Troubleshooting

If you have a data or telephony problem, try these tips before calling your cable operator for assistance.

<table>
<thead>
<tr>
<th>Problem</th>
<th>Possible Fixes</th>
</tr>
</thead>
</table>
| Data and telephone services are out | • Check power connections.  
• Check cable connections (is the TV working?).  
  - If yes, press the reset button, if no, contact the MSO |
| Data service is not working using the USB port (Windows ME, Windows 2000, and Windows XP), telephones work | • Check the USB cable connections. Disconnect and reconnect the USB cable from the Telephony Modem and computer.  
• If you are using a powered USB hub, ensure the hub is turned on.  
• Did you load the USB drivers? If not, load the drivers.  
• Press the Standby button on the front of the Telephony Modem until the DS, US and Online LEDs are all on.  
• Reboot the Computer.  
• Press the Reset button on the back of the Telephony Modem. |
| Data service is not working using the USB port (Windows 98SE), telephones work | • Attempt recovery action listed above.  
• Reinstall USB drivers by following these steps:  
  • Disconnect the USB cable between the Computer and the Telephony Modem.  
  • Use the ARRIS Uninstall utility (remove.exe on the ARRIS driver CD) to remove the improperly-installed driver.  
  • Reboot the Computer.  
  • Reinstall the USB drivers. |
| Data service is out (Ethernet), telephones work | • Press the Standby button on the front of the Telephony Modem until the DS, US and Online LEDs are all on.  
• If the Link LED is off:  
  • Check the Link LEDs at the Telephony Modem and the connected PC or hub.  
  • If you are using a hub, is the hub turned on?  
  • Are you using the right Ethernet cable? Use a straight cable for direct connection to a PC or cross-over cable for connection to a hub.  
• Press the Reset button on the back of the Telephony Modem. |
| Telephone service is out, data works | • Is the Telephone LED for the line lit? If not, contact your cable operator for assistance.  
• Make sure all phones on the line are hung up properly.  
• On remote and powered phones, check power and battery status.  
• Check the telephone cables to ensure they are connected tightly and the cables are not cracked or broken.  
• If a “fast busy” is heard, contact the contact the cable operator for assistance. |

Touchstone™ Telephony Modem  
Quick Start Guide Model 402P & 402Q  
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LED Indicators

The following table shows the Telephony Modem LED patterns during each phase of the startup sequence. If the modem fails to complete registration, note the LED pattern and refer the Troubleshooting section of the Installation Guide.

Initialization and MTA Startup Sequence

<table>
<thead>
<tr>
<th>Step</th>
<th>Description</th>
<th>Power, DS, US, Online, Link</th>
<th>Telephone 1</th>
<th>Battery 1</th>
</tr>
</thead>
<tbody>
<tr>
<td>0</td>
<td>No Power</td>
<td>Off Off Off Off Off Off</td>
<td></td>
<td></td>
</tr>
<tr>
<td>1</td>
<td>Self-Test</td>
<td>Flash Flash Flash Flash</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2-4</td>
<td>CM Initialization; see &quot;CM Startup Sequence&quot; below.</td>
<td>Off Off Off Off Off</td>
<td></td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>Telephony DHCP</td>
<td>On On Flash Off Off Off</td>
<td></td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>Telephony SNMP/TFTP</td>
<td>On On Off Flash Off Off</td>
<td></td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>Telephony RSIP</td>
<td>On On Flash Flash Off Off</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

MTA Normal Operation

CM Startup Sequence

<table>
<thead>
<tr>
<th>Step</th>
<th>Description</th>
<th>Power</th>
<th>DS</th>
<th>US</th>
<th>Online</th>
</tr>
</thead>
<tbody>
<tr>
<td>2</td>
<td>Downstream Scan/Sync</td>
<td>On</td>
<td>Flash</td>
<td>Off</td>
<td>Off</td>
</tr>
<tr>
<td>3</td>
<td>Upstream Ranging</td>
<td>On</td>
<td>On</td>
<td>Flash</td>
<td>Off</td>
</tr>
<tr>
<td>4</td>
<td>DOCSIS DHCP/TFTP</td>
<td>On</td>
<td>On</td>
<td>On</td>
<td>Flash</td>
</tr>
</tbody>
</table>

CM Normal Operation

About the Standby Button

Press the Standby button (on the front of the Telephony Modem) to disconnect your computer from the Internet when not in use (Standby mode enabled). Press the button again to reconnect to the Internet (Standby mode not enabled).

The Standby button has no effect before the modem has registered. The current Standby mode setting is stored in non-volatile memory. If the Telephony Modem is reset or loses power, it returns to its previous standby state.

The Standby button will not affect telephone service.

Normal Operation

The following shows Telephony Modem LED patterns during normal operation. The power LED is always on during normal operation. For LED states when operating from battery backup, refer to the Installation Guide.

<table>
<thead>
<tr>
<th>DS</th>
<th>US</th>
<th>Online</th>
<th>Link</th>
<th>Telephone 1/Telephone 2</th>
<th>Battery 1/Battery 2</th>
</tr>
</thead>
<tbody>
<tr>
<td>On = Connected to Internet</td>
<td>On = Connected to Internet</td>
<td>On = Connected to Internet, Standby mode enabled</td>
<td>On = CPE Connected to Ethernet port</td>
<td>On = Battery good</td>
<td></td>
</tr>
<tr>
<td>Flash = Not connected to Internet, Standby mode enabled</td>
<td>Flash = Not connected to Internet</td>
<td>On = Internet available, Standby mode not enabled</td>
<td>Off = CPE not connected to Ethernet port</td>
<td>Off = Battery bad or missing</td>
<td></td>
</tr>
<tr>
<td>Flash = Activity on Ethernet port</td>
<td>Flash = Phone off hook</td>
<td>Flash = Phone off hook</td>
<td>Flash = Battery low</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

The Link LED only indicates the link status of the Ethernet interface. The USB interface does not use this LED.

Installing the USB Drivers

The USB drivers for the Touchstone Telephony Modem are on the CD that accompanies the modem. After ensuring the Telephony Modem has power, proceed as follows:

1. Plug the appropriate end of the USB cable into the Telephony Modem and the other end into the computer's USB port.
2. Insert the Touchstone USB Drivers CD into the CD drive on the computer.
3. Click the Next button. The wizard prompts you for the location of the drivers.
4. Select "Search for a suitable driver...", then click the Next button. The wizard displays a list of search options.
5. Make sure the CD-ROM option is selected (checked), then click the Next button. The wizard searches the specified locations, then displays the location and name of the appropriate driver.
6. Click the Next button. The wizard installs the drivers, then displays a window indicating that the installation is complete.
7. Click the Finish button.

Telephony Modem Front Panel