

## Touchstone® CM820 Cable Modem User's Guide



Get ready to experience the Internet's express lane! Whether you're checking out streaming media, downloading new software, or checking your email, the Touchstone CM820 Cable Modem brings it all to you up to eight times faster than standard DOCSIS 2.0 cable modems.

The Touchstone Cable Modem provides an Ethernet connection for use with either a single computer or home/office Local Area Network (LAN).

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](#)

[Installing and Connecting Your Cable Modem](#)

[Configuring Your Ethernet Connection](#)

[Using the Cable Modem](#)

[Troubleshooting](#)

[Glossary](#)

## **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.

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Protected under one or more of the following U.S. patents: 7,031,435. Other patents pending.

ARSVD01394

Release 8 Standard 1.2 March 2012

## Safety Requirements

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



### **CAUTION** Risk of shock

Mains voltages inside this unit. No user serviceable parts inside. Refer service to qualified personnel only!

- Do not use product near water (i.e. wet basement, bathtub, sink or near a swimming pool, etc.), to avoid risk of electrocution.
- The product shall be cleaned using only a damp, lint-free, cloth. No solvents or cleaning agents shall be used.
- Do not use spray cleaners or aerosols on the Cable Modem.
- 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 (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 Cable Modem is connected to a local computer through 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.
- Ensure proper ventilation. Position the Cable Modem so that air flows freely around it and the ventilation holes on the unit are not blocked.
- Do not mount the Cable Modem on surfaces that are sensitive to heat and/or which may be damaged by the heat generated by the modem, its power supply, or other accessories.

## FCC Part 15

This equipment has been tested and found to comply with the requirements for a Class B digital device under Part 15 of the Federal Communications Commission (FCC) rules. These requirements are intended to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

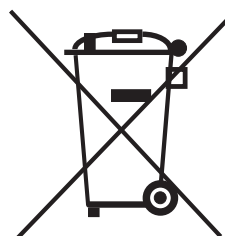
- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Changes or modifications to this equipment not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

## 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 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 Cable 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.

**ARRIS**  
RoHS Compliant  
**GREEN**

**Energy Consumption (CM820S Models only)**

In accordance with Ecodesign Directive 2005/32/EC, this device is equipped with a power switch. The following energy consumption figures apply (measured with a wattmeter at the outlet):

Switch State	Power Consumption
OFF	0.0 W
ON	5.0 W (idle) 5.5 W (maximum)

**Note:** In most instances, ARRIS recommends that the power switch remain in the ON position at all times. Turning the switch OFF disables the device. Turning the switch OFF is recommended only during vacations or similar extended absences.

## Getting Started

### About Your New Cable Modem

The Touchstone CM820 Cable Modem is DOCSIS® 3.0 or Euro-DOCSIS™ 3.0 compliant with the following features:

- Speed: much faster than dialup or ISDN service; up to eight times faster than DOCSIS 2.0 cable modems
- Connectivity: supports Ethernet connection
- Flexibility: provides high speed data
- Compatibility:
  - Data services: DOCSIS or Euro-DOCSIS 3.0 compliant and backward-compatible with DOCSIS 2.0 or 1.1; supports tiered data services (if offered by your cable company)

### What's in the Box?

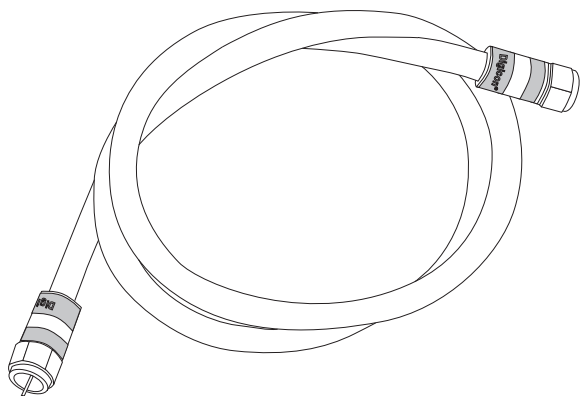
Make sure you have the following items before proceeding. Call your cable company for assistance if anything is missing.

- Cable Modem
- Power Cord
- Quick Installation Guide
- Wall-Mounting Template and Instructions
- Ethernet Cable
- End User License Agreement



## Items You Need

If you are installing the Cable Modem yourself, make sure you have the following items on hand before continuing:



**Coax Cable**

- **Cable modem package:** see What's in the Box? for a list of items in the package.
- **Coaxial cable (coax):** as shown in the image to the left, this is a thin cable with a connector on each end. It is the same kind of wire used to connect to your television for cable TV. You can buy coax from any electronics retailer and many discount stores; make sure it has connectors on both ends. There are two types of connectors, slip-on and screw-on; the screw-on connectors are best for use with your Cable Modem. The coax should be long enough to reach from your Cable Modem to the nearest cable outlet.

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

- **Splitter (optional):** provides an extra cable connection by splitting a single outlet into two. You may need a splitter if you have a TV already connected to the cable outlet that you want to use. You can buy a splitter from any electronics retailer and most discount stores; you may also need a short piece of coax cable (with connectors); use it to connect the splitter to the cable outlet and then connect the Cable Modem and TV to the splitter.

**Note:** A splitter effectively cuts the signal in half and sends each half to its two outputs. Using several splitters in a line may deteriorate the quality of your television and/or internet connection.

- **Wall-mount hardware (optional):** if you want to wall-mount your Cable Modem, you need to obtain two drywall anchors or wood screws. See the Wall-Mount Template and Instructions for more details.
- **Information packet:** your cable company should furnish you with a packet containing information about your service and how to set it up. Read this information carefully and contact your cable company if you have any questions.

## Getting Service

Before trying to use your new Cable Modem, contact your local cable company to establish an Internet account. When you call, have the following information ready:

- the Cable Modem serial number and MAC addresses of the unit (printed on a sticker on the bottom of the Cable Modem)
- the model number of the Cable Modem

Save this information for future use. In addition, you should ask your cable company the following questions:

- Do you have any special system requirements or files that I need to download after I am connected?
- When can I start using my Cable Modem?
- Do I need a user ID or password to access the Internet or my e-mail?

## System Requirements

The Touchstone Cable Modem operates with most computers. The following describes requirements for each operating system; see the documentation for your system for details on enabling and configuring networking.

To use the Cable Modem, you need DOCSIS or Euro-DOCSIS high-speed Internet service from your cable company, as appropriate.

### Recommended Hardware

The following hardware configuration is recommended. Computers not meeting this configuration can still work with the CM820, but may not be able to make maximum use of CM820 throughput.

- CPU: P4, 3GHz or faster
- RAM: 1GB or greater
- Hard drive: 7200 RPM or faster
- Ethernet: Gig-E (1000BaseT)

### Windows

Ethernet connection: Windows XP, Windows Vista, or Windows 7

### MacOS

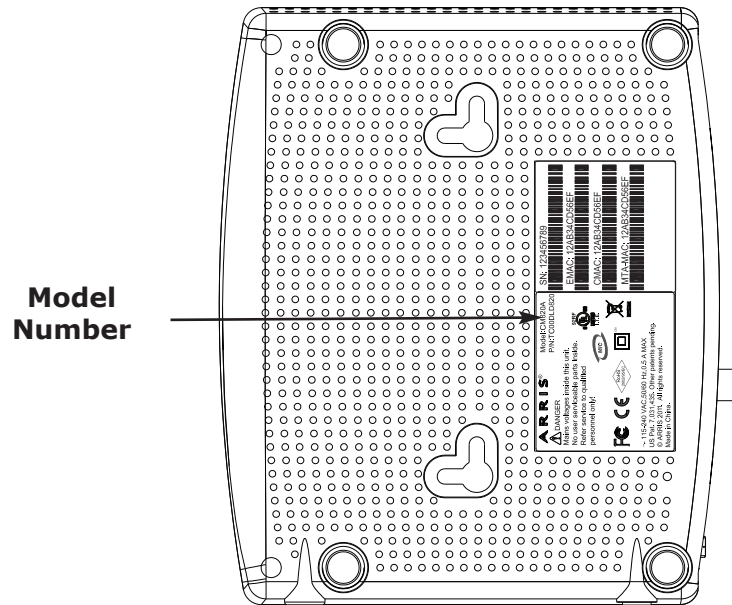
Ethernet connection: System 7.5 to MacOS 9.2 (Open Transport recommended) or MacOS X

### Linux/other Unix

Ethernet connection: Hardware drivers, TCP/IP, and DHCP must be enabled in the kernel

## About this Manual

This manual covers all of the different CM820 models. Your model may not have all of the capabilities outlined in this manual. To determine which model you have purchased, refer to the image at the left. The model number is on the label affixed to the Cable Modem.



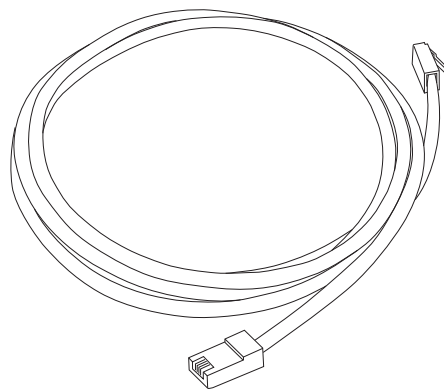
Model  
Number

## Ethernet Connection

Ethernet is a standard method of connecting two or more devices into a Local Area Network (LAN).

**Note:** To connect two or more computers to the Ethernet port, you will need a hub or broadband router (available at computer retailers).

The Cable Modem package comes with a 6-foot (1.9m) Ethernet cable (the connectors look like wide telephone connectors); you can purchase more cables if necessary at a computer retailer. If you are connecting the Cable Modem directly to a computer, or to an Ethernet hub or broadband router with a cross-over switch, ask for Category 5e (CAT5e) straight-through cable. CAT5e cable is required for gigabit Ethernet (Gig-E), not regular CAT5 cable.



Ethernet Cable

## What About Security?

Having a high-speed, always-on connection to the Internet requires a certain amount of responsibility to other Internet users—including the need to maintain a reasonably secure system. While no system is 100% secure, you can use the following tips to enhance your system's security:

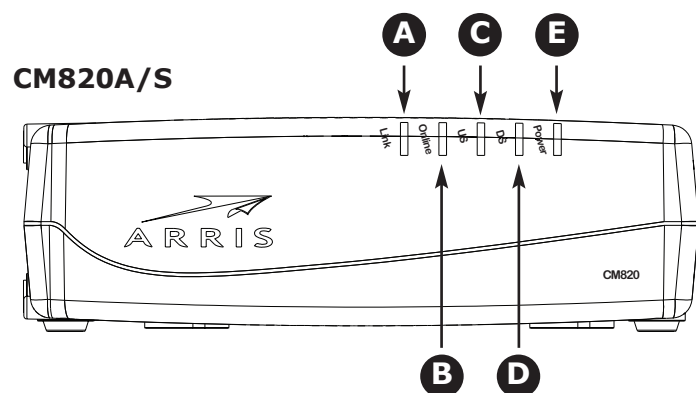
- Keep your operating system updated with the latest security patches. Run the system update utility at least weekly.
- Keep your email program updated with the latest security patches. In addition, avoid opening email containing attachments, or opening files sent through chat rooms, whenever possible.
- Install a virus checker and keep it updated.
- Avoid providing web or file-sharing services over your Cable Modem. Besides certain vulnerability problems, most cable companies prohibit running servers on consumer-level accounts and may suspend your account for violating your terms of service.
- Use the cable company's mail servers for sending email.
- Avoid using proxy software unless you are certain that it is not open for abuse by other Internet users (some are shipped open by default). Criminals can take advantage of open proxies to hide their identity when breaking into other computers or sending spam. If you have an open proxy, your cable company may suspend your account to protect the rest of the network.
- If you connect your Cable Modem to a wireless LAN, make sure you enable security and encryption on the wireless hub (for the same reasons that you should run only secured proxies). Consult the documentation and technical support of the wireless equipment provider for help.

## Installing and Connecting Your Cable Modem

Before you start, make sure that:

- You have contacted your cable company and verified that they provide data service using standard DOCSIS technology.
- You have all the [Items You Need](#).
- Cable 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 Cable Modem automatically. You need only follow the instructions in this section to install and connect the Cable Modem.



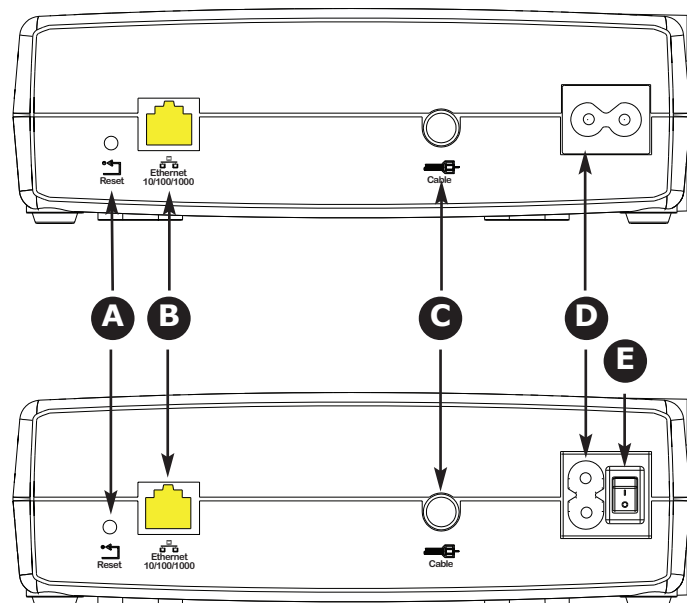
## Front Panel

### CM820A/S Front Panel

The front of the Cable Modem provides the following indicators.

- A Link:** indicates Ethernet connectivity between the Cable Modem and computer. It may be yellow or green to indicate the connection speed.
- B Online:** indicates internet data transmission status.
- C US:** indicates upstream connectivity. It may be yellow or green to indicate the connection speed.
- D DS:** indicates downstream connectivity. It may be yellow or green to indicate the connection speed.
- E Power:** indicates whether AC power is available to the unit.

### CM820A



### CM820S

## Rear Panel

The rear of the Cable Modem has the following connectors and controls:

### CM820A/S Rear Panel

- A Reset button:** resets the Cable Modem as if you power cycled the unit. Use a pointed **non-metallic** object to press this button.
- B Ethernet connector (yellow):** for use with a computer or home network LAN connection.
- C Cable:** connector for the [coax cable](#).
- D Power:** connector for the power cord.
- E Power Switch (CM820S only):** power On/Off switch.

## Mounting the Cable Modem

You can either mount the Cable Modem on a wall or place it on a desktop. For wall-mount applications, you can mount the Cable Modem with the indicators facing upward (vertical) or to the side (horizontal).

### Tools and Materials

For wall-mounted installations, make sure you have the following tools and materials before proceeding:

- for mounting on drywall: Two 1/4" (6mm) drywall anchors (not included), two #6 x 1.5" (38.1 mm) self-tapping panhead screws (not included), and a drill with 1/4" (6mm) bit (not included)
- for mounting on plywood or studs: two #6 x 1.5" (38.1 mm) self-tapping panhead wood screws (not included)
- screwdriver (flat-blade or Phillips, depending on what kind of screws you use)
- wall-mount template (included with the Cable Modem Quick Installation Guide)
- transparent tape: for temporarily securing the mounting template to the wall (not included)

### Location

Always position the Cable Modem:

- within reach of an AC outlet. The power cord must reach the outlet without stretching and without adding extension cords.
- near a cable outlet (to avoid long cable runs).

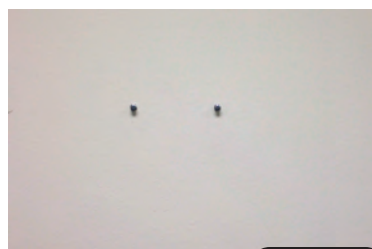




Step 1



Step 2



Step 3



Step 4

## Instructions

### Wall-mounting instructions

**Note:** When mounting the Cable Modem on drywall, try to position the Cable Modem so at least one of the screws is fastened to a stud. This may prevent the Cable Modem from pulling out of the wall in the future. To prevent overheating of the Cable Modem, do not block the ventilation holes on the sides of the unit.

- 1 Position the mounting template on the surface where you intend to mount the Cable Modem and secure in place with transparent tape.
- 2 Drill holes through the template in the specified locations for the mounting screws. After drilling holes, remove the template from the surface.
- 3 If using drywall anchors, set them into the wall. Then, drive the screws into the wall leaving a gap of about 1/8" (3 mm) between the screw head and the wall. If not using anchors, just drive the screws.
- 4 Orient the Cable Modem with the indicator lights facing up or right, as desired. Slip both mounting slots (in the back of the Cable Modem) over the screws, then slide the case down until the narrow end of the keyhole slot contacts the screw shaft.
- 5 Proceed to [Connecting the Cable Modem](#).

### Desktop mounting instructions

- 1 Position the Cable 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
  - the ventilation holes on the side of the unit are not blocked
- 2 Proceed to [Connecting the Cable Modem](#).

## Connecting the Cable Modem

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

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

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

**Model CM820S only:** Make sure that the rear panel power switch (E) is set to the ON position.

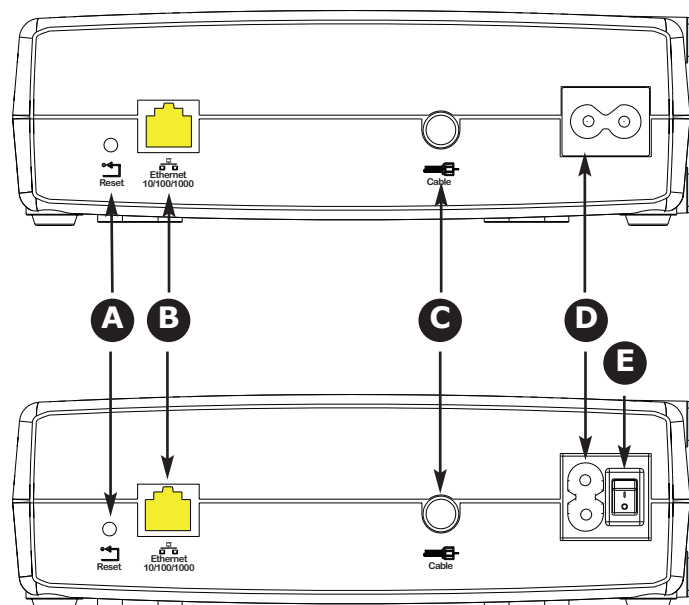
*The Power light on the front of the Cable Modem lights up, then flashes once (refer to the Indicator Lights table for your model). See [Troubleshooting](#) if the Power light does not turn on.*

### Making Ethernet Connections

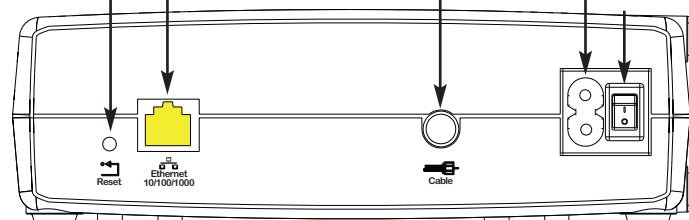
- 3 Connect one end of the yellow Ethernet cable to the yellow port on the back of the Cable Modem labeled "Ethernet 10/100/1000," (B) and the other end to the Ethernet port on a computer, hub, or broadband router.

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

CM820A



CM820S



## 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 Cable Modem.

### Requirements

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

- Computer with 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.

- [TCP/IP Configuration for Windows XP](#)
- [TCP/IP Configuration for Windows 7](#)
- [TCP/IP Configuration for MacOS X](#)

**Note:** For Windows Vista, use the Windows 7 procedure. They are very similar.

## TCP/IP Configuration for Windows XP

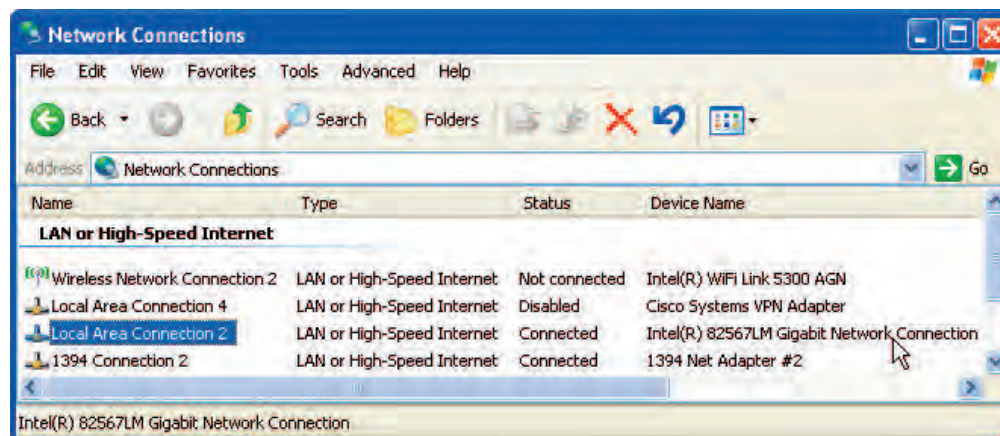
Follow these steps to configure the Ethernet interface on a Windows XP operating system.

**TCP/IP<sub>6</sub> Note:** This procedure shows the configuration of TCP/IP<sub>4</sub>. TCP/IP<sub>6</sub> is not installed or enabled by default in Windows XP. If your cable provider requires TCP/IP<sub>6</sub> you must first install and enable it on your Windows XP system. Refer to Microsoft support materials on Windows XP for installation instructions. Once installed and enabled, follow this same configuration example, but select TCP/IP<sub>6</sub> at the appropriate step.

**Note:** Dialog boxes shown on your computer may differ slightly from those shown in this procedure.

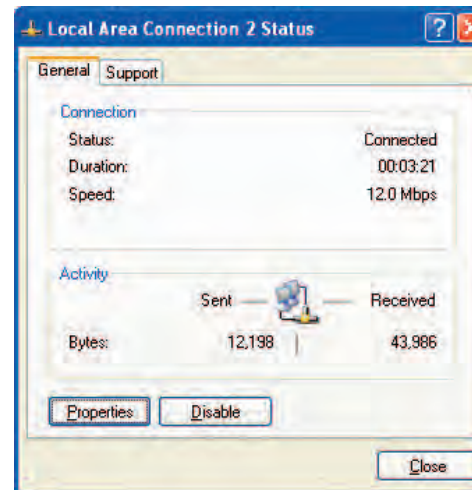
- 1 From the computer, select **Start > Settings > Control Panel** and double-click **Network Connections** in the Control Panel.

*The Network Connection window displays a list of LAN connections and associated network adapters.*

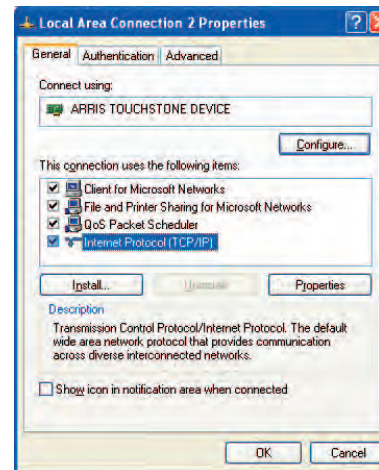


- 2 Double-click the local area connection to be used for your device's network connection.

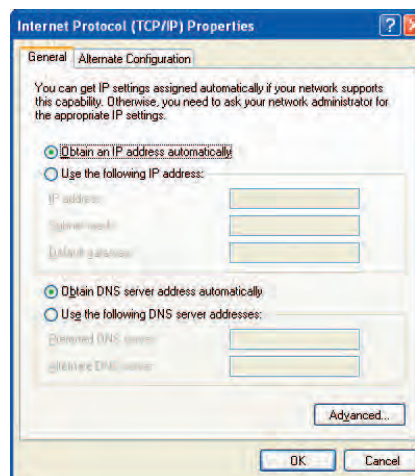
*The Local Area Connection Status window displays.*



- 3 Click **Properties**.
- 4 Select **TCP/IP** by clicking it one time. Then click **Properties**.



- 5 Click the **General** tab. Then click **Obtain an IP address automatically** and click **OK**.



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

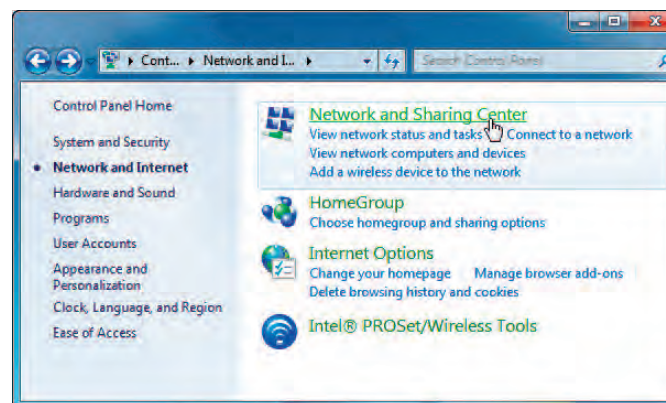
## TCP/IP Configuration for Windows 7

Follow these steps to configure the Ethernet interface on a Windows 7 operating system.

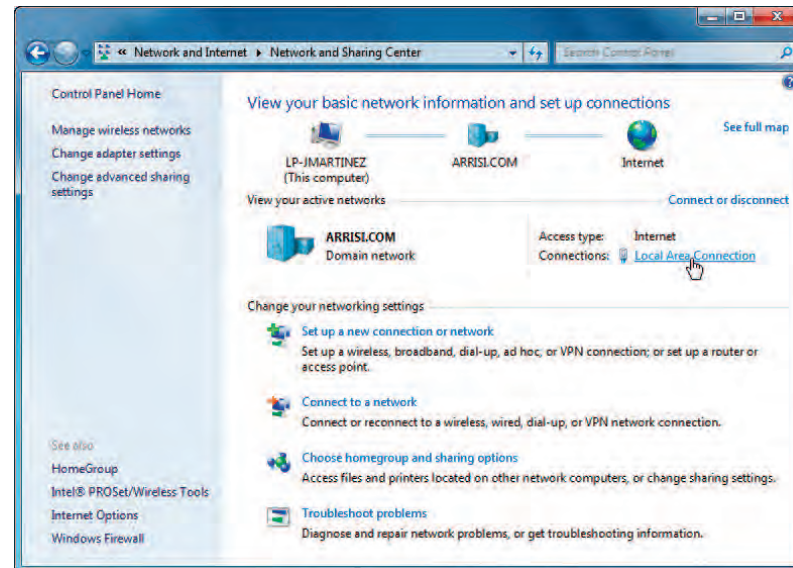
- 1 Open the Windows 7 Control Panel.



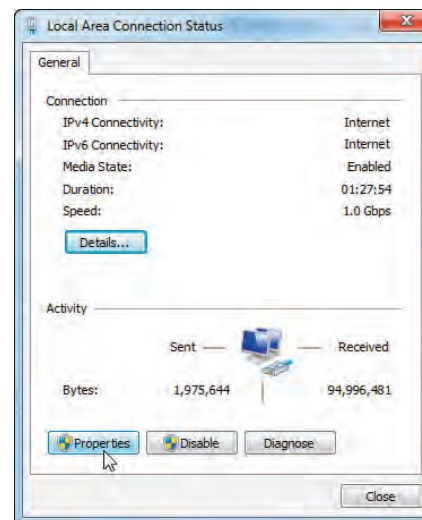
- 2 Click **Network and Internet**.



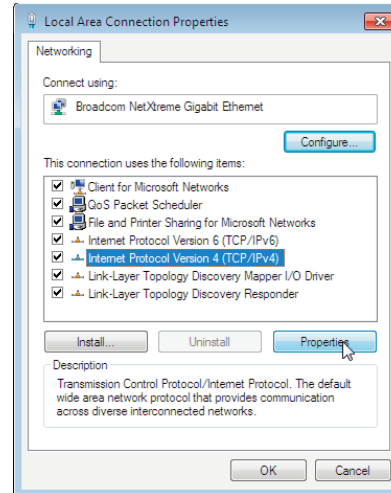
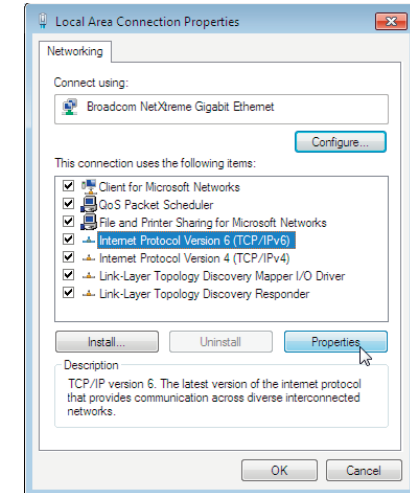
### 3 Click **Network and Sharing Center**.



### 4 Click **Local Area Connection** to open the Status window.



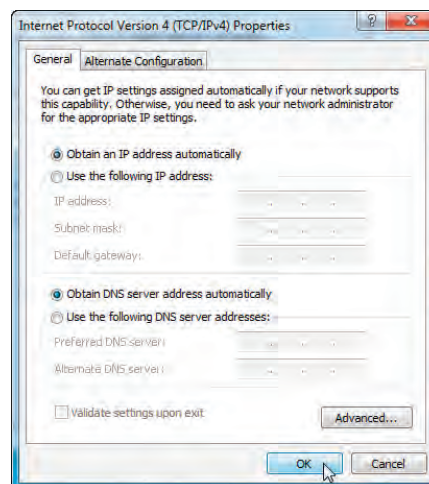


**5** Click **Properties** to open the Properties window.**TCP/IPv4 Selected****TCP/IPv6 Selected**

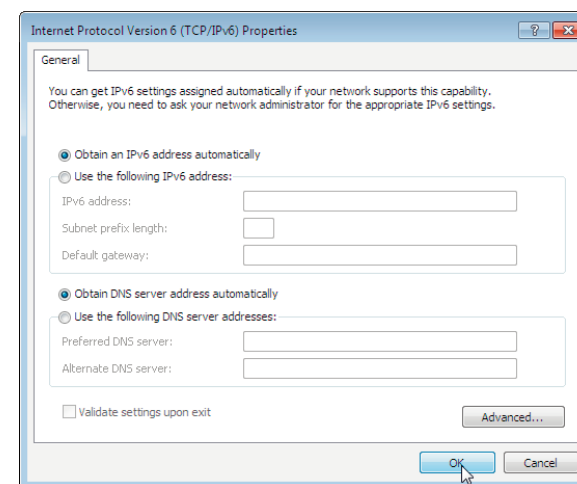
- 6 Select **Internet Protocol Version 4 (TCP/IPv4)** and click **Properties** to configure TCP/IPv4.

**Note:** If your cable provider requires TCP/IP version 6, select **Internet Protocol Version 6 (TCP/IPv6)** and click **Properties** to configure TCP/IPv6.

*The TCP/IP properties window for the version you selected displays.*



**TCP/IPv4 Properties**



**TCP/IPv6 Properties**

- 7 For either TCP/IPv4 or TCP/IPv6, select **Obtain an IP address automatically** and **Obtain DNS server address automatically**, unless instructed otherwise by your cable provider.
- 8 Click **OK** to accept the new settings and close the Properties window. Then click **Close** to back out of the remaining setup screens.

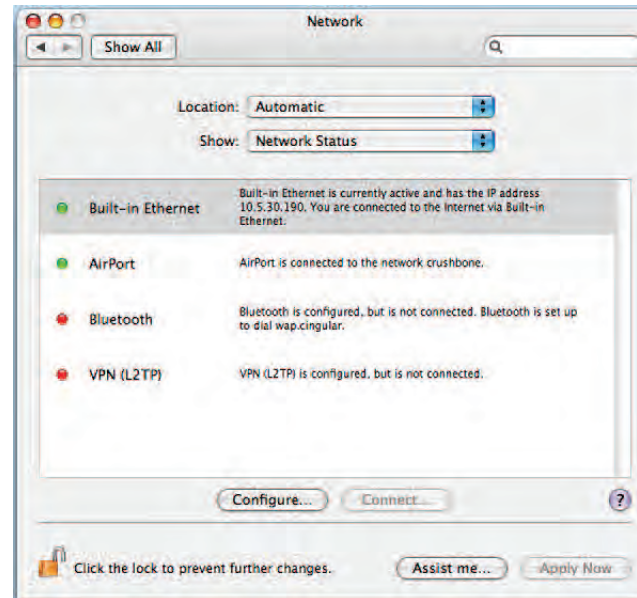
## TCP/IP Configuration for MacOS X

Follow these steps to configure the Ethernet interface on a MacOS X operating system.

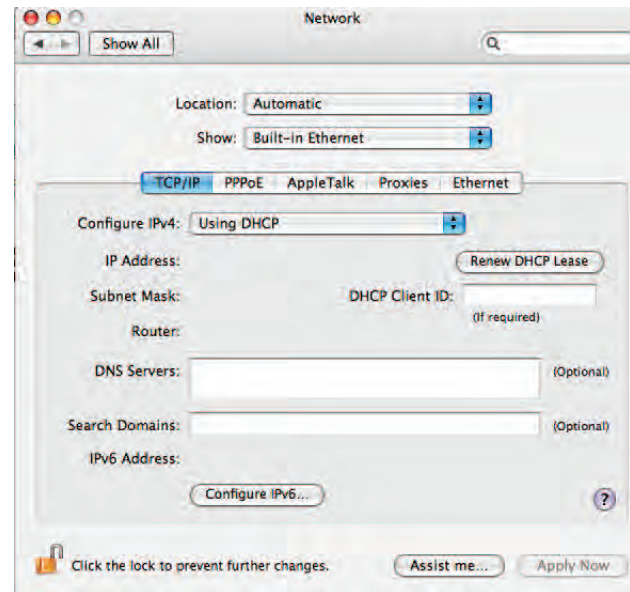
- 1 Open System Preferences, either by choosing System Preferences from the Apple menu or by clicking the System Preferences icon in the dock.



2 Click the **Network** icon.

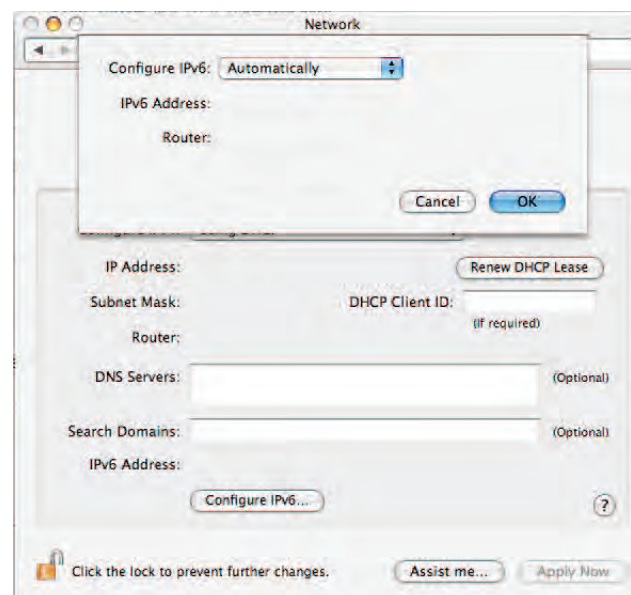


- 3 Choose **Automatic** from the Location drop-down menu, and **Built-in Ethernet** from the Show menu.



- 4 Choose the TCP/IP tab, if necessary.  
If you are using **TCP/IPv4**, go to **step 5**.  
If your cable provider requires **TCP/IPv6**, go to **step 8**.
- 5 Choose **Using DHCP** from the Configure IPv4 menu.
- 6 If necessary, click the **Renew DHCP Lease** button.
- 7 Close the System Properties application.  
*TCP/IPv4 configuration is completed.*

- 8 If you are using TCP/IPv6, click **Configure IPv6** near the bottom of the previous window.



- 9 Choose **Automatically** from the Configure IPv6 drop-down menu and click **OK**.
- 10 Close the System Properties application.

## Using the Cable Modem

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

- [Setting up Your Computer to Use the Cable Modem](#)
- [Indicator Lights for the CM820A/S Models](#)
- [Using the Reset Button](#)

### Setting up Your Computer to Use the Cable Modem

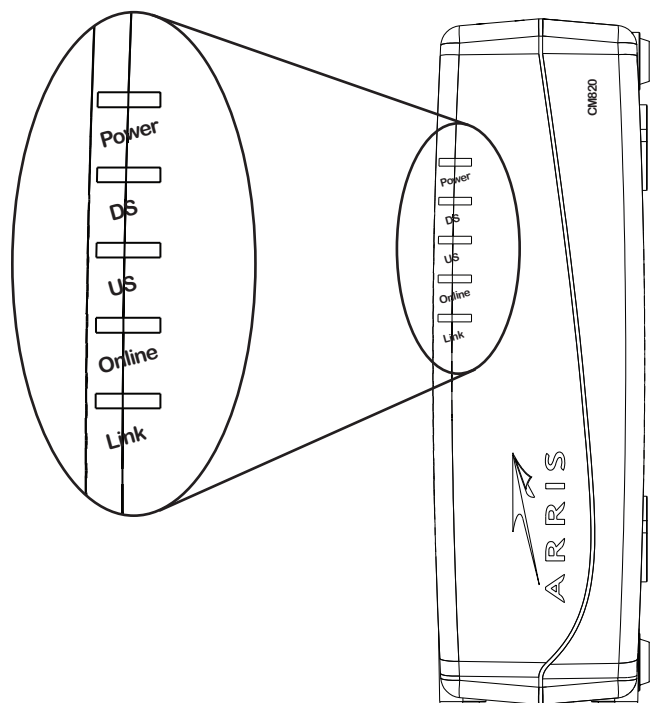
Follow the instructions in the information packet supplied by your cable company. Contact your cable company if you need help setting up your computer.

## Indicator Lights for the CM820A/S Models

The Touchstone Cable Modem has five indicator lights to assist in troubleshooting.

### Indicator Lights: Normal Operation

The following table shows light patterns during normal operation. If colors are not indicated, they do not affect the status.



Mode	Power	DS	US	Online	Link
AC Power Good	<b>On</b>	<b>Yellow</b> <sup>1</sup> = Connected to the Internet (high speed) <b>Green</b> <sup>1</sup> = Connected to the Internet (ultra-high speed) Flash = Not connected to the Internet	<b>Yellow</b> <sup>1</sup> = Connected to the Internet (high speed) <b>Green</b> <sup>1</sup> = Connected to the Internet (ultra-high speed) Flash = Not connected to the Internet	<b>On</b> = Internet Available <b>Off</b> = Internet not available	<b>Yellow</b> <sup>1</sup> = 10/100 BaseT Ethernet connected <b>Green</b> <sup>1</sup> = 1000 BaseT Ethernet connected <b>Off</b> = Computer not connected Flash = Computer Activity
No AC Power	Off	Off	Off	Off	Off
Firmware Upgrade	<b>On</b>	Flash	Flash	<b>On</b>	(normal operation)

**Note 1:** Your cable company may configure the Cable Modem to always display the **DS**, **US**, and **Link** indicators in green regardless of the connection speed or swap the meaning (speed indication) of yellow and green.



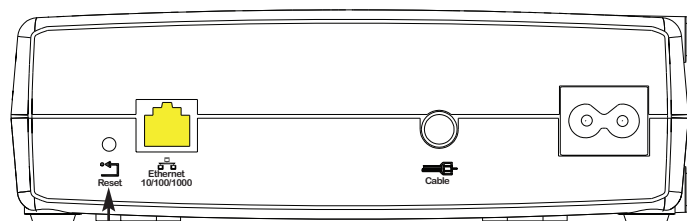
**Indicator Lights: Startup Sequence**

The following table shows the start-up sequence for the cable modem.

<b>Power</b>	<b>DS</b>	<b>US</b>	<b>Online</b>	<b>Link</b>	<b>Description</b>
Off	Off	Off	Off	Off	No power to Cable Modem
Flash	Flash	Flash	Flash	Flash	Power-on Self Test
<b>On</b>	Flash	Off	Off	Off	Downstream search
<b>On</b>	<b>On</b>	Flash	Off	Off	Downstream found; upstream search
<b>On</b>	<b>On</b>	<b>On</b>	Flash	Off	Downstream and Upstream found; retrieving setup information from cable operator
<b>On</b>	<b>On</b>	<b>On</b>	<b>On</b>	<b>On</b>	Ready for service

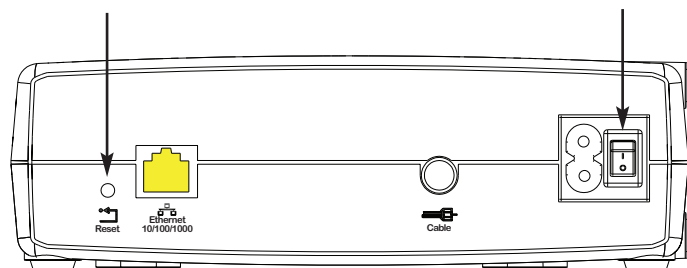
**Note:** The **DS** and **US** indicators flash yellow during startup, and turn green if the Cable Modem establishes and ultra-high speed connection. For some cable companies these colors may be reversed. The **Link** indicator may be yellow or green, as determined by the table on the previous page.

## CM820A



Reset Button

Power Switch



## CM820S

## Using the Reset Button

Use the **Reset** button, on the back of the Cable Modem, to reset the modem as if you power cycled the unit. You may need to reset the Cable Modem if you are having problems connecting to the Internet. Using this button will be rare.

Use a pointed **non-metallic** object to press this button. The photo to the left shows the location of the **Reset** button. The **Reset** button is recessed to prevent accidental resets.

**Model CM820S only:** The rear panel power switch can also be used to power cycle the unit.

## Troubleshooting

### The Cable modem is plugged in, but the Power light is off.

Check all power connections. Is the power cord plugged in firmly at both ends?

Model CM820S only: Is the rear panel power switch in the ON position?

If you plugged the power cord into a power strip, make sure the strip is switched on.

Avoid using an outlet controlled 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.

### I'm not getting on the Internet.

It may take over 30 minutes to establish a connection the first time you power up your Cable Modem, especially when many people are online. Always leave your Cable Modem plugged into AC power and connected to the cable system.

Check the front panel lights:

- The **Power** and **Online** lights should be on.
- The **Link** light should be either on or blinking.
- If the **Power** light blinks for more than 30 minutes, call your cable company for assistance.

Check your cable connections. Connectors should be tight. The [coax cable](#) should not be pinched, kinked, or bent sharply—any of these can cause a break or short in the cable (you may have to replace the cable). If you have one or more splitters between the Cable Modem and CATV outlet, remove the splitters and connect the Cable Modem directly to the outlet.

Proceed to the Ethernet solution (next page) if necessary.

**I'm not getting on the Internet. (Ethernet)**

If you are using a hub, is the hub turned on?

Are you using the right type of [Ethernet](#) cable? Use the supplied cable for direct connection to a computer; use a cross-over cable for connection to a hub or home router.

Press the Reset button on the back of the Cable Modem.

**I can get on the Internet, but everything is slow.**

If the Web site you are visiting is very popular, that site may be having trouble servicing all the requests. If other sites download quickly, wait for a few minutes and try again. Usage during peak hours may also affect the connection speed.

If your Cable Modem is connected to a LAN (Local Area Network), either directly or through a firewall, other communications on the LAN may slow down your connection.

To test your network speed, try an online test such as [http://reviews.cnet.com/Bandwidth\\_meter/7004-7254\\_7-0.html](http://reviews.cnet.com/Bandwidth_meter/7004-7254_7-0.html)

## Glossary

The following is a list of common cable and networking terms.

### **Category 5e (Cat5e)**

A high-quality type of cable, used for gigabit Ethernet (1000BaseT) connections. When purchasing Ethernet cables, always look for Category 5e cable.

### **Coaxial cable (coax)**

A thin wire, used to connect your television and Cable Modem to the cable TV system. You can buy coax from any electronics retailer and many discount stores.

### **CPE**

Customer Premise Equipment. This is the equipment that is plugged in to the cable modem; typically a computer, hub, or router.

### **Cross-over**

An Ethernet cable used to connect two hubs (or a hub and a cable modem) together. Also, some Ethernet hubs may have built-in cross-over on one or more ports (which eliminates the need for a cross-over cable).

### **DHCP**

Dynamic Host Configuration Protocol. An IP protocol used to provide an IP address and location of services (such as DNS and TFTP) needed by a device connecting to the network. DHCP allows the cable company to configure your computer's networking software for you.

### **DNS**

Domain Name Service (Server). An IP service that associates a domain name (such as www.example.com) with an IP address.

### **Downstream**

In an HFC network, the direction from the head-end to the subscriber. Some older cable documentation may refer to this as the forward path.

**DOCSIS**

Data Over Cable System Interface Specification. The interoperability standards used for data communications equipment on an HFC network.

**EMTA**

Embedded Multimedia Terminal Adapter. An MTA device that is integrated with a cable modem.

**Ethernet**

A standard method of connecting two or more computers into a Local Area Network (LAN).

**Euro-DOCSIS**

The European version of DOCSIS.

**Event**

An informational message used for monitoring network status.

**F-connector**

The type of connector used on coax cable. There are two common types of F-connector, slip-on and screw-on. Use coax with screw-on connectors for connecting your Cable Modem.

**Gateway**

The device, usually a router, that connects devices on a given IP subnet to other IP subnets.

**Headend**

The "central office" in an HFC network. The headend houses both video and data equipment. In larger cable networks, a "master" headend often feeds several "remote" headends to provide distributed services.

**HTTP**

HyperText Transfer Protocol.

**Hub**

A box with several Ethernet connectors. Ethernet hubs provide a common point of contact for all connected devices.

**IP address**

A number assigned to your computer by your cable company, used to identify your computer to other systems on the Internet.

**ISDN**

Integrated Services Digital Network. A digital telephony standard that provides communication speeds about twice as fast as standard dialup.

**LAN**

Local Area Network. A network that allows computers in a single location (such as a building) to communicate with one another.

**LED**

Light Emitting Diode. A semi-conductor diode that emits light when current is passed through it.

**MAC address**

A number that uniquely identifies any device connected to a network. Your cable company uses your Cable Modem's MAC address to authorize access to the Internet. The MAC address is printed on a label on the bottom of your Cable Modem.

**Protocol**

A set of rules and formats that determines the communication behavior of network entities at a given layer.

**Proxy**

A device or program that stands in between a server (for example, a web site) and a client (your browser), providing a way to relieve some of the burden from the server. For example, your cable company may have a web proxy that keeps copies of popular web pages; the proxy can send you those pages instead of fetching them directly from the web site, resulting in faster page loading and less network congestion.

**RF**

Abbreviation for Radio Frequency. Some literature refers to coax as "RF cable" and the connectors as "RF connectors."

**RJ-11**

A standard 2-conductor modular connector, commonly used in North America for connecting telephones.

**RJ-45**

A standard 8-conductor modular connector, commonly used on Ethernet cable. An RJ-45 connector looks like a wide RJ-11 (telephone) connector.

**Splitter**

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 Cable Modem. You can buy a splitter from any electronics retailer and most discount stores.

**Switched outlet**

A power outlet that may be turned on and off using a wall switch. Usually intended for lamps. Avoid plugging your computer or Cable Modem into a switched outlet to avoid disruptions.

**TCP/IP**

Transmission Control Protocol/Internet Protocol. The protocols used to facilitate communications across one or more connected networks.

**TDMA**

Time Division Multiple Access. A method used by DOCSIS-compliant cable modems for sending upstream data with minimal interference.

**Upstream**

The path from a subscriber device to the headend. Some older cable documentation may refer to this as the return path or reverse path.



# **Touchstone®**

## **CM820 Cable Modem User's Guide**



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