
			•	Use the cal	ole company's mail	servers for s	ending email.	
			•	Avoid using abuse by o nals can tal into other o ble compar	g <u>proxy</u> software u ther Internet users ke advantage of ope computers or sendiny may suspend yo	Inless you ar s (some are s en proxies to ng spam. If y ur account to	e certain that it is i shipped open by def hide their identity wh you have an open pro protect the rest of t	not open for ault). Crimi- nen breaking oxy, your ca- the network.
			•	If you conn able securi you should nical suppo	ect your Telephony ty and encryption of run only secured p ort of the wireless e	Modem to a in the wireles roxies). Cons equipment pro	wireless LAN, make s hub (for the same sult the documentation ovider for help.	sure you en- reasons that on and tech-



DDIC А

							AKKIS			
Safety	Getting Started	Battery Installation	Installation	USB Drivers	Ethernet Configuration	Usage	Troubleshooting Glossary			
2-0	cell Battery		E	Battery (TM6020	Installatio G/H Model	on and Is Only	Replacement			
	PN: ARCT00777 01		TM602G and TM602H Telephony Modems may optionally include one of three ty of Lithium-Ion batteries: a 2-cell battery, a 4-cell battery, or an 8-cell battery.							
	0.4V 2.2Ah SN: 2905300045 List and an anti- Assembled in Tatwan E187242	m p	F	or safety and re Nodem and mus	gulatory purposes, t be installed.	batteries are	shipped outside of the Telephony			
			þ	dentify the batte rocedure:	ery type using the pl	hotos to the l	eft and use the proper installation			
4-0	eell Battery			 TM602G/I Note: The TM602G/I Note: The between f TM602G/I TM602G/I Note: The of the Tele 	<u>H 2-cell Battery Inst</u> 2-cell battery may <u>H 4-cell Battery Inst</u> 4-cell battery is lo the guides. <u>H 8-cell Battery Inst</u> 8-cell battery repla ephony Modem by a	tallation and be light grey tallation and onger than th tallation and aces the batte about 5/8inch	Replacement y or black. Replacement ne 2-cell battery, and has a strap Replacement ery door, and increases the height n (16 mm).			
8-0	cell Battery									



Safety	Getting Started	Battery Installation	Installation		USB Drivers	Ethernet Configuration	Usage	Troubleshooting	Glossary
			Latch End	M602 his mo vent of C powe Acti 1 k c	2G/H 2- del of the f a local po er. Use this on Insert a fin holding the door towar	cell Battery In Telephony Modem h wer loss. The batters procedure to instance ger into the latch o battery door (on t d you. Set the door	nstallation has the ability ery backup is r all and to repla pening, press the bottom of r aside in a sa	and Replacement to provide battery b not intended to take ace the backup batt down and pull back the Telephony Mode fe place.	ent ackup in the the place of eries. on the latch em). Pull the
		Batter	ry Slot	2 c t f	Hold the ba on the Tele the left sho Note: Batte priented co force. Line	attery pack so that phony Modem and ows the proper orie eries will not insert prrectly. The battery up the slots in the	the guides on slide the batte ntation. completely ir y should slide battery bay w	the battery align wery into the bay. The nto the Telephony M into the bay withou vith the guides on th	with the slots e diagram on Nodem if not ut significant ne battery.



Safety	Getting Started	Battery Installation	Installation		USB Drivers	Ethernet Configuration	Usage	Troubleshooting	Glossary
Receiver Slots			Battery Opening	3	Push the ba agram show are taking tery open pulling it s Note: The power.	attery pack into the b vs a Telephony Mode the battery out of ing area and use straight back. Telephony Modem v	bay until it se m with a 2-c the unit, po leverage to will not begin	eats into place. The ell battery pack insta psition your finger o dislodge the bar n operating until yo	following di- alled. If you in the bat- ttery while bu apply AC
				4	Replace the receiver slo posite end the latch sr Note: Som Please recy local ordina	e door. To do so, plac ts inside the Telepho of the battery openin naps back into place e Telephony Moden cle or dispose of the nces.	e the hinge ony Modem k ng slot. Rota n models us e battery res	tabs of the battery o battery compartmen te the door toward t se a Lithium-Ion ba ponsibly and in acco	door into the at on the op- the unit until attery pack. ordance with



Safety	Getting Started	Battery Installation	Installation	L Dr	JSB ivers (Ethernet Configuration	Usage	Troubleshooting	Glossary
			1 L	TM602 Use this p	G/H 4-ce procedure to	ell Battery o install or rep	Installation	and Replacem	ent
				Action 1 In: ho do	n sert a finge lding the ba or toward y	r into the latch attery door (o /ou. Set the d	n opening, press n the bottom of oor aside in a sa	down and pull back the Telephony Mode fe place.	on the latch em). Pull the
		Battery Guide Bat Pull Bat	tery I Strap tery Slot	2 Ho on the No ori for ap	old the batte the Teleph e left shows ote: Batterie iented corre- rce. Line up ply even pr	ery pack so th ony Modem ar s the proper o es will not inse ectly. The batt the slots in th ressure on bot	hat the guides on and slide the batter rientation. ert completely ir tery should slide the battery bay wi th ends of the ba	the battery align very into the bay. The nto the Telephony M into the bay without th the guides on the ttery.	vith the slots e diagram on Aodem if not ut significant e battery and
Receiver Slots Hinge Ta	abs		Alan D		WRONG		WRONG	RIGI	HT

Home Prev Next





Safety	Getting Started	Battery Installation	Installation	USB Drivers	Ethernet Configuration	Usage	Troubleshooting	Glossary
			TA					t

TM602G/H 8-cell Battery Installation and Replacement

The 8-cell lithium-ion battery pack is a separate option, compatible with the TM602G/H Telephony Modems, and provides extended hold-up times. Use this procedure to install and to replace the backup battery.

Action

- **1** If the Telephony Modem is wall-mounted, lift the Telephony Modem off the screws and place it on a firm horizontal surface for battery installation.
- 2 Insert a finger into the latch opening, press down and pull back on the latch holding the battery door (on the bottom of the Telephony Modem). Pull the door toward you.

Note: The 8-cell battery replaces the battery door. Store the door in a safe place.

- **3** If you are replacing an 8-cell battery, grasp the battery, pull back on the latch, and gently rock the battery out of the bay.
- 4 Place the new (or replacement) 8-cell battery on a firm horizontal surface.





Safety	Getting Started	Battery Installation	Installation	USB Drivers	Ethernet Configuration	Usage	Troubleshooting	Glossary
Jarety			6 Note	Position t slots on t the Telep Note : You dem to la If the Tele When spons	he Telephony Modem he battery bay with t hony Modem until the may need to push d tch the battery into p ephony Modem is wall replacing a battery, ibly and in accordance	n over the ba he tabs on the battery lat lown gently o place. I-mounted, r please recy ce with local	attery, making sure to be battery. Push strai ch clicks into place. In the front of the Te eplace it on the mour rcle or dispose of the ordinances.	o line up the ght down on lephony Mo- nting screws.



	Getting	Battery		USB	Ethernet			
Safety	Started	Installation	Installation	Drivers	Configuration	Usage	Troubleshooting	Glossary

Installing and Connecting Your Telephony Modem

Before you start, make sure that:

- You have contacted your cable company and verified that they provide data and telephone service using standard DOCSIS technology.
- You have all the <u>Items You Need</u>.
- Cable, phone, and power outlets are available near the computer. If a cable outlet is not conveniently located, your cable company can install a new one.

If you have ordered service, your cable company should configure the Telephony Modem automatically. You need only follow the instructions in this section to install and connect the Telephony Modem.



CAUTION Risk of equipment damage

Only qualified installation technicians should connect the Telephony Modem to house wiring. Incumbent telephone service must be *physically* disconnected at the outside interface box before making any connections.





- B
 Telephone 2: indicates status of line 2

 C
 Telephone 1: indicates status of line 1
 - **D** Link: indicates Ethernet or USB connectivity between the Telephony Modem and computer
 - E Online: indicates internet data transmission status
 - F US: indicates upstream connectivity
 - G DS: indicates downstream connectivity
 - H Power: indicates whether AC power is available to the unit



0 0

0 0 0 0

0

Home Prev Next



G Power: connector for the power cord

Safety	Getting Started	Battery Installation	Installation	USB Drivers	Ethernet Configuration	Usage	Troubleshooting	Glossary
			Mou You ca wall-r facing	nting the an either mo nount applica upward (ve	Telephony Mod unt the Telephony M ations, you can mou rtical) or to the side	dem Nodem on a Int the Telep (horizontal)	wall or place it on a phony Modem with t).	desktop. For he indicators
			Note	: If your lephony	Telephony Modem h Modem horizontall	nas an 8-cel y, with the b	l battery installed, o battery side facing th	prient the Te- ne floor.
			Tools For w rials b	and MaterialI-mounted	ials installations, make eding:	sure you ha	ve the following too	ls and mate-
			•	for mountir 1/4″ (6mm	ng on drywall: Two) bit (not included)	1/4″ (6mm)	drywall anchors an	d a drill with
			•	for mountin screws (incl	ng on plywood or s [.] luded)	tuds: two #	6 x 1.5″ (38.1 mm)	self tapping
			•	screwdrive use)	r (flat-blade or Phil	lips, depend	ling on what kind o	f screws you
			•	wall-mount Guide)	template (included	with the Tel	ephony Modem Quic	k Installation
			•	transparen wall)	t tape (for tempora	rily securing	g the mounting tem	nplate to the
			Locat Alway	t ion rs position th	e Telephony Modem	1:		
			•	within reac stretching a	h of an AC outlet. T and without adding	he power co extension co	rd must reach the o ords.	utlet without
			•	near a cabl	e outlet (to avoid lo	ng cable rui	ns).	
			Note	: When n lephony may pro ture.	nounting the Telepho Modem so at least event the Telephony	ony Modem one of the so Modem fror	on drywall, try to po crews are fastened to n pulling out of the v	sition the Te- o a stud. This vall in the fu-
				To prev tilation	ent overheating of t holes on the sides o	the Telephor of the unit.	ny Modem, do not bl	ock the ven-



Safety	Getting Started	Battery Installation	Installation	USB Drivers	Ethernet Configuration	Usage	Troubleshooting	Glossary
		_	In	structions				
				Wall-mount	ing instructions			
i li				1 Position tl the Teleph	ne mounting templa nony Modem and sec	te on the su cure in place	rface where you inte with transparent tap	end to mount be.
	Step 1		Step 2	2 Drill holes screws. A	through the templa fter drilling holes, re	ate in the spe move the te	ecified locations for t emplate from the surf	he mounting ^f ace.
			Mi	3 If using due the wall le the wall.	rywall anchors, set t eaving a gap of abo If not using anchors,	hem into the ut 1/8" (3 m , just drive t	e wall. Then, drive the nm) between the scre he screws.	e screws into ew head and
	Step 3		Step 4	4 Orient the desired. S the screw contacts t	e Telephony Modem ilip both mounting slo s, then slide the case he screw shaft.	with the ind ots (in the ba down until	icator lights facing up ack of the Telephony l the narrow end of the	o or right, as Modem) over e keyhole slot

5 Proceed to <u>Connecting the Telephony Modem</u>.

Desktop mounting instructions

- **1** Position the Telephony Modem so that:
 - air flows freely around it
 - the back faces the nearest wall
 - it will not fall to the floor if bumped or moved
- 2 Proceed to <u>Connecting the Telephony Modem</u>.



	Getting	Battery		USB	Ethernet			
Safety	Started	Installation	Installation	Drivers	Configuration	Usage	Troubleshooting	Glossary







Connecting the Telephony Modem

WARNING: Connecting the Telephony Modem to the home's existing telephone wiring should only be performed by a professional installer. Physical connections to the previous telephone provider must be removed and the wiring must be checked; there must not be any voltage. Cancellation of telephone service is not adequate. Failure to do so may result in loss of service and/or permanent damage to the Telephony Modem.

1 Connect one end of the coax cable to the cable outlet or splitter, and the other end to the Telephony Modem's Cable connector (F). Tighten the connections by hand, then tighten an additional 1/8 turn with a wrench.

Note: For best performance, use high-quality RG-6 coax cable and minimize or eliminate splitters between the cable jack and the Telephony Modem.

2 Insert the plug from the power cord into the Power connector on the Telephony Modem (G) and insert the power cord into a convenient AC outlet.

The Power light on the front of the Telephony Modem lights up, then flashes once (refer to the LED table on page 44). See <u>Troubleshooting</u> if the Power light does not turn on.

- **3** After connecting the coax cable and power, proceed as needed:
 - <u>Making Ethernet Connections</u> OR
 - Making USB Connections

Note: Do not connect the same computer to both the Ethernet and USB ports.

Making Ethernet Connections

4 Connect one end of the Ethernet cable to the port on the back of the Telephony Modem labeled "Ethernet 10/100," (**C**) and the other end to the Ethernet port on a computer, hub, or broadband router.

Note: If you are connecting to a computer, use the Ethernet cable included in the Telephony Modem package.

Safety	Getting Started	Battery Installation	Installation	USB Drivers	Ethernet Configuration	Usage	Troubleshooting	Glossary
				Making USB	Connections			
				5 Connect of other end	one end of the USB ca to the USB port on	able to the U the back of	SB port on the computed the Telephony Moder	uter, and the n (D).
				Your com _i drivers. S	puter should detect t ee <u>Installing USB Dr</u>	he Telephon <u>ivers on You</u>	y Modem and begin in <u>r PC</u> for driver installa	nstalling the ation details.
				Making Tele	phone Connection	s		
				6 Connect of the Tele	one end of the telepl ephony Modem (A or	none cable t ⁻ B). Connec	o the telephone port t the other end to the	on the back e telephone.
				Note: If y arate line "Tel 1/2".	you have a TM602G s on a single RJ-14 o	Telephony M cord, it must	odem and a phone w be plugged into the	ith two sep- port labeled



Safety	Getting Started	Battery Installation	Installation	USB Drivers	Ethernet Configuration	Usage	Troubleshooting	Glossary
			Ir	nstallin	g USB Driv	vers or	ר Your PC	
			Wh call	en you plug t y detects the	he Telephony Moder hardware and begin	n into the P(s installing t	C's USB port, Window he USB drivers.	ws automati-
			Thi: wis	s procedure d e initiate actu	oes not explain how al service.	to provisior	the Telephony Mod	em or other-
			The <u>htt</u>	e latest USB d <u>p://www.arris</u>	rivers and documen i.com/support/usb/i	tation are av ndex.asp	ailable on line at	
			Re	quirement	ts			
			Mal	ke sure you h	ave the following be	fore attempt	ing to install the USE	3 drivers:
				• PC with:				
				— CD-RC	DM drive			
				 at lease 	st one free USB port			

- -one of: Windows 2000, Windows XP, or Windows Vista (Windows 95, Windows 98, and Windows NT are **not** supported)
- ARRIS USB Driver CD
- USB <u>A/B Cable</u> of appropriate length (a cable is included in your Telephony Modem package)
- (for installations not using DHCP) IP address, subnet, gateway, and DNS information

Installation Instructions

Select the link for your operating system to see the installation instructions.

- Installing USB Drivers on Windows 2000
- Installing USB Drivers on Windows XP
- Installing USB Drivers on Windows Vista



Safety	Getting Started	Battery Installation	Installation	USB Drivers	Ethernet Configuration	Usage	Troubleshooting	Glossary
Caroty	ordined	mstandton	Inst Follow	alling US	B Drivers on W s to install USB driv	vindows 2	000 ows 2000.	Clossery
			1	Make sure not, conne dem.	the Telephony Moo ct the AC adapter a	dem is on (th as described	ne Power light shou in <u>Connecting the Te</u>	ld be on). If <u>lephony Mo-</u>
			2	Insert the ROM drive	CD that came with	the Telepho	ny Modem package	into the CD-
			3	Plug the a the other e	ppropriate end of the compute of the propriate and into the compute of the comput	he USB cable ter's USB poi	e into the Telephony rt.	Modem and
				The follow USB device	ing window appears e:	s, indicating	that the PC has deter	cted a new
				Found New Hardwa ARRIS Ri Please wait	n re NDIS Adapter			
			4	Wait for th window (th	e system to start th here may be a short	e installatior t delay):	n wizard and display t	the following
				Found New Hardwa	Are Wizard Welcome to the Hardware Wizard This wizard helps you install hardware device. To continue, click Next.	Found New 1 a device driver for a	Cancel	



Safety	Getting Started	Battery Installation	Installation	USB Drivers	Ethernet Configuration	Usage	Troubleshooting	Glossary
				5 Click the I The wizar Found New Hardw A device d an operatin This wizard P A device d an operatin This wizard P A device d an operatin What do you Sea O Disp drive	Next button. <i>d prompts you for th</i> ware Wizard are Device Drivers iver is a software program that enables a har g system. will complete the installation for this device: RRIS RNDIS Adapter iver is a software program that makes a hard r files for your new device. To locate driver I click Next. wu want the wizard to do? rch for a suitable driver for my device (recom- lay a list of the known drivers for this device ar	he location of rdware device to work with tware device work. Window lies and complete the mended) so that I can choose a spe	of the drivers.	

Note: The dialog indicates that the wizard is looking for the ARRIS RNDIS (Remote Network Device Interface Specification) driver for the Telephony Modem.

Cancel

Next >

< Back



Safety	Getting Started	Battery Installation	Installation		USB Drivers	Ethernet Configuration	Usage	Troubleshooting	Glossary
				6	Select "Set the second The wizar Found New Hardw Locate Drive Where do Search for Search for Search for Optional set optional set Spece Second	earch for a suitable of d option to choose a d displays a list of se are Wizard Files driver files for the following hardware device: RRIS RNDIS Adapter searches for suitable drivers in its driver data ollowing optional search locations that you sp search, click Next. If you are searching on a oppy disk of CD before clicking Next. search locations: py disk drives city a location oscit Windows Update < Back	driver for my specific driv earch options base on your computer and becity. Inoppy disk or CD-ROM driv	device", unless you er, then click the Ne s.	want to use xt button.



Safety	Getting Started	Battery Installation	Installation	USB Drivers	Ethernet Configuration	Usage	Troubleshooting	Glossary
				7 Make sur button. The wiza name of Found New Har Driver Files The wiza The wiza	re the CD-ROM option of searches the spect the appropriate drives dware Wizard Search Results and has finished searching for driver files for you and found a driver for the following device: ARRIS RNDIS Adapter s found a driver for this device. To install the driver d'\attmusb.inf	on is selected ified location er. Ir hardware device. iver Windows found, click N	d (checked), then c s, then displays the	lick the Next
				Note: If erly, follo	the wizard can not fi ow these steps:	nd the CD dr	ive, and the CD is in	nserted prop-

- On the Windows desktop, open "My Computer" and note the letter of the Compact Disc (or CD-ROM) drive (on most systems, the CD drive is at D: or E:)
- **b.** Return to the Found New Hardware Wizard, and click the **Back** button.

The wizard displays the previous screen, shown in step 6.

- **c.** Select "Specify a Location," then choose the drive letter that corresponds to the CD drive from the menu.
- d. Click the Next button.

You should now see the screen shown above. If not, contact your cable company for help.



Safety	Getting Started	Battery Installation	Installation	USB Drivers	Ethernet Configuration	Usage	Troubleshooting	Glossary
				8 Click the The wizar installation Found New Hard	Next button. d installs the drivers n is complete.	5, then display Found New d TONE DEVICE ling the software for this devic	ys a window indicati	ng that the

9 Click the **Finish** button.

Finish Cancel



Safety	Getting Started	Battery Installation	Installation	USB Drivers	Ethernet Configuration	Usage	Troubleshooting	Glossary
			Inst Follow	alling USB	Drivers on W to install USB drive	indows XP ers on Window	vs XP.	
			1	Make sure t not, connec <u>dem</u> .	the Telephony Mod t the AC adapter a	em is on (the s described in	Power light shou Connecting the Te	ld be on). If <u>lephony Mo-</u>
			2	Insert the C ROM drive.	CD that came with	the Telephony	Modem package	into the CD-
			3	Plug the ap the other er	propriate end of th nd into the comput	ne USB cable i er's USB port.	nto the Telephony	Modem and
				The followir USB device	ng window appears	, indicating the	at the PC has deteo	cted a new
				Found New Hardware	Wizard Welcome to the F Hardware Wizard This wizard helps you install so ARRIS RNDIS Adapter What do you want the wizard If your hardware c or floppy disk, inso What do you want the wizard Install the software aut Install from a list or spec Click. Next to continue.	ound New oftware for: ame with an installation CI est it now. to do? omatically (Recommended) cific location (Advanced)		



Safety	Getting Started	Battery Installation	Installation		USB Drivers	Co	Ethernet nfiguration	Usage	Troubleshooting	Glossary
				4	Click the	Next	button.			
					The wizard begins searching for and installing the drivers, then displays window indicating that the installation is complete.					n displays a
					Found New Hard	vare Wizar	d			
							Completing the Hardware Wizar	Found New d		



5 Click the **Finish** button.



Safety	Getting Started	Battery Installation	Installation	USB Drivers	Ethernet Configuration	Usage	Troubleshooting	Glossary				
			Installing USB Drivers on Windows Vista Follow these steps to install USB drivers on Windows Vista.									
			Insta When lephor correc	Iling Touch running Vist ny Modem or t 32-bit USB	stone USB Driver: ta in 32-bit mode, s Cable Modem. The driver and installs	s on Vista ii imply connea Vista Hardw it for you.	n 32-bit Mode ct your PC to the Tou are Installation Wiza	uchstone Te- ard finds the				
			Insta When er. Fol	Iling Touch running Vist low these ste	stone USB Driver: a in 64-bit mode, yc eps to obtain and in	s on Vista in ou must insta ostall the driv	n 64-bit Mode Ill an updated Vista L /er.	ISB 1.1 driv-				
			1	Download t ing link:	the zipped Vista USE	3 driver from	the ARRIS website a	at the follow-				
				http://www	v.arrisi.com/support	/usb/index.a	<u>1sp</u>					
			2	Unzip the fi installation	iles to a directory th of the USB driver.	at can be ref	erenced later (Step &	3) during the				
			3	Connect the Modem and	e USB cable betwee 1 personal computer	n the Touchs running Vis	stone Cable Modem (ta.	or Telephony				
			4	When the F install drive	ound New Hardwar r software (recomn	e screen is p nended)" opt	resented, select the tion.	"Locate and				
				Found New Har	rdware		V					
				Windows nee RNDIS Adapte	eds to install driver software fu er	or your ARRIS						
				Locate ar Windows wi for your dev	nd install driver software (recc ill guide you through the process of ins rice.	mmended) talling driver software						
				→ <u>A</u> sk me a Windows w	again later vill ask again the next time you plug in y	<i>v</i> our device or log on.	1					
				🗑 <u>D</u> on't she Your device	ow this message again for this will not function until you install drive	; device r software.						
						Cancel						
			5	When you sto continue	see a window with t	he heading ") proceed.	 'Windows needs you	r permission				



Safety	Getting Started	Battery Installation	Installation		USB Drivers	Ethernet Configuration	Usage	Troubleshooting	Glossary
Safety	Started	Installation	Installation	6	Drivers Vista tries driver soft er, and dis the disc.	Configuration s to locate the new tware" at the bottom splays the following Show me other o und New Hardware - ARRIS RNDIS Adap he disc that came with your Al re the disc that came with your device, e disc for driver software.	Usage USB driver, n right of the window. At ptions. tter RRIS RNDIS Adapte	Troubleshooting and displays a "Inst screen. Vista will <i>not</i> " the prompt, select I	Glossary alling device find the driv- don't have
					◆ I d.	on't have the disc. Show me o	other options.	Next Cancel	



Safety	Getting Started	Battery Installation	Installation	USB Drivers	Ethernet Configuration	Usage	Troubleshooting	Glossary
				7 Select Bro	owse my compute	r for driver	software (advance	e d) .
				 ☑ Four Windov ⇒ Ch Win wor ⇒ Brc Loc 	nd New Hardware - ARRIS RNDIS Adap vs couldn't find driver software eck for a solution dows will check to see if there are steps king.	ter e for your device : you can take to get your : oftware (advanced)	device	



Safety	Getting Started	Battery Installation	Installation	USB Drivers	Ethernet Configuration	Usage	Troubleshooting	Glossary
				8 Browse to	o the directory that y and New Hardware - ARRIS RNDIS Adapt for driver software on your co r driver software in this location: \sburgess\Desktop\arris_usb_driver e subfolders	you set up in ter omputer	step 2. Select Next.	
							Ivext Cancer	


Safety	Getting Started	Battery Installation	Installation		USB Drivers	Ethernet Configuration	Usage	Troubleshooting	Glossary
				9	Once Vis stallation	ta finds the driver sof is in progress as sho	tware in the wn below.	e directory specified	in step 8, in-
					Installi	ng driver software			



Getting Safety Started	Battery Installation	Installation	USB Drivers	Ethernet Configuration	Usage	Troubleshooting	Glossary
			10 The Foun the USB c	d New Hardware wiz driver has been succe	ard should d	lisplay the following lled. Select Close .	screen when
			C The so Windows	tund New Hardware - ARRIS TOUCHSTOP ftware for this device has been : a has finished installing the driver softwar ARRIS TOUCHSTONE DEVICE	VE DEVICE successfully installe e for this device:	ed	



	Getting	Battery		USB	Ethernet			
Safety	Started	Installation	Installation	Drivers	Configuration	Usage	Troubleshooting	Glossary

11 Once the installation is completed successfully, Vista displays an icon with the message "ARRIS TOUCHSTONE DEVICE, Device driver software installed successfully" at the bottom right corner of the screen.





Safety	Getting Started	Battery Installation	Installation	USB Drivers	Ethernet Configuration	Usage	Troubleshooting	Glossary			
			Re You use	moving US use a Remov s a special uti	SB Drivers re utility to remove Al ility; other versions o	RRIS USB d f Windows	rivers. The 64-bit ve use a single utility.	rsion of Vista			
			Removing USB Drivers (all but 64-bit Vista) If you connect the Telephony Modem USB to your computer before inserting th ARRIS driver installation CD, Windows may install a "composite" USB driver tha does not properly support the Telephony Modem. To correct this problem, you mus first remove the composite driver using the Remove utility on the ARRIS driver in stallation CD. Follow these steps to use the Remove utility:								
				1 Insert the	ARRIS driver installa	ation CD.					
				2 Navigate	to the CD drive:						
				🇟 TM502 Rev 1	_0 (D:)						
				File Edit Vi	ew Favorites Tools Help						
					502 Rev 1_0 (D:)		▼ @Go				
				TM502 R (D:)	AdbeRdr60_enu_fu	ill 💼 TM502B Quia i TM502G Quia i usb8023k.sy i usb8023m.s i usb8023m.s i usb8023m.s	k Install.pdf :k Install.pdf :s /s /s				
				Select an item to description.	view its						
				Capacity: 23.8 M	1B In the second	.pdf					
				Free: 0 b	ytes						

17 object(s)

3 Start the Remove utility by double-clicking it in the window.

23.5 MB

The Remove utility prompts you to click OK to remove the USB driver, or Cancel to quit.

🖳 My Computer

	Getting	Battery		USB	Ethernet			
Safety	Started	Installation	Installation	Drivers	Configuration	Usage	Troubleshooting	Glossary

4 Click the OK button.

The Remove utility displays the following message:



5 Leave the CD in the drive, reconnect the Telephony Modem, and install the USB driver as appropriate for your operating system.

Removing USB Drivers (64-bit Vista)

Follow these steps to uninstall the 64-bit USB driver, if necessary.

1 If you no longer have the USB driver, download the zipped Vista USB driver from the ARRIS website at the following link:

http://www.arrisi.com/support/usb/index.asp

- **2** If necessary, unzip the files to a directory that can be accessed for the uninstallation.
- **3** Connect the USB cable between the Touchstone Cable Modem or Telephony Modem and personal computer running Vista.
- **4** Open the directory created in step 2 (or during the original driver installation, if you kept it).
- **5** Locate the file remove.exe.



	Getting	Battery			USB	Ethernet			
Safety	Started	Installation	Installation		Drivers	Configuration	Usage	Troubleshooting	Glossary
				6	Riaht-clic	k on the remove.exe	file, and sel	lect Run as adminis	strator from

the drop-down menu. Enter the administrator password, if prompted.

7 Follow the instructions as prompted to remove the driver.



	Getting	Battery		USB	Ethernet			
Safety	Started	Installation	Installation	Drivers	Configuration	Usage	Troubleshooting	Glossary

Configuring Your Ethernet Connection

If your computer is equipped with a LAN card providing an Ethernet connection, you may have to configure your computer's TCP/IP settings. The steps that follow will guide you through setting your computer's TCP/IP settings to work with the Telephony Modem.

Requirements

Make sure you have the following before attempting to configure your Ethernet connection:

- Computer with:
 - one of: Windows 98SE, Windows 2000, Windows ME, Windows XP, or Windows Vista
 - Ethernet interface
- Ethernet cable (supplied)
- IP address, subnet, gateway, and DNS information for installations not using DHCP

How to use this chapter

The following list shows the procedures for modifying the TCP/IP settings on the computer. The procedure is slightly different depending on the operating system that you are using. Please ensure you are using the correct steps for the operating system on your computer. Follow the links below for instructions to configure your ethernet connection on your operating system.

- <u>TCP/IP Configuration for Windows 98SE</u>
- <u>TCP/IP Configuration for Windows 2000</u>
- <u>TCP/IP Configuration for Windows ME</u>
- <u>TCP/IP Configuration for Windows XP</u>
- <u>TCP/IP Configuration for Windows Vista</u>



Safety	Getting Started	Battery Installation	Installation	USB Drivers	Ethernet Configuration	Usage	Troubleshooting	Glossary
			TCF Follo syste	P/IP Confi w these step em.	guration for s to configure th	Windows 98 ne TCP/IP setting	3SE js on a Windows 989	SE operating
			Note	e: Dialog shown	boxes shown o in this procedur	n your compute e.	r may differ slightly	from those
			1	From the o	computer, select	Start > Setting	gs > Control Panel	
			2	2 Double clic	ck on the Netwo	ork icon in the C	ontrol Panel.	
					Control Panel File Edit Yew So Favorites Back Forward Up Address Control Panel Control Panel Network Configures network hardware and software. Microsoft Home Technical Support M	Heip Luc Copy Paste Luc Luc Copy Paste Luc Luc Copy Paste Luc Luc Add Nerry Add/Remove Add/Remove Find Fast Fonts Come Jonase Java Plug-in Keyboard Multimedia Luc Nouse Multimedia Power Privers Power Privers System Telephony	Delete Properties Views Delete Properties Views Delete/Time Display Delete/Time Display Mail and Fax Sources ODBC Data ources (32bit) Passwords Sounds Symantec LiveUpdate	

3 Click the **Configuration** tab in the Network window to display the list of Network Adapters.

Configures network hardware and 🛄 My Computer

1 object(s) selected

	Getting	Battery		USB	Ethernet			
Safety	Started	Installation	Installation	Drivers	Configuration	Usage	Troubleshooting	Glossary

4 Highlight TCP/IP by clicking on it one time, then click on Properties.



5 Click the **IP Address** tab, click **Obtain an IP address automatically**, then click **OK**.

TCP/IP Properties		? ×
Bindings	Advanced	NetBIOS
DNS Configuration	Gateway WINS Confi	iguration IP Address
An IP address can If your network doe your network admir the space below.	be automatically assigne es not automatically assig nistrator for an address, a	d to this computer. n IP addresses, ask nd then type it in
💿 🔃 🗹 Dbtain an IP	address automatically	
© Specify an IP	address:	
	« · ·	
	0	Cancel



Safety	Getting Started	Battery Installation	Installation		USB Drivers	Ethernet Configuration	Usage	Troubleshooting	Glossary
				6	Click OK t tion windo	to accept the new so ow.	ettings, and	OK again to close th	e Configura-
				7	You may h a new IP a	have to restart your address from the ne	computer in o twork.	order for your compu	iter to obtain

-end-



Safety	Getting Started	Battery Installation	Installation	USB Drivers	Ethernet Configuration	Usage	Troubleshooting	Glossary
			TCP/ Follow system	'IP Config these steps n.	guration for Wiss to configure the T	indows 20 CP/IP setting)00 js on a Windows 200	00 operating
			Note:	Dialog shown i	boxes shown on yo in this procedure.	our computer	r may differ slightly	from those
			1	From the connections	omputer, select Sta > Local Area Conn	rt > Setting: ection.	s > Network and D	ial-up Con-
			2	In the Loca ing on it or	l Area Connections I ne time, then click c	Properties wir on Propertie s	ndow, highlight TCP . s .	✓IP by click-
				Note: If yo select the a cal Area Co	our computer has m appropriate Etherne onnection Properties	ore than one t card in the window.	Ethernet card, you Connect using: are	may have to ea of the Lo-
					Local Area Connection 2 F General Connect using: Sircom Cardbus Eth Components checked are Components checked are	Properties ernet 100 + Modem 56 (Ethe used by this connection: t Networks ork Enhancer aring for Microsoft Networks TCP/IP) Uninstall Pro otocol/Internet Protocol. The col that provides communice sected networks. then connected OK	Prinet Interf Configure perties default ation Cancel	



	Getting	Battery		USB	Ethernet			
Safety	Started	Installation	Installation	Drivers	Configuration	Usage	Troubleshooting	Glossary

3 Click Obtain an IP address automatically and Obtain DNS server address automatically, then click OK.

Local /	Area Connection 2 Properties	<u>?×</u>
Gene	eral	
Ç.	nternet Protocol (TCP/IP) Pro	perties
	General	
c [You can get IP settings assigned this capability. Otherwise, you ne the appropriate IP settings.	d automatically if your network supports sed to ask your network administrator for
	Obtain an IP address autor	matically
	C Use the following IP addres	ss:
1	IP address:	4 4 4
-	Subnet mask:	10 12 12 12
Γ	Default gateway:	
	Obtain DNS server address	s automatically
Г	C Use the following DNS ser	ver addresses:
	Preferred DNS server:	· · · · · · · · · · · · ·
	Alternate DNS server:	
		Advanced
		OK Cancel

- **4** Click **OK** to accept the new settings, and **OK** again to close the Configuration window.
- **5** You may have to restart your computer in order for your computer to obtain a new IP address from the network.

-end-



Safety_	Getting Started	Battery Installation	Installation	USB Drivers	Ethernet Configurati	on Usage	Troubleshooting	Glossary
			TCP/ Follow tem.	IP Con t these step	figuration f ps to configure	or Windows I the TCP/IP setting	ME gs on a Windows ME o	perating sys-
			Note:	Dialo show	g boxes showr n in this proced	on your comput lure.	ter may differ slightl	y from those
			1	From the	computer, sele	ect Start > Setti	ngs > Control Pane	Ι.
			2	Double c	lick on the Net	work icon in the	Control Panel.	
					Control Panel File Edit View Favorites Iool → Back → → ← @ @ Search Address @ Control Panel Control Panel Network Configures network hardware and software. Windows Update Technical Support	Help Folders Image: Comparison of the second of	Image: Constraint of the constrain	
					Configures network hardware and softwa	ODBC Data Sources (32bit) Scheduled Tasks Users e. ODBC Data Passwords Power Options Sources and Multimedia Sources and Multimedia	Printers Regional Scanners and Settings Scanners and Cameras System Taskber and Start Menu Telephony Start Menu My Computer	

3 Click the **Configuration** tab in the Network window to display the list of Network Adapters.



	Getting	Battery		USB	Ethernet			
Safety	Started	Installation	Installation	Drivers	Configuration	Usage	Troubleshooting	Glossary

4 Highlight TCP/IP by clicking on it one time, then click on Properties.

letwork	?
Configuration Identification Access Control	
The following network components are installed:	_
ARRIS TOUCHSTONE DEVICE	<u> </u>
Dial-Up Adapter	1
TCP/IP -> 3Com 3C918 Integrated Fast Ethernet Controlle	
Y TCP/IP -> ARRIS TOUCHSTONE DEVICE	_
¥ TCP/IP -> Dial-Up Adapter	<u>.</u>
Add Remove Properties	
Primary Natwork Logon:	
Client for Missonelt Naturalia	a l
	-
File and Brint Sharing	
Description	
TCP/IP is the protocol you use to connect to the Internet and	
wide-area hetworks.	
OK Cano	ol

5 Click the **IP Address** tab, then click **OK**.

TCP/IP Properties		?)					
Bindings	Advanced	NetBIOS					
DNS Configuration	Gateway WINS Confi	iguration IP Address					
An IP address can If your network doa your network admi the space below.	be automatically assigne as not automatically assig nistrator for an address, a	d to this computer. n IP addresses, ask nd then type it in					
	address automatically						
Specify an IF	address:						
JP Address:							
Sybnet Mas	k: •						
Detect connection to network media							
	OK	Cancel					



Safety	Getting Started	Battery Installation	Installation		USB Drivers	Ethernet Configuration	Usage	Troubleshooting	Glossary
				6	Click OK t tion windo	to accept the new so ow.	ettings, and	OK again to close th	e Configura-
				7	You may h a new IP a	have to restart your address from the ne	computer in o twork.	order for your compu	iter to obtain

-end-



Safety	Getting Started	Battery Installation	Installation	USB Drivers	Ethernet Configuration	Usage	Troubleshooting	Glossary
			TCP Follow tem.	IP Confi these step	guration for W s to configure the TC	indows X CP/IP setting	P s on a Windows XP op	perating sys-
			Note:	Dialog shown	boxes shown on y in this procedure.	our compute	er may differ slightly	from those
			1	From the click on th	computer, select Sta le Network Connec	art > Settir ctions icon i	ngs > Control Pane n the Control Panel.	I and double
			2	Click the Network A	Configuration tab	in the Netw	ork window to displa	ay the list of
					Local Area Connection 2 Sta	tus ?X		



Status:

Duration:

Speed:

-Activity-

Bytes:

Properties Disable

Connected

12.0 Mbps

<u>C</u>lose

Sent — 🛃

12,198

00:03:21

	Getting	Battery		USB	Ethernet			
Safety	Started	Installation	Installation	Drivers	Configuration	Usage	Troubleshooting	Glossary

3 Highlight TCP/IP by clicking on it one time, then click on Properties.

С	neral Authentication Advanced
Γ	ARRIS TOUCHSTONE DEVICE
	Configure
Т	his connection uses the following items:
	Elient for Microsoft Networks Elient for Microsoft Networks Elie and Printer Sharing for Microsoft Networks Elient Scheduler Tremet Protocol (TCP/IP)
	Install Uninstall Properties
	Description
	Transmission Control Protocol/Internet Protocol. The default wide area network protocol that provides communication across diverse interconnected networks.
	Show icon in notification area when connected

4 Click the **IP Address** tab, click **Obtain an IP address automatically**, then click **OK**.

Internet Protocol (TCP/IP) Prop	erties 🛛 🛛 🔀						
General Alternate Configuration							
You can get IP settings assigned aut this capability. Otherwise, you need to the appropriate IP settings.	omatically if your network supports o ask your network administrator for						
Obtain an IP address automatic.	ally						
OUse the following IP address: —							
IP address:							
Sybnet mask:							
Default gateway:							
⊙ 0 <u>b</u> tain DNS server address auto	omatically						
──── Use the following DNS server a	ddresses:						
Preferred DNS server:							
Alternate DNS server:							
Ad <u>v</u> anced							
	OK Cancel						



Safety	Getting Started	Battery Installation	Installation		USB Drivers	Ethernet Configuration	Usage	Troubleshooting	Glossary
				5	Click OK to tion windo	o accept the new se w.	ettings, and (DK again to close th	e Configura-

6 You may have to restart your computer in order for your computer to obtain a new IP address from the network.



	Getting	Battery		USB	Ethernet			
Safety	Started	Installation	Installation	Drivers	Configuration	Usage	Troubleshooting	Glossary

TCP/IP Configuration for Windows Vista

Follow these steps to configure the Ethernet interface for use with Touchstone products.

1 Open the Vista Control Panel.

Control Pa	net a		· 4 Scout	P
		-	1 March	-
Control Panel Home	Name		Category	
Claude View	Add Hardware		Hardware and Sound	
	Administrative Tools		System and Maintenance	
	AutoPlay		Hardware and Sound	
	Backup and Restore Centr	6	System and Maintenance	
	BitLocker Drive Encryption	6	Security	
	Color Management		Hardware and Sound	
	Date and Time		Clock, Language, and Region	
	Default Programs		Programs	
	Device Manager		Hardware and Sound; System and Maintenance	
	Case of Access Center		Ease of Access; Appearance and Personalization	
	Folder Options		Appearance and Personalization	
	Fonts		Appearance and Personalization	
	Game Controllers		Hardware and Sound	
	Andering Options		System and Maintenance	
	12 Internet Options		Network and Internet; Security	
	SCSI Initiator		System and Maintenance	
	CKeyboard .		Hardware and Sound	
	@ Mouse		Hardware and Sound	
	Network and Sharing Cen	ter	Network and Internet	
	POffine Files		Minternet and Internet	
	/ Pen and Input Devices	Check network at	atus, change network settings and set preferences for	
	People Near Me	(snaming rives and)	Network and Internet	
	Performance Information	and Tools	System and Maintenance	
	Personalization		Appearance and Personalization: Hardware and Sound	
	Phone and Modern Optio	05	Hardware and Sound	
	Prover Octions		Hardware and Sound: System and Maintenance	
	Printers		Hardware and Sound	
	Rushlem Records and Sol-	tions	Sustain and Maintenance	
	C Programs and Festures	sharts.	Programs	
	Registeral and Language C	ations.	Clock Language and Panion	
	The second secon	protei	Marthan and Friend	
	Souther and Campas		Fishander and sound	
	Securey Center		securey	
	Ne sound	-	Mardware and sound	
	O Speech Recognition Upto	ins.	Ease of Access	
	Symantec LiveUpdate		Additional Optionic Network and Internet; Security	
	Sync Center		Network and Internet	
	System		System and Maintenance	
	Tablet PC Settings		Hardware and Sound	
	Taskbar and Start Menu		Appearance and Personalization	
	Text to Speech		Hardware and Sound	
	R User Accounts		User Accounts	
	View 32-bit Control Panel	Items	Additional Options	
	Welcome Center		System and Maintenance	
	Windows CardSpace		User Accounts	
	Windows Defender		Programs: Security	
	Windows Firewall		Network and Internet; Security	
	Windows Sidebar Propert	65	Appearance and Personalization; Programs	
	Windows SideShow		Hardware and Sound; Programs	



	Getting	Battery		USB	Ethernet			
Safety	Started	Installation	Installation	Drivers	Configuration	Usage	Troubleshooting	Glossary

2 Double-click Network and Sharing Center.





	Getting	Battery		USB	Ethernet			
Safety	Started	Installation	Installation	Drivers	Configuration	Usage	Troubleshooting	Glossary

3 Click **Manage network connections**. If prompted for a connection, choose **Local Area Connection**.





	Getting	Battery		USB	Ethernet			
Safety	Started	Installation	Installation	Drivers	Configuration	Usage	Troubleshooting	Glossary

4 Double-click the Local Area Connection to open the Status window:



- 5 If Windows requests permission to continue, click **Continue**.
- 6 Click Properties.



ee tuing	Battery		U2B	Ethernet			
Safety Started	Installation	Installation	Drivers	Configuration	Usage	Troubleshooting	Glossary

7 Double-click Internet Protocol Version 4 (TCP/IPv4).

ieneral		
Connection -		
IPv4 Conne	ctivity:	Internet
IPv6 Conne	ctivity:	Limited
Media State	e .	Enabled
Duration:		6 days 21:33:38
Speed:		10.0 Mbps
Activity		
Activity ——	Sent —	e Received
Activity —— Packets:	Sent —	— Received 37,460

- 8 Select Obtain an IP address automatically and Obtain DNS server address automatically, unless instructed otherwise by your cable provider.
- 9 Click **OK** to close the Properties windows.



	Getting	Battery		USB	Ethernet			
Safety	Started	Installation	Installation	Drivers	Configuration	Usage	Troubleshooting	Glossary

Using the Telephony Modem

This chapter describes the controls and features available on the Touchstone Telephony Modem, and covers basic troubleshooting procedures.

- Setting up Your Computer to Use the Telephony Modem
- Indicator Lights for the TM602A/B Models
- Indicator Lights for the TM602G/H Models
- Using the Reset Button

Setting up Your Computer to Use the Telephony Modem

Follow the instructions in the information packet supplied by your cable company. Contact your cable company if you need help setting up your computer.



Safety	Getting Started	Battery Installation	Installation	USB Drivers	Etherı Configur	net ation	Usage	Troubleshooti	ng Glossary
			Indicato The Touchs Wiring Pro	r Lights tone Telep	for the T bhony Moder	T M602A/I m has seven	B Models LEDs to as	sist in troubles	hooting.
Ponet O 55 O 55 O 55 O 56 O		134 0 194 0 194 0 19 19 19 19 19 19 19 19 19 19	If the Telep dicates a pr (touching), more than call a wiring Patterns: I The followir	hony Mod roblem with or there 10 second g technicia Normal C ng table sl	em begins f th the teleph may be unde s, disconnec an for assista Operation hows light pa	lashing all its ione wiring – esired voltag it the telepho ance. atterns durir	s lights for i – the red ar ge on the lir one lines fro ng normal o	more than 10 s nd green wires nes. If this pat om the Telepho peration.	seconds, this in- may be shorted tern persists for ny Modem, then
		entrone I	Mode	Power	DS	US	Online	Link	Tel. 1/Tel. 2
Telephone 0			AC Power	On	On = Connected to the Internet Flash = Not connected to the Internet	On = Connected to the Internet Flash = Not connected to the Internet	On = Internet Available Off = Internet not available	On = Computer Connected Off = Computer not connected Flash = Computer Activity	On = On-hook Flash = Off- hook Off = disabled
		d d	No AC Power	Off	Off	Off	Off	Off	Off
		(Jupper	Firmware Upgrade	On	Flash	Flash	On	(normal operation)	(normal operation)
		**							



Safety	Getting Started	Battery Installation	Installa	ition	USB Drivers	Ethern Configura	et ation	Usage Tr	oubleshooting	Glossary
			Indicato The Touchs not all mod	r Lights tone Telep els have a	5 for the bhony Model a Battery lig	FM602G/ I m has eight ht.	H Model indicator li	S ghts to assist i	n troubleshoot	ing. Note that
Pones DS	0		Battery Mi If the Telep tery is incon described in	i smatch hony Mod mpatible v n <u>Battery</u>	lem alternat vith the Tele Installation	es flashing t phony Modei and Replace	he Battery m. Remove <u>ment (TM6</u>	light and all of the battery ar 02G/H Models	ther lights, the nd install one o <u>Only)</u> .	installed bat- f the batteries
Taseptose	C S S S S S S S S S S S S S S S S S S S		Wiring Pro If the Telep lem with th be undesire telephone I Indicator The following	bblems hony Mode e telephor ed voltage ines from Lights: N ng table si	em begins fl ne wiring — on the lines the Telepho l ormal Ope hows light p	ashing all its the red and . If this patte ny Modem, t ration atterns durir	lights for n green wire ern persist hen call a ng normal	nore than 10 se s may be shor s for more thar wiring technici operation.	econds, this inc ted (touching) n 10 seconds, c an for assistar	licates a prob- or there may disconnect the nce.
Telephon			Mode	Power	DS	US	Online	Link	Tel. 1/Tel. 2	Battery
Bain			AC Power Good	On	On = Connected to the Internet Flash = Not connected to the Internet	On = Connected to the Internet Flash = Not connected to the Internet	On = Internet Available Off = Internet not available	On = Computer Connected Off = Computer not connected Flash = Computer Activity	On = On-hook Flash = Off-hook Off = disabled	On = Battery good or low Off = Battery missing or MTA not registered Flash = Battery bad
	- Constant restant	** C	No AC Power Battery Installed	Flash	Off	Off	Off	Off	On = On-hook Flash = Off-hook Off = disabled	Off = Battery power Flash = Battery bad or low
			No AC Power No Battery	Off	Off	Off	Off	Off	Off	Off
			Firmware Upgrade	On	Flash	Flash	On	(normal operation)	(normal operation)	(normal operation)

	Getting	Battery	USB		Ethernet			
Safety	Started	Installation	Installation	Drivers	Configuration	Usage	Troubleshooting	Glossary

Indicator Lights: Startup Sequence

The following table shows the Telephony Modem light patterns during each phase of the startup sequence. There are two phases of startup; the Telephony phase and the cable modem phase. Both are outlined below.

Power, DS, US,	Link	Telep	hone	Battery*	Description					
Online		1	2		•					
Off	Off	Off	Off	Off	No power to Cable Modem					
Flash	Flash	Flash	Flash	Flash	Power-on Self Test					
See "Cable Modem Start Up Sequence" Below										
On	On	Flash	Off	Off	Retrieving telephone network information					
On	On	Off	Flash	Off	Retrieving telephone line information					
On	On	Flash	Flash	Off	Activating telephone service					
	Normal Operation * = Battery LEDs only apply to those models with battery backup									

Cable Modem Start Up Sequence

DS	US	Online	Link	Description
Flash	Off	Off	Off	Downstream search
On	Flash	Off	Off	Downstream found; upstream search
On	On	Flash	Off	Downstream and Upstream found; retrieving setup information from cable operator



Safety	Getting Started	Battery Installation	Installation	USB Drivers	Ethernet Configuration	Usage	Troubleshooting	Glossary
TM602A/				Using the Res Use the Reset but as if you power cyc are having probler Use a pointed non - the location of the The Reset button	et Button iton, on the back o cled the unit. You m ns connecting to th -metallic object to Reset button. is recessed to prev	f the Telephc ay need to re e Internet. U press this bu ent accidenta	ony Modem, to reset eset the Telephony N Ising this button will Itton. The photo to th al resets.	the modem lodem if you be rare. ne left shows
	Reset But	tton						
TM602G/ł								



Safety	Getting Started	Battery Installation	Installation	USB Drivers	Ethernet Configuration	Usage	Troubleshooting	Glossary			
			Tr	oubles	hooting						
			Pro	oblems and	d Solutions						
			The	e Telephony Check all ends?	modem is plugge power connections	d in, but the . Is the powe	e Power light is off er cord plugged in fi	rmly at both			
				If you plu switched o	gged the power co on.	ord into a po	wer strip, make sure	e the strip is			
				Avoid usin	ig an outlet controll	ed by a wall	switch, if possible.				
				Check the outlet by plugging in another device (such as a lamp).							
				Finally, check the fuse or circuit breaker panel.							
			l 'm	I not getting It may tal power up Always lea to the cab	on the Internet. ke over 30 minutes your Telephony Mo ave your Telephony le system.	s to establish dem, especia Modem plug	n a connection the fi Ily when many peopl ged into AC power ar	irst time you le are online. nd connected			
				Check the	front panel lights:						
				• The	e Power and Onlir	ne lights shou	ıld be on.				
				• The	e Link light should	be either on	or blinking.				
				 If t cor 	the Power light blin mpany for assistance	nks for more ce.	than 30 minutes, ca	all your cable			
				Check you <u>cable</u> sho cause a bi you have outlet, rer the outlet	Ir cable connections uld not be pinched reak or short in the one or more splitte move the splitters a	s. Connectors I, kinked, or cable (you r ers between and connect	s should be finger-tig bent sharply—any nay have to replace the Telephony Mode the Telephony Mode	ht. The <u>coax</u> of these can the cable). If m and CATV m directly to			
				Proceed to	o the Ethernet or U	SB solutions	(next page) if necess	sary.			



Safety	Getting Started	Battery Installation	Installation	USB Drivers	Ethernet Configuration	Usage	Troubleshooting	Glossary
			l'm	not getting If you are	on the Internet. (using a hub, is the	(Ethernet) hub turned o	on?	
				Are you us direct con hub or hor	sing the right type nection to a comput me router.	of <u>Ethernet</u> er; use a cro	<u>cable</u> ? Use the suppl oss-over cable for co	ied cable for nnection to a
				Press the	Reset button on the	e back of the	Telephony Modem.	
			l <i>'</i> m	not getting Did you <u>lo</u>	on the Internet. (ad the USB drivers?	USB)		
				If you are	using a powered US	SB <u>hub</u> , is th	e hub turned on?	
				Check the	USB cable connecti	ons. Disconr	ect and reconnect th	e USB cable.
				Restart the	e computer.			
				Press the	Reset button on the	e back of the	Telephony Modem.	
			I ca	In get on the If the Web ble servici minutes a nection sp	e Internet, but even site you are visiting ng all the requests. nd try again. Usage eed.	erything is a is very population of other sites during pea	slow. ular, that site may be s download quickly, v k hours may also afi	having trou- vait for a few fect the con-
				If your Tele directly or down your	ephony Modem is co through a firewall, connection.	nnected to a other comn	LAN (Local Area Net nunications on the L/	work), either AN may slow
				To test you <u>http://rev</u>	ur network speed, to iews.cnet.com/Band	ry an online <mark>width_mete</mark>	test such as r/7004-7254_7-0.ht	<u>ml</u>
			l ha can	ave two com get on the I Check you puter to co	nputers connected nternet. r cable company's te onnect directly to th	I to the Te l erms of servi e Telephony	ephony Modem, b ce: they may allow o Modem.	ut only one nly one com-



Safety	Getting Started	Battery Installation	Installation	USB Drivers	Ethernet Configuration	Usage	Troubleshooting	Glossary
			I dor	n't have c In order telephor configur identifyi	dial tone when I pick for telephone service the service must have b red on your Telephony ng the source of the p	c up my pho e to be func been purchas / Modem. Th problem.	one, why? tional on the Teleph sed from the service he following steps sh	ony Modem, provider and lould help in
				• Is th	e Power LED lit?			
				– I t	f not, check to make he outlet has power.	sure the Tele	ephony Modem is plu	ugged in and
				– I	f the LED is lit, go to t	he next step).	
				• Is th	e Online LED lit?			
				– I v r	f not, check the coax vall. Ensure they are c nave dial tone, contact	connection a onnected and your service	at the Telephony Moo d tight. If they are an e provider.	dem and the d you do not
				– I	f the Online LED is lit,	go to the ne	ext step.	
				 Is th 	e Telephone (Telephor	ne 1 or Telep	hone 2) LED lit?	
				ו – ל	f not, phone service h /our service provider.	as not been	provisioned on that	line. Contact
				– I F	f it is blinking, there i Find that phone and ha	s a phone of ang it up.	f hook somewhere i	n the house.
				– I	f it is lit, go to the ne	kt step		
				 Is th 	e Phone plugged direc	ctly into the	Telephony Modem?	
				– N Id f	Make sure the phone is ephony Modem labeled or line 1, and "Tel 2" f	s plugged int d "Tel 1/2" (T or line 2.	o the port on the ba M602G) or "Tel 1" (T	ck of the Te- M602A/B/H)
				– I F	f so, try a different pl phone.	none. Make s	sure the new phone	is a working
				– I a t	f a known good phone a different phone cable one, call your service	e is used and a. If a new ph provider.	you still don't have o none and cable do no	dial tone, try t restore dial
				• Is th	e Telephony Modem p	lugged into a	a wall outlet?	



Safety	Getting Started	Battery Installation	Installation	USB Drivers	Ethernet Configuration	Usage	Troubleshooting	Glossary
				– If an pr wi dia	so, unplug the RJ-1 ad plug in a known w oblem is with the he ring technician to co al tone, contact your	1 connector a vorking phon ouse wiring. rrect the hou service prov	at the back of the Te e. If you now have o Contact your MSO o ise wiring. If you still vider.	lephony Port dial tone, the or a qualified I do not have



Safety	Getting Started	Battery Installation	Installation	USB Drivers	Ethernet Configuration	Usage	Troubleshooting	Glossary	
			Tro Follo ing a	Dubleshoo bw these step a USB connec	ting USB Proble os if the computer d ction.	e ms oes not auto	-detect the Telephor	ny Modem us-	
			Befo	ore you start,	make sure that:				
				 You have in <u>Installir</u> 	properly installed an ng and Connecting \	nd configured <u>/our Telepho</u> l	d the Telephony Mod <u>ny Modem</u> .	lem as shown	
				 You have <u>Your PC</u>. 	installed the USB of	drivers as sh	own in <u>Installing US</u>	<u>SB Drivers on</u>	
				 The cable you're not 	e company has set t sure.	up your acc	ount. Call your cabl	e company if	
			Inst	tructions					
				1 Be sure that your computer is running either Windows 2000, Nor Windows Vista (Windows 95, Windows 98, and Windows NT a ported).					
			:	2 Be sure th	ne Telephony Moden	n has power.	The Power light sh	ould be on.	
			:	3 Push the I pen tip or	Reset button on the other sharp non-m	e back panel etallic object	of the Telephony Mo	odem, using a	
			4	4 Disconnec	t the USB cable fro	m the compu	iter and reconnect it	t.	
			ļ	5 Restart th	e computer.				
				b Do the fola. Discor	lowing to uninstall a nnect the USB cable	and the reins to the Telep	tall your USB driver hony Modem.	S:	
				b. Insert	the Telephony Mod	em CD-ROM	into you computer.		
				c. Start t tions o	the Remove utility o carefully.	n your CD-R	OM. Follow the on-so	creen instruc-	
				d. Recon	nect the USB cable.				
				e. Re-ins	tall the USB driver a	as shown in <u>I</u>	nstalling USB Driver	<u>rs on Your PC</u> .	
			-	7 Replace th	ne USB cable.				
			8	B Call your	cable company for h	nelp.			



Safety	Getting Started	Battery Installation	Installation	USB Drivers	Ethernet Configuration	Usage	Troubleshooting	Glossary		
			GI	ossary						
			The	following is a	list of common cab	le and netwo	orking terms.			
			A/B	Cable A USB cab notched so	le that has a narrov quare connector (B)	w rectangular on the othe	- connector on one e r end.	end (A) and a		
			Amj	p-hour (Ah) A measure supply one	e of battery capacity e Ampere of current	<i>ı.</i> For exampl for one hou	e, a 1.0Ah battery c r.	an nominally		
			Cate	Category 5 (Cat5) A high-quality type of cable, used for Fast Ethernet (100BaseT) conne tions. When purchasing Ethernet cables, always look for Category 5 cable						
			Coa	xial cable (c A thin wire cable TV s discount s	:oax) e, used to connect system. You can buy tores.	your televisi / coax from a	on and Telephony N any electronics retail	lodem to the ler and many		
			CPE	Customer the teleph	Premise Equipment ony modem; typica	t. This is the Ily a compute	equipment that is p er, hub, or router.	olugged in to		
			Cros	ss-over An Etherne together. <i>A</i> more ports	et cable used to cor Also, some Ethernet s (which eliminates	nect two hub hubs may h the need for	os (or a hub and a ca ave built-in cross-ov a cross-over cable)	able modem) /er on one or		
			DHC	CP Dynamic H address a device cor figure you	Host Configuration F nd location of serv necting to the netv r computer's netwo	Protocol. An I vices (such a vork. DHCP a rking softwar	P protocol used to p is DNS and TFTP) illows the cable com re for you.	provide an IP needed by a pany to con-		
			DNS	5 Domain N name (suc	ame Service (Serv ch as www.example	er). An IP sa .com) with a	ervice that associat n IP address.	es a domain		



Safety	Getting Started	Battery Installation	Installation	USB Drivers	Ethernet Configuration	Usage	Troubleshooting	Glossary
			Dow	nstream In an HFC Some older	network, the dire r cable documentat	ction from ion may refe	the head-end to the er to this as the form	e subscriber. ard path.
			DOC	SIS Data Over dards used	Cable System Inte for data communie	rface Specif cations equi	cation. The interope oment on an HFC net	rability stan- twork.
			EMT	A Embedded with a cabl	Multimedia Termin e modem.	al Adapter.	An MTA device that	is integrated
			Ethe	rnet A standard Network (L	method of connec AN).	ting two or r	nore computers into	a Local Area
			Euro	-DOCSIS The Europe	ean version of DOC	SIS.		
			Even	t An informa	tional message use	ed for monite	pring network status.	
			F-co	nnector The type of F-connecto connecting	f connector used or r, slip-on and screv your Telephony Mo	n coax cable w-on. Use co odem.	. There are two comi bax with screw-on co	mon types of onnectors for
			Gate	way The device other IP su	, usually a router, t bnets.	hat connect	s devices on a given	IP subnet to
			Head	lend The "centra data equip several "re	al office" in an HFC ment. In larger cat mote" headends to	network. Th le networks provide dist	e headend houses bo , a "master" headend ributed services.	oth video and d often feeds
			нтт	HyperText	Transfer Protocol.			



Safety	Getting Started	Battery Installation	Installation	USB Drivers	Ethernet Configuration	Usage	Troubleshooting	Glossary
			Hub	A box with common pe add periph	several Ethernet c pint of contact for a erals without install	or USB conn Il connected ing a USB ca	ectors. Ethernet hu I devices; USB hubs ard in your computer	bs provide a allow you to
			IP ad	Idress A number a tify your co	assigned to your cor omputer to other sys	nputer by yo stems on the	our cable company, i e Internet.	used to iden-
			ISDN	l Integrated vides comr	Services Digital Ne nunication speeds a	twork. A dig bout twice a	ital telephony standa as fast as standard d	ard that pro- ialup.
			LAN	Local Area (such as a	Network. A networ building) to commu	k that allow nicate with	vs computers in a silone another.	ngle location
			LED	Light Emitt is passed t	ing Diode. A semi-c hrough it.	onductor dic	ode that emits light v	when current
			MAC	address A number to cable comp access to the of your Tele	that uniquely identif bany uses your Tele he Internet. The MA ephony Modem.	ies any dev ephony Moc C address is	ice connected to a n lem's MAC address printed on a label o	etwork. Your to authorize n the bottom
			Proto	A set of ru network en	les and formats tha Itities at a given lay	t determine: er.	s the communicatior	n behavior of
			Proxy	y A device or site) and a burden fror proxy that those page in faster pa	r program that stan client (your brows m the server. For ex keeps copies of po s instead of fetchin age loading and less	ds in betwe er), providii ample, your opular web g them dire network co	en a server (for exang a way to relieve cable company may pages; the proxy ca ctly from the web s ngestion.	mple, a web some of the y have a web an send you ite, resulting
ARRIS

Safety	Getting Started	Battery Installation	Installation	USB Drivers	Ethernet Configuration	Usage	Troubleshooting	Glossary
			RF	Abbreviati cable" and	on for Radio Frequ I the connectors as	iency. Some "RF connect	literature refers to ors."	coax as "RF
			RJ-1	1 A standard connecting	d 4-pin modular co g telephones.	nnector, com	monly used in North	n America for
			RJ-4	5 A standard	d 6-pin modular cor	nector, com	monly used on Ether	net cable. An
			Split	tter A small box with three cable connectors: one input and two outputs. You may need a splitter if you have a TV already connected to the cable outlet that you want to use for your Telephony Modem. You can buy a splitter from any electronics retailer and most discount stores.				
			Swit	ched outlet A power o intended into a swit	: outlet that may be t for lamps. Avoid p tched outlet to avoi	turned on an lugging your d disruptions	d off using a wall sw computer or Telep	vitch. Usually hony Modem
			ТСР/	 CP/IP Transmission Control Protocol/Internet Protocol. The protocol facilitate communications across one or more connected network DMA Time Division Multiple Access. A method used by DOCSIS-comp modems for sending upstream data with minimal interference. 				cols used to orks.
			TDM					mpliant cable
			Upst	ream The path f mentation	from a subscriber d may refer to this a	evice to the is the return	headend. Some olde path or reverse path	r cable docu- 1.
			USB	(Universal sories, su (such as c	Serial Bus) An inte ch as keyboards, able modems) to a	erface used f mice, printe single comp	for connecting a vari rs, and communicat uter.	ety of acces- ions devices





Touchstone[®] TM602 Telephony Modem User's Guide

© 2005–2007 ARRIS Group, Inc. All rights reserved

All information contained in this document is subject to change without notice. ARRIS reserves the right to make changes to equipment design or program components, as progress in engineering, manufacturing methods, or other circumstances may warrant.

ARRIS, Touchstone, and the ARRIS logo are trademarks or registered trademarks of ARRIS Group. All other trademarks and registered trademarks are the property of their respective holders.

Release 6 Standard 1.0 August 2007