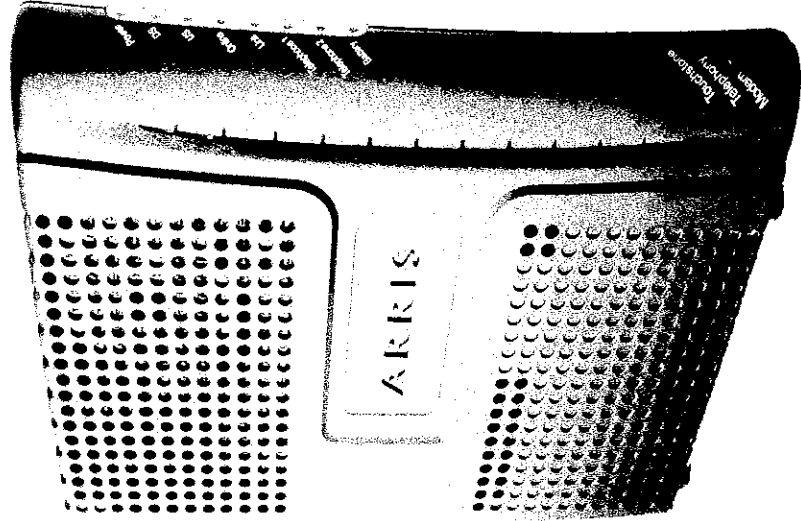


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Touchstone® TM602 Telephony Modem User's Guide



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 \(TM602G Only\)](#)

[Installing and Connecting Your Telephony Modem](#)

[Installing USB Drivers on Your PC](#)

[Configuring Your Ethernet Connection](#)

[Using the Telephony Modem](#)

[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 [Items You Need](#).
- 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

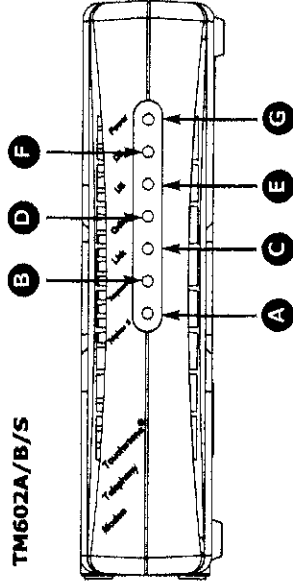
Risk of equipment damage

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.

Front Panel

The front of the Telephony Modem provides the following indicators.

TM602A/B/S



The front of the Telephony Modem has the following indicators:

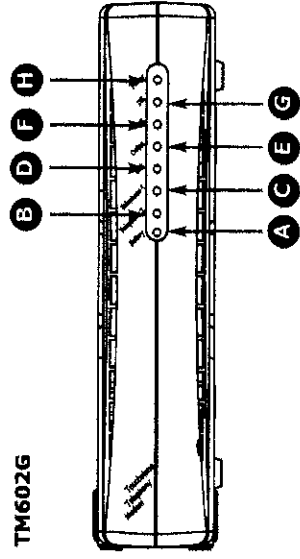
- A Telephone 2:** indicates the status of line 2
- B Telephone 1:** indicates the status of line 1
- C Link:** indicates Ethernet (all models) or USB (if equipped) connectivity between the Telephony Modem and computer
- D Online:** indicates internet data transmission status
- E US:** indicates upstream connectivity
- F DS:** indicates downstream connectivity
- G Power:** indicates whether AC power is available to the unit

TM602G Front Panel

The front of the Telephony Modem has the following indicators:

- A Battery:** indicates status of the battery in the Telephony Modem
- B Telephone 2:** indicates status of line 2
- C Telephone 1:** indicates status of line 1
- D Link:** indicates Ethernet or USB (if equipped) 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

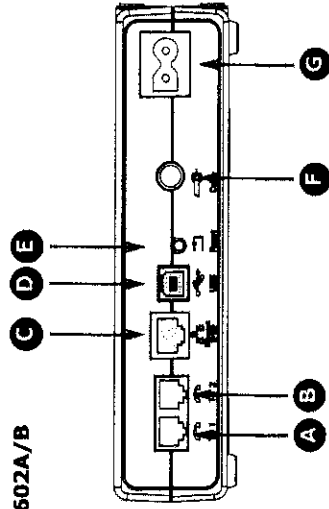
TM602G



Rear Panel

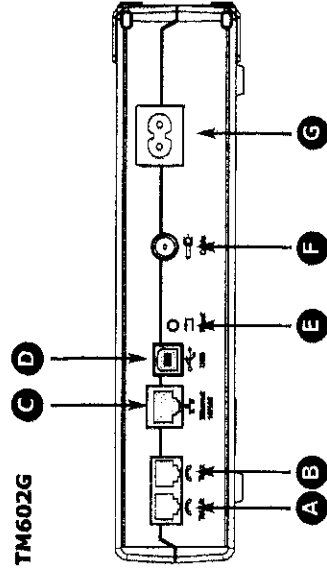
The rear of the Telephony Modem has the following connectors and controls:

TM602A/B

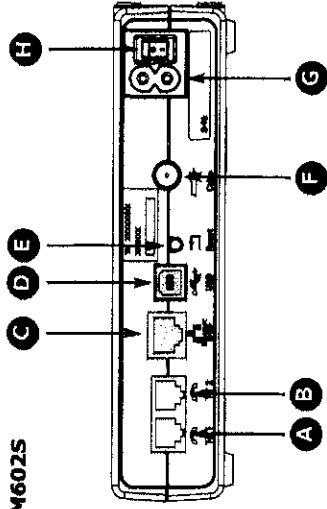


- A Tel 1 (grey):** connector for the first phone line.
- B Tel 2 (grey):** connector for the second phone line.
- C Ethernet connector (yellow):** for use with a computer or home network LAN connection.
- D USB connector (blue):** for use with a computer USB connection.
- E Reset button:** resets the Telephony Modem as if you power cycled the unit. Use a pointed **non-metallic** object to press this button.
- F Cable:** connector for the coax cable.
- G Power:** connector for the power cord.

TM602G



- A Tel 1/2 (grey):** connector for the first phone line (or both lines of a 2-line phone).
- B Tel 2 (grey):** connector for the second phone line.
- C Ethernet connector (yellow):** for use with a computer or home network LAN connection.
- D USB connector (if equipped) (blue):** for use with a computer USB connection.
- E Reset button:** resets the Telephony Modem as if you power cycled the unit. Use a pointed **non-metallic** object to press this button.
- F Cable:** connector for the coax cable.
- G Power:** connector for the power cord.

TM602S**TM602S Rear Panel**

- A Tel 1 (grey):** connector for the first phone line.
- B Tel 2 (grey):** connector for the second phone line.
- C Ethernet connector (yellow):** for use with a computer or home network LAN connection.
- D USB connector (blue):** for use with a computer USB connection.
- E Reset button:** resets the Telephony Modem as if you power cycled the unit. Use a pointed **non-metallic** object to press this button.
- F Cable:** connector for the coax cable.
- G Power:** connector for the power cord.
- H Power Switch:** power On/Off switch

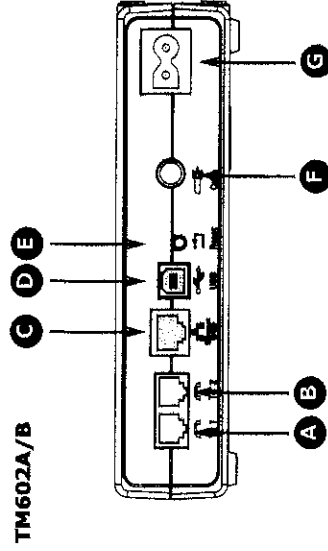
Connecting the Telephony Modem



WARNING

Risk of injury or equipment damage

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.



TM602A/B

- 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 type 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.

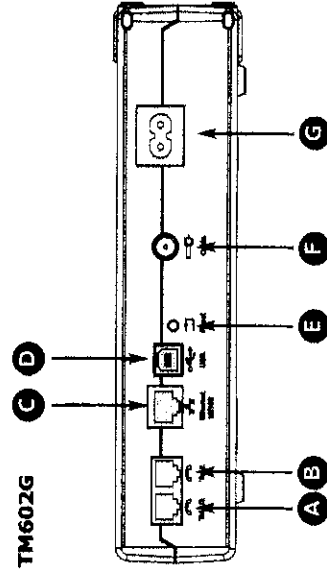
Model TM602S only: Make sure that the rear panel power switch (H) is set to the ON position.

The Power light on the front of the Telephony 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.

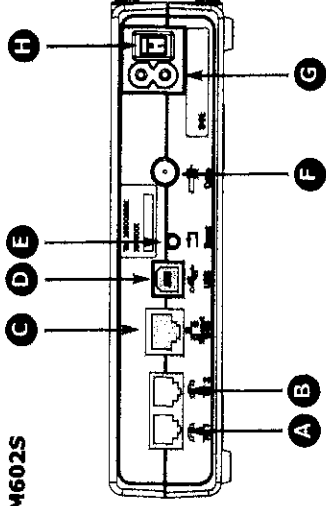
- 3 After connecting the coax cable and power, proceed as needed:

- [Making Ethernet Connections](#) OR
- [Making USB Connections \(if equipped\)](#)

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



TM602G

TM602S**Making Ethernet Connections**

- 4 Connect one end of the Ethernet cable to the yellow 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.

Making USB Connections

- 5 (Telephony Modems with USB ports only) Connect one end of the USB cable to the blue USB port on the computer, and the other end to the blue USB port on the back of the Telephony Modem (D).

Your computer should detect the Telephony Modem and begin installing the drivers. See [Installing USB Drivers on Your PC](#) for driver installation details.

Making Telephone Connections

- 6 Connect one end of the telephone cable to one of the grey telephone ports on the back of the Telephony Modem (A or B). Connect the other end to the telephone.

Note: If you have a TM602G Telephony Modem and a phone with two separate lines on a single RJ-14 cord, it must be plugged into the port labeled "Tel 1/2".