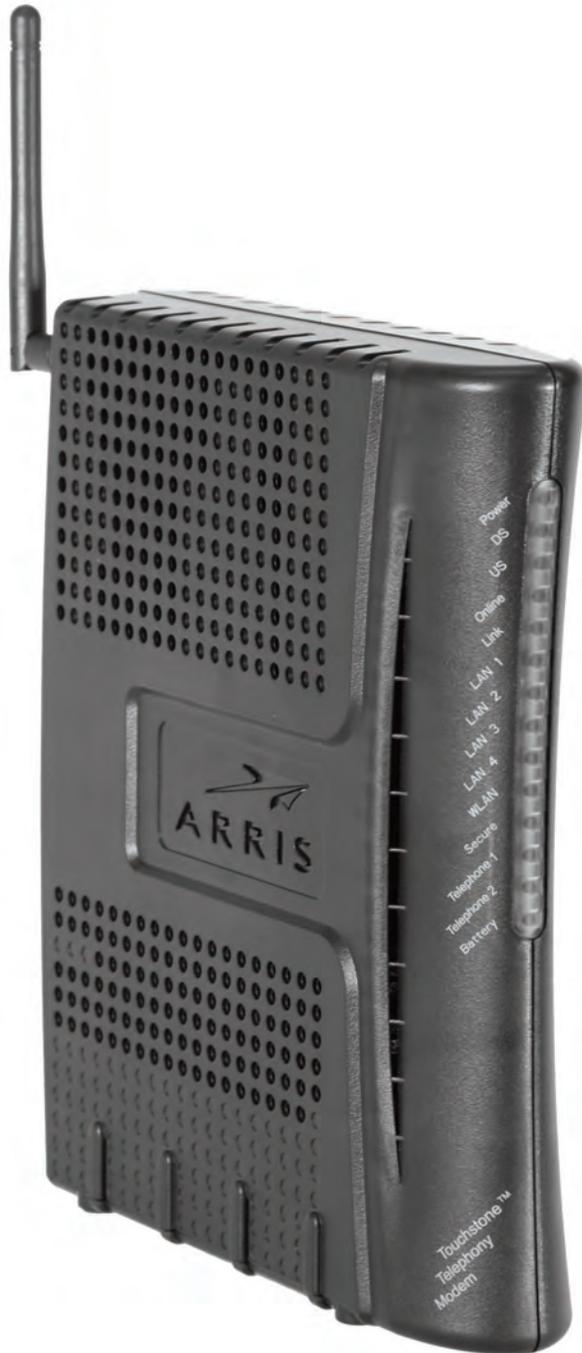


# Touchstone® WTM652 Telephony Modem User's Guide



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 WTM652 Telephony Modem brings it all to you faster and more reliably. All while providing toll quality Voice over IP telephone service and both wired and wireless connectivity. Some models even provide a Lithium-Ion battery backup to provide continued telephone service during power outages.

The Touchstone Telephony Modem provides four Ethernet connections for use as the hub of your home/office Local Area Network (LAN). The Touchstone Telephony Modem also provides 802.11b/g wireless connectivity for enhanced mobility and versatility. 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 Removal \(WTM652G only\)](#)

[Installing and Connecting Your Telephony Modem](#)

[Configuring Your Wireless Connection](#)

[Configuring Your Ethernet Connection](#)

[Using the Telephony 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; 7,100,011. Other patents pending.

ARSVD01202

Release 6 Standard 1.1 February 2010

## Safety Requirements

ARRIS Telephony 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!



**CAUTION**  
**Potential equipment damage**  
**Potential loss of service**

Connecting the Telephony Modem to 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 voltages. 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.



**CAUTION**  
**Risk of explosion**

Replacing the battery with an incorrect type, heating a battery above 75°C, or incinerating a battery, can cause product failure and a risk of fire or battery explosion. Dispose of used batteries according to the instructions.

- 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.

- Do not use spray cleaners or aerosols on the Telephony Modem.
- Avoid using and/or connecting the equipment during an electrical storm, to avoid risk of electrocution.
- Do not use the telephone to report a gas leak in the vicinity of the leak.
- 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 Telephony 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.

## 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.

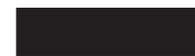
## European Compliance

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 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.



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

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 Started

### About Your New Telephony Modem

The Touchstone WTM652 Telephony Modem is DOCSIS or Euro-DOCSIS compliant with the following features:

- Speed: much faster than dialup or ISDN service
- Convenience: supports Ethernet and 802.11b/g wireless connections; 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)

All WTM652 models provide:

- Wireless 802.11b/g connectivity
- Four Ethernet ports for connections to non-wireless devices
- Up to two lines of telephone service

Your WTM652 model is one of the following:

- WTM652A: DOCSIS compliant
- WTM652B: Euro-DOCSIS compliant
- WTM652G: DOCSIS compliant with Li-Ion backup battery

### 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
- Antenna
- Power Cord

- Quick Installation Guide
- Ethernet Cable
- Mini CD-ROM (80mm)
  - Note:** An adapter is required for slot-loading drives. Adapter is not included.
- End User License Agreement

## What's on the CD?

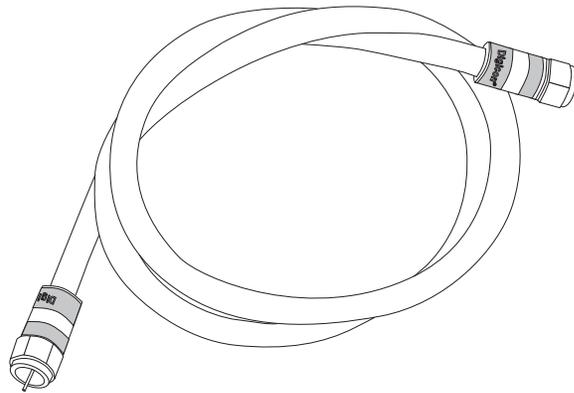
The CD provides the following items:

- Quick Install Guide
- User's Guide

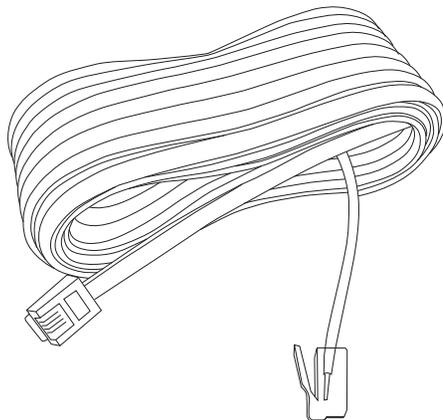
## Items You Need

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

- **Telephony 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 round 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 Telephony Modem. The coax should be long enough to reach from your Telephony Modem to the nearest cable outlet.
- **Phone Cable:** as shown in the image to the left, this is a standard phone cable with standard phone connectors (RJ11 type) on both ends. You can buy phone cables from any electronics retailer and many discount stores.
- **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



**Coax Cable**



**Phone Cable**

piece of coax cable (with connectors); use it to connect the splitter to the cable outlet and then connect the Telephony 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, telephone, and/or internet connection.

- **Wall-mount hardware (optional):** if you want to wall-mount your Telephony 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 Telephony Modem, contact your local cable company to establish an Internet account and telephone service. When you call, have the following information ready:

- the Telephony Modem serial number and cable MAC addresses of the unit (printed on a sticker on the bottom of the Telephony Modem, as shown on the next page)
- the model number of the Telephony Modem

If the Telephony Modem was provided by your cable company, they already have the required information.

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 Telephony Modem?
- Do I need a user ID or password to access the Internet or my e-mail?
- Will my phone number(s) change?
- What new calling features will I have and how do I use them?

## System Requirements

The Touchstone Telephony 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 Telephony Modem, you need DOCSIS high-speed Internet service from your cable company.

### Windows

Windows 98 SE (Second Edition), Windows ME, Windows 2000, Windows XP, Windows Vista, or Windows 7. A supported Ethernet or wireless LAN connection must be available.

### MacOS

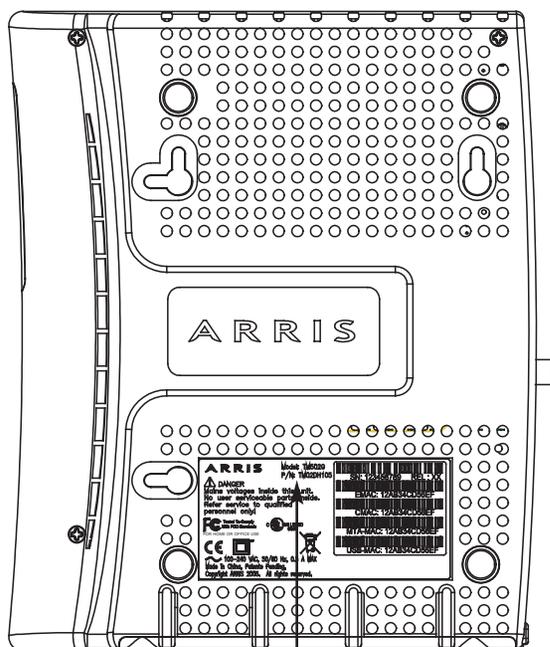
System 7.5 to MacOS 9.2 (Open Transport recommended) or MacOS X. A supported Ethernet or wireless LAN connection must be available.

### Linux/other Unix

Hardware drivers, TCP/IP, and DHCP must be enabled in the kernel. A supported Ethernet or wireless LAN connection must be available.

## About this Manual

This manual is written to cover all of the different WTM652 models. Your model may or 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 Telephony Modem.



Model Number

## Ethernet or Wireless?

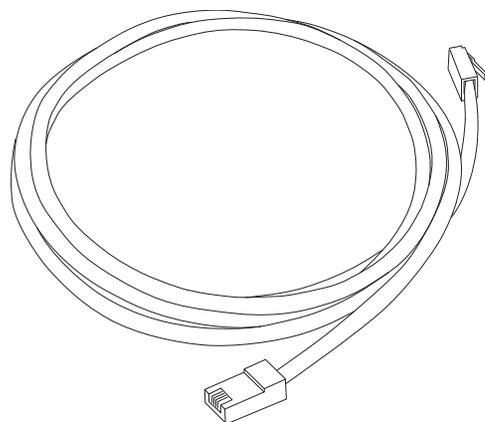
There are two ways to connect your computer (or other equipment) to the Telephony Modem. The following will help you decide which is best for you:

### Ethernet

Ethernet is a standard method of connecting two or more computers into a Local Area Network (LAN). You can use the Ethernet connection if your computer has built-in Ethernet hardware.

**Note:** To connect more than four computers to the WTM652 through the Ethernet ports, you need an Ethernet hub (available at computer retailers).

The Telephony Modem package comes with one 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 Telephony Modem directly to a computer, or to an Ethernet hub with a cross-over switch, ask for Category 5 (CAT5) straight-through cable. If you are connecting the Telephony Modem to an Ethernet hub without a crossover switch, ask for a Category 5 crossover cable.



**Ethernet Cable**

### Wireless

The 802.11 wireless LAN standard allows one or more computers to access the WTM652 using a wireless (radio) signal. You can use the wireless connection if your computer has a built-in or aftermarket wireless card.

**Note:** To learn more about which wireless hardware works best with your computer, see your computer dealer.

### Both

If you have two or more computers, you can use Ethernet for up to four devices and wireless for others. To connect five or more computers to the Ethernet ports, you will need an Ethernet hub (available at computer retailers).

For more information about connecting two or more computers, contact your cable service provider.

## 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 Telephony 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 use the wireless LAN, make sure you enable wireless security on the Telephony Modem (for the same reasons that you should run only secured proxies). See "Wireless Configuration" for help.

## Battery Installation and Removal (WTM652G only)

Many Telephony Modem models support an optional Lithium-Ion backup battery. The WTM652G supports the following battery models:

- **Basic backup battery** — provides up to 5 hours (black) or 8 hours (grey) of backup time, depending on your Telephony Modem model and usage. It may be light grey (recommended battery) or black.



- **Extended backup battery** — provides up to 12 hours of backup time, depending on model and usage. It has a strap between the battery guides.



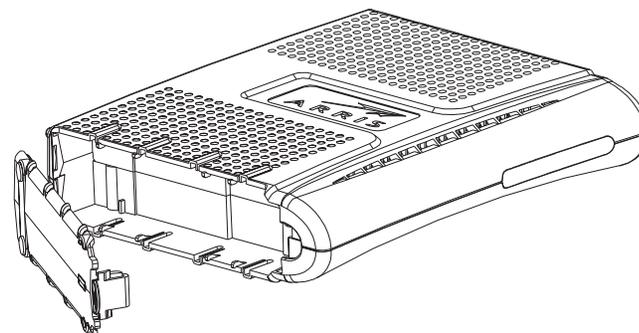
- **Maximum backup battery** — provides up to 24 hours of backup time, depending on model and usage. It replaces the battery door, and increases the height of the Telephony Modem by about 5/8 inch (16 mm).



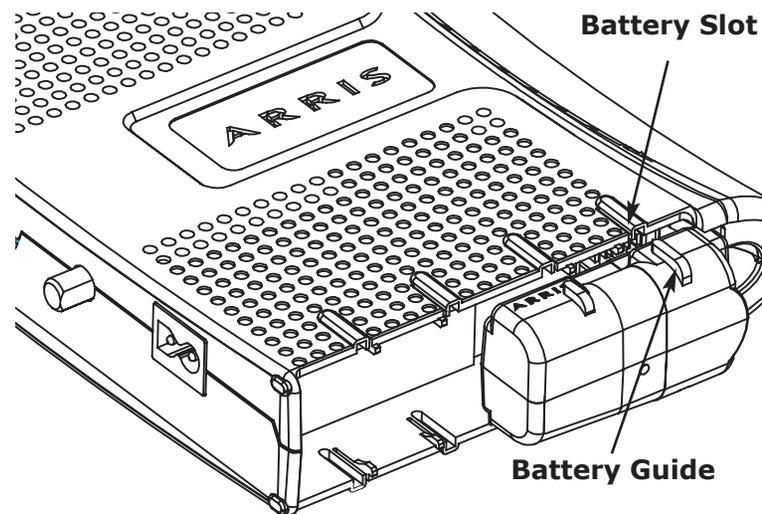
Your cable company may include a backup battery with your Telephony Modem. You can order any of the batteries shown here at <http://yourbroadbandstore.com/>

## Basic Backup Battery Installation

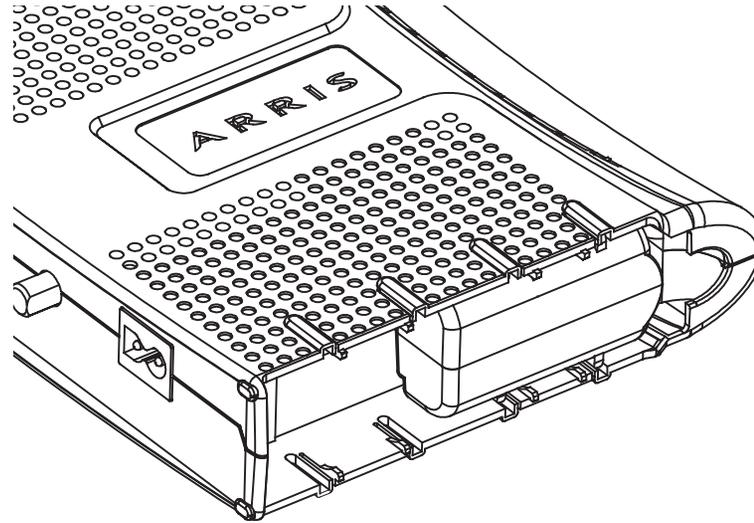
- 1 Pull back the battery door latch and remove the battery door. Set the door aside.



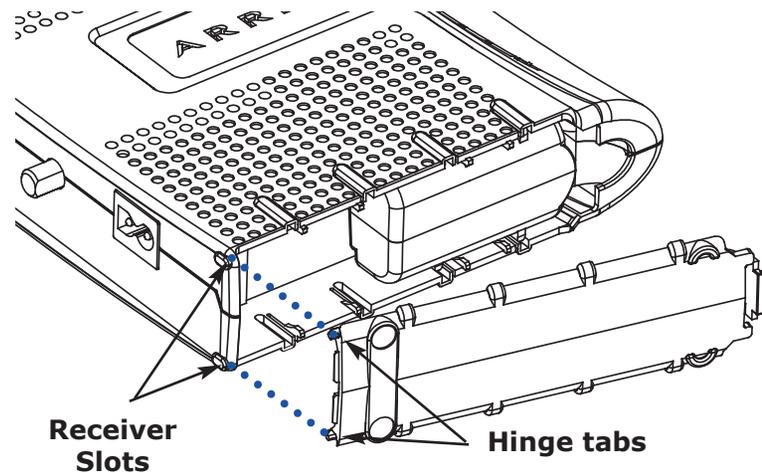
- 2 Align the guides on the battery with the slots on the Telephony Modem as shown below, and slide the battery into the bay.



- 3 Push the battery pack into the bay until it seats into place. Push on the center of the battery to avoid inserting the battery at an angle.

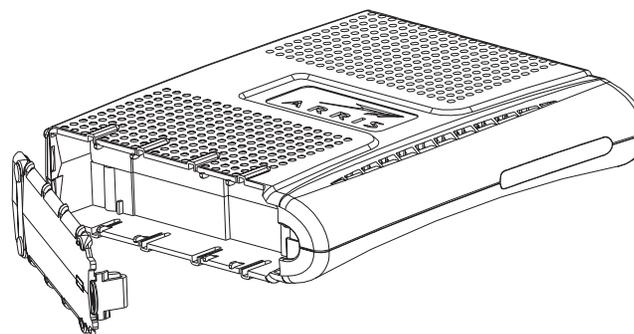


- 4 Replace the battery door: insert the hinge tabs in the receiver slots, and close the door until the latch snaps into place.



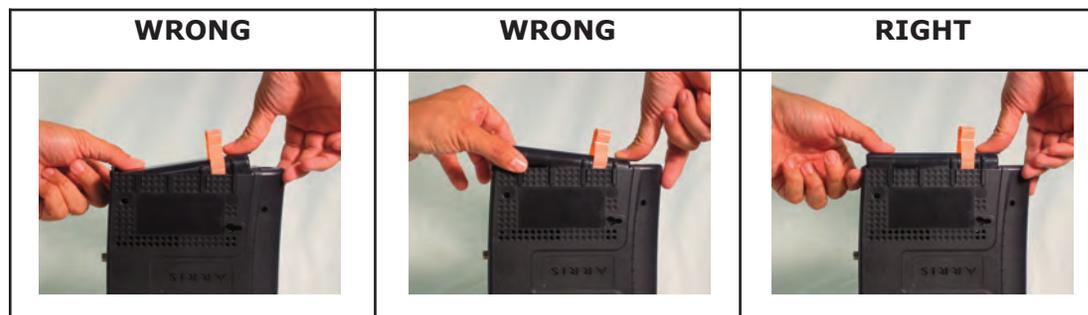
## Extended Backup Battery Installation

- 1 Pull back the battery door latch and remove the battery door. Set the door aside.

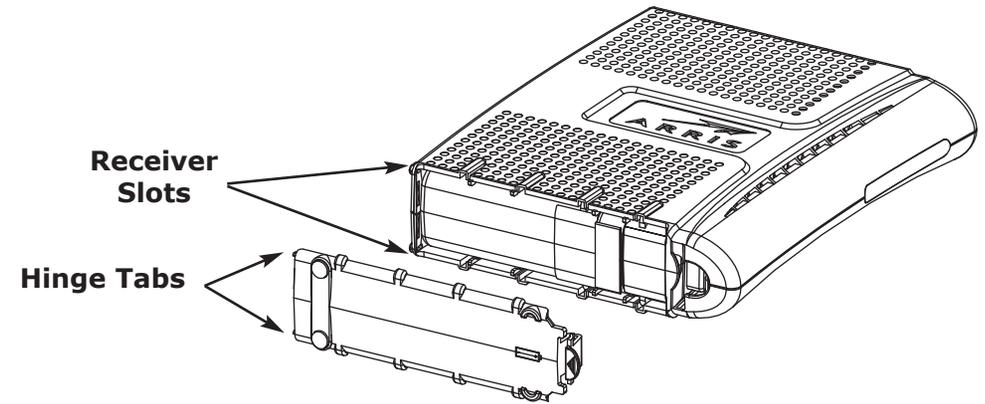


- 2 Stand the Telephony Modem on its top, so the battery bay faces up.
- 3 Align the guides on the battery with the slots on the Telephony Modem as shown below, and slide the battery into the bay.

**Note:** Batteries will not insert completely into the Telephony Modem if not oriented correctly. The battery should slide into the bay without significant force. Line up the slots in the battery bay with the guides on the battery and apply even pressure on both ends of the battery.

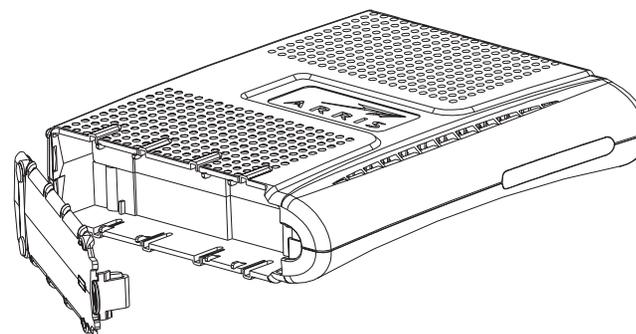


- 4 Replace the battery door: insert the hinge tabs in the receiver slots, and close the door until the latch snaps into place.



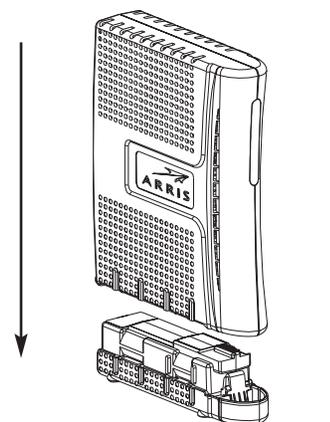
## Maximum Backup Battery Installation

- 1 Pull back the battery door latch and remove the battery door. The Maximum Backup battery replaces the door; store the door in a safe place.



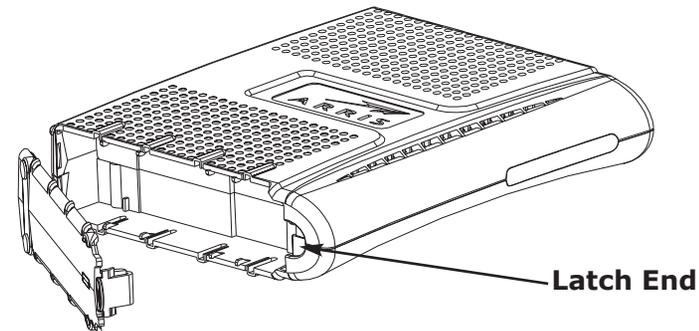
- 2 Place the battery on a firm horizontal surface.
- 3 Position the Telephony Modem over the battery, aligning the slots on the battery bay with the tabs on the battery. Push straight down on the Telephony Modem until the battery latch clicks into place.

**Note:** You may need to push down gently on the front of the Telephony Modem to latch the battery into place.

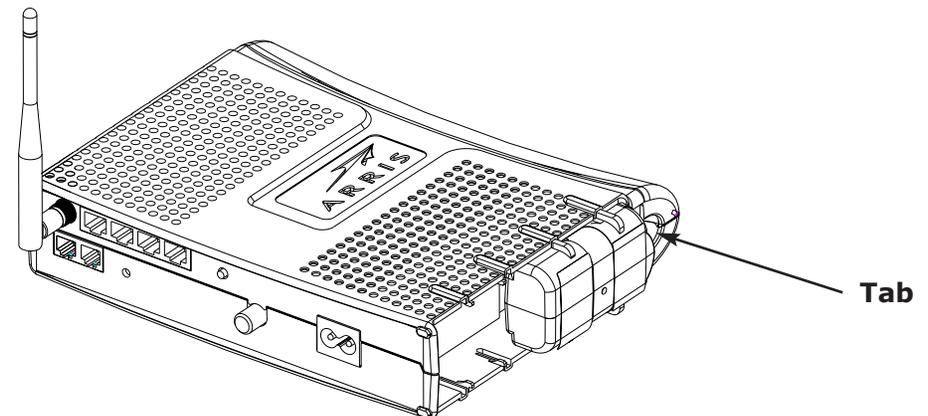


## Basic and Extended Backup Battery Removal

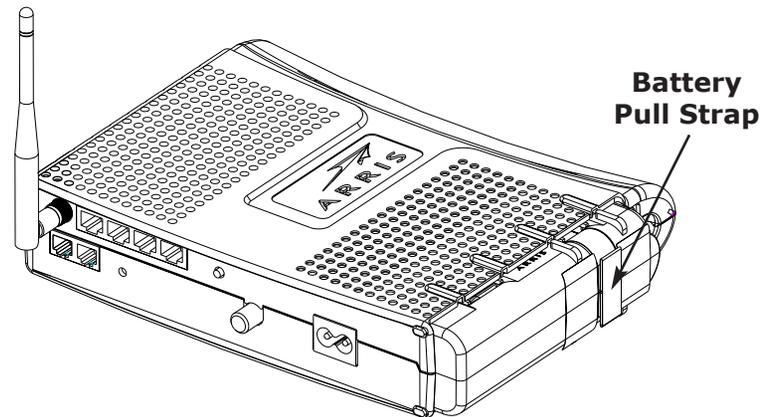
- 1 Pull back the battery door latch and remove the battery door. Set the door aside.



- 2a Basic Backup battery removal: Insert a finger behind the battery tab where shown below, and place your thumb over the other end of the battery. Pull out gently until the battery disconnects and slides out of the bay.

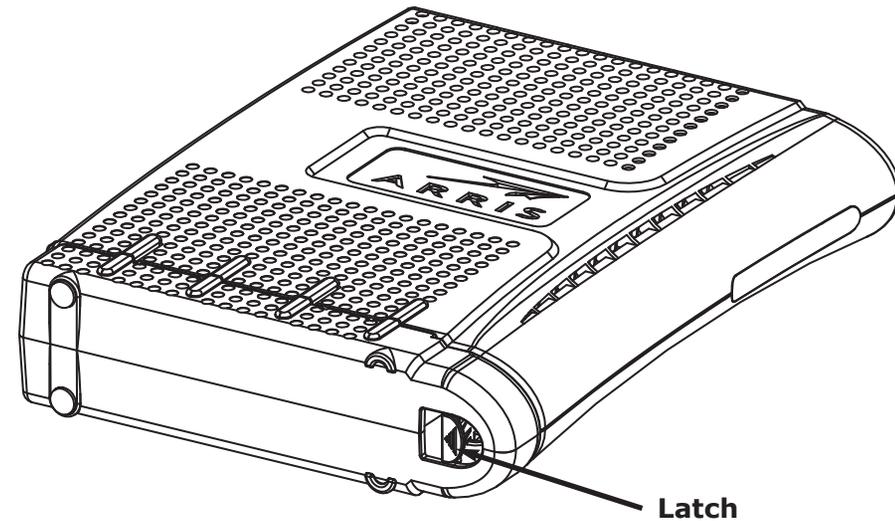


**2b** Extended Backup battery removal: Pull the strap until the battery disconnects and slides out of the bay.



## Maximum Backup Battery Removal

- 1 Grasp the battery and pull back on the latch at the front of the battery.



- 2 Gently rock the battery out of the bay.

## 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.



**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.

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## Front Panel

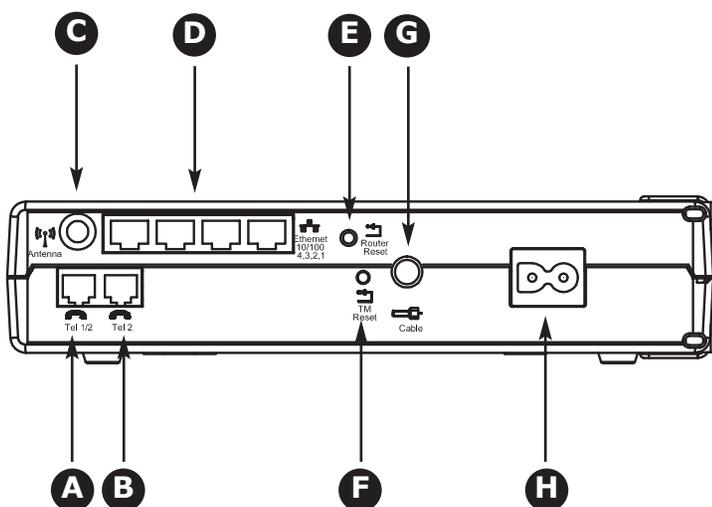
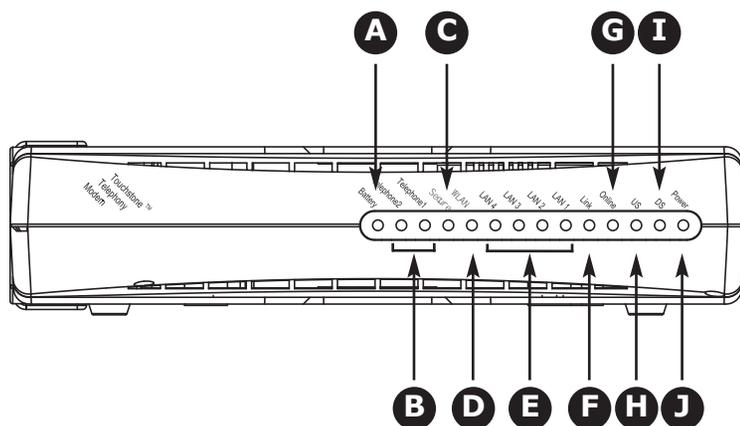
The front of the Telephony Modem has the following indicators:

- A Battery:** (WTM652G only) indicates the battery status.
- B Telephone 1/2:** indicates the status of each telephone line.
- C Secure:** indicates Wireless Protected Setup (WPS) is active.
- D WLAN:** indicates the status of the wireless LAN.
- E LAN 1-4:** indicates the status of each Ethernet port.
- F Link:** indicates Ethernet or wireless connectivity between the Telephony Modem and computers.
- G Online:** indicates internet data transmission status.
- H US:** indicates upstream connectivity.
- I DS:** indicates downstream connectivity.
- J Power:** indicates whether AC power is available to the unit.

## Rear Panel

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

- A Tel 1 (A/B models):** connector for the first phone line.  
**Tel 1/2 (G models):** connector for the first phone line (or both lines of a 2-line phone).
- B Tel 2:** connector for the second phone line.
- C Antenna:** connector for the wireless antenna.
- D Ethernet:** for use with a computer LAN port.
- E Router Reset** button: resets the Ethernet and wireless ports without affecting telephony service.
- F TM Reset** button: resets the Telephony Modem as if you power cycled the unit. Use a pointed non-metallic object to press this button.
- G Cable:** connector for the coaxial cable.
- H Power:** connector for the power cord.



## Selecting an Installation Location

There are a number of factors to consider when choosing a location to install your Telephony Modem:

- Is an AC outlet available nearby? For best results, the outlet should not be switched and should be close enough to the Telephony Modem that extension cords are not required.
- Is a cable jack available? For best performance, keep the number of splitters between the jack and cable drop to a minimum. Each splitter attenuates (reduces) the signal available to the Telephony Modem. A large number of splitters can slow down the Internet connection and even affect your telephone service.
- Can you easily run cables between the Telephony Modem's location and the phones?
- If you are connecting devices to the Ethernet ports, can you easily run cables between the Telephony Modem's location and those devices?
- If you want to mount the Telephony Modem on a wall, does the location provide a solid surface for secure attachment? For best results when mounting the Telephony Modem on drywall, position the Telephony Modem so at least one of the screws are fastened to a stud. This may prevent the Telephony Modem from pulling out of the wall in the future.
- If you want to install the Telephony Modem on a desktop, is there enough space on either side to keep the vents clear? Blocking the vents may cause overheating.
- How close are your wireless devices? The Telephony Modem wireless connection range is typically 100–200 feet (30m–65m). A number of factors can affect connection range, as described below.

### Factors Affecting Wireless Range

A number of factors can affect the usable range for wireless connections.

Increases range:	<ul style="list-style-type: none"> <li>• Raising the antenna above the devices (for example, installing the Telephony Modem in the upper floor of a multi-story dwelling or using an aftermarket omnidirectional antenna)</li> <li>• Using an aftermarket directional antenna (increases range in one direction while decreasing range in other directions)</li> <li>• Adding wireless hubs in a bridge (WDS) network</li> </ul>
Decreases range:	<ul style="list-style-type: none"> <li>• Lowering the antenna below the devices (for example, installing the Telephony Modem in a basement)</li> <li>• Removing the antenna</li> <li>• Metal or concrete walls between the Telephony Modem and other devices</li> <li>• Large metal appliances, aquariums, or metal cabinets between the Telephony Modem and other devices</li> <li>• Interference and RF noise (2.4 GHz wireless phones, microwave ovens, or other wireless networks)</li> </ul>

Note that decreasing the range of your wireless network may be beneficial, as long as the decreased range is sufficient for your needs. By limiting your network's range, you reduce interference with other networks and make it harder for unwanted users to find and connect to your network.

## Mounting the Telephony Modem

You can either mount the Telephony Modem on a wall or place it on a desktop. For wall-mount applications, you can mount the Telephony 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 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 screws (not included)
- screwdriver (flat-blade or Phillips, depending on what kind of screws you use)
- wall-mount template (included)
- transparent tape: for temporarily securing the mounting template to the wall (not included)

### Wall-mounting instructions

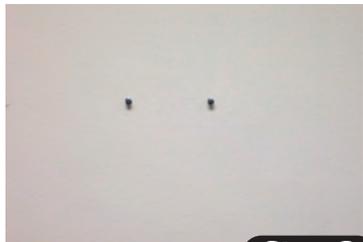
- 1 Position the mounting template on the surface where you intend to mount the Telephony Modem and secure in place with transparent tape.
- 2 Drill holes through the template in the specified locations for the mounting screws. After drilling holes, remove the template from the surface.
- 3 If using 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 Telephony Modem with the indicator lights facing up or right, as desired. Slip both mounting slots (in the back of the Telephony 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 Telephony Modem](#).



Step 1



Step 2



Step 3



Step 4

## Desktop mounting instructions

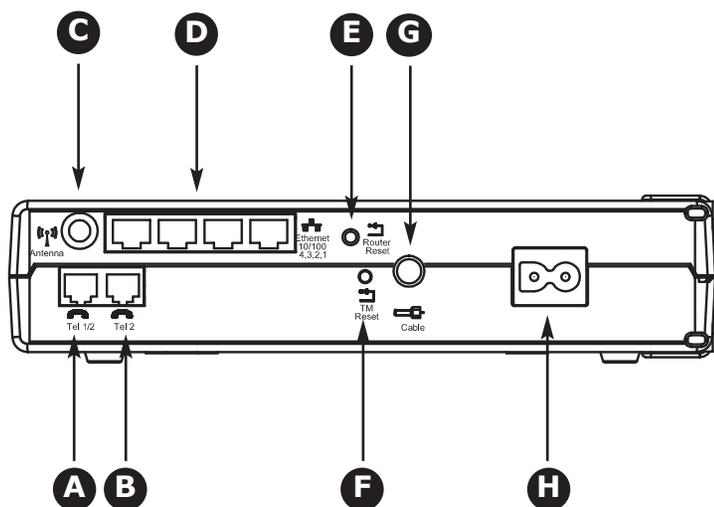
- 1 Position the Telephony Modem so that:
  - air flows freely around it
  - the back faces the nearest wall
  - it will not fall to the floor if bumped or moved
- 2 Proceed to [Connecting the Telephony Modem](#).

## 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.



- 1 Thread the antenna onto the Antenna connector on the back of the Telephony Modem (C). Tighten only by hand. Turn the antenna so that it points straight up, if possible.
- 2 Connect one end of the coax cable to the cable outlet or splitter, and the other end to the Telephony Modem's Cable connector (G). Tighten the connections by hand, then tighten an additional 1/8 turn with a wrench.
 

**Note:** For best performance, use high-quality coax cable and minimize or eliminate splitters between the cable jack and the Telephony Modem.
- 3 Insert the plug from the power cord into the Power connector on the back of the Telephony Modem (H) 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 [Troubleshooting](#) if the Power light does not turn on.

- 4 Connect one end of the Ethernet cable to any Ethernet port on the back of the Telephony Modem, (**D**) 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.

- 5 Connect one end of the telephone cable to the telephone port on the back of the Telephony Modem (**A** or **B**). Connect the other end to the telephone.

## Configuring Your Wireless Connection

The WTM652 ships with a basic factory default configuration that should allow you to immediately access the Internet with a wireless connection. If your computer is equipped with a 802.11b/g wireless LAN card, you may wish to configure the WTM652 wireless settings. At a minimum, ARRIS suggests that you configure security settings.

### Requirements

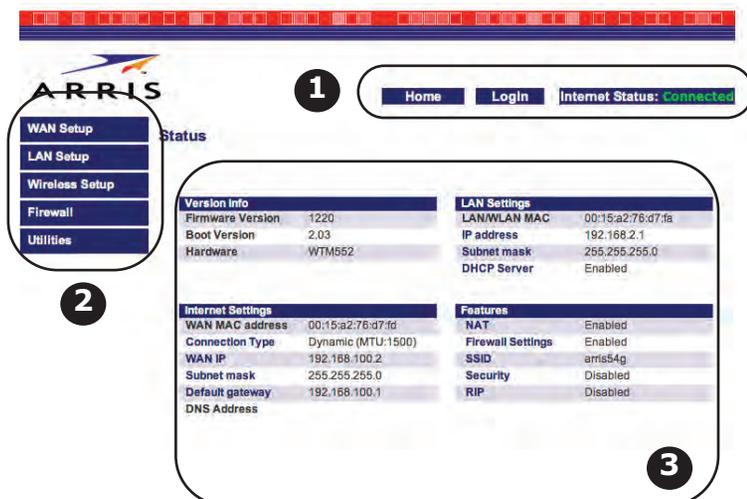
Make sure you have the following before attempting to configure your Ethernet connection:

- Computer with:
  - Ethernet interface or wireless interface
  - Ethernet cable, if using Ethernet interface (supplied)
- Web browser

### Configuration Basics

The WTM652 uses a web-based interface to configure wireless settings. The following screen shows the various components of the interface.

- 1** Access bar: Shows the WTM652 connection status and provides the following links:
  - **Home** — returns to the Status page (shown above) from any screen.
  - **Help** — displays help for the current screen.
  - **Login/Logout** — allows access to screens other than the Status screen.
- 2** Navigation menu: Select any of the items in this list to display an associated submenu. Selecting submenu items displays the associated screen. If you are not logged in, the WTM652 displays the login screen before allowing you to proceed.
- 3** Display area: Enter or view configuration information in this area. A ? link may be available to explain the purpose of the screen or individual items on the screen.



## Accessing the Configuration Interface

Follow these steps to access the configuration interface. You should have already set up the WTM652 as described in [Installing and Connecting Your Telephony Modem](#).

- 1 Use the connection utility for your operating system to connect to the wireless LAN **arris54g** (this is the Telephony Modem's factory default SSID).
- 2 In your web browser, open the page **http://192.168.2.1/** to display the Status screen:

The screenshot shows the ARRIS configuration interface. At the top, there is a navigation bar with the ARRIS logo and links for Home, Login, and Internet Status (Connected). A left-hand menu contains options for WAN Setup, LAN Setup, Wireless Setup, Firewall, and Utilities. The main content area is titled 'Status' and displays four tables of configuration information:

Version Info	
Firmware Version	1220
Boot Version	2.03
Hardware	WTM652

LAN Settings	
LAN/WLAN MAC	00:15:a2:76:d7:fa
IP address	192.168.2.1
Subnet mask	255.255.255.0
DHCP Server	Enabled

Internet Settings	
WAN MAC address	00:15:a2:76:d7:fd
Connection Type	Dynamic (MTU:1500)
WAN IP	192.168.100.2
Subnet mask	255.255.255.0
Default gateway	192.168.100.1
DNS Address	

Features	
NAT	Enabled
Firewall Settings	Enabled
SSID	arris54g
Security	Disabled
RIP	Disabled

- 3 Click the **Login** link in the Access bar to display the Login screen:

The screenshot shows the ARRIS web interface. At the top, there is a red and blue header bar. Below it, the ARRIS logo is on the left, and a navigation bar contains 'Home', 'Login', and 'Internet Status: Connected'. A left sidebar menu includes 'WAN Setup', 'LAN Setup', 'Wireless Setup', 'Firewall', 'Utilities', 'Restart Router', 'Restore Factory Default', 'Save/Backup Settings', 'Restore Previous Settings', 'System Settings', 'Special Applications', and 'Logs'. The main content area is titled 'Login' and contains instructions: 'To start or continue configuring the Telephony Modem, log in with a password. If you have not set up a password, leave this field blank and click "Submit."' Below this is a 'Password' input field with a note 'Default = leave blank'. At the bottom right are 'Submit' and 'Clear' buttons.

**Note:** The Telephony Modem ships with no password configured. When you log in for the first time, leave the Password field blank.

- 4 Click the **Submit** button to return to the Status screen.

**Note:** The Access bar should now show Logout in place of Login.

- 5 Proceed to [Configuring System Settings](#).

## Configuring System Settings

- 1 Click the Utilities link (at the bottom of the Navigation menu) to open the Utilities menu, then click System Settings to access the System Settings screen:

The screenshot displays the ARRIS System Settings web interface. At the top, there is a navigation bar with 'Home', 'Logout', and 'Internet Status: Connected'. Below this is a navigation menu on the left with 'Utilities' selected. The main content area is titled 'System Settings' and contains the following sections:

- Administrator Password:** A text box with a help icon. Below it are three input fields for 'Enter Current Password', 'Enter New Password', and 'Confirm New Password'.
- Login Timeout:** A dropdown menu set to '10' with '(1-99 minutes)' next to it.
- Time and Time Zone:** Shows the current date and time as 'January 01, 2000 12:39:40 AM'. Below is a text box with a help icon and a dropdown menu for 'Time Zone' set to '(GMT-08:00) Pacific Time(US, Canada); Tijuana'. There is a checkbox for 'Daylight Savings' which is unchecked.
- NAT Enabling:** A section with a help icon and a note: 'ADVANCED FEATURE! Allows you to turn the Network Address Translation feature on or off. You should always leave this feature enabled.' Below is a radio button group for 'NAT Enable / Disable' with 'Enable' selected.
- UPnP Enabling:** A section with a help icon and a note: 'ADVANCED FEATURE! Universal Plug and Play (UPnP) helps devices such as Internet appliances and computers to access the network and connect to other devices as needed. If you use applications that support UPnP, enabling UPnP allows these applications to automatically configure the Telephony Modem's router.' Below is a radio button group for 'UPnP Enable / Disable' with 'Disable' selected.

At the bottom right of the form, there are 'Save' and 'Cancel' buttons.

- 2 Make changes as follows:
  - **Enter Current Password:** If you have already created a password, and you want to change settings on this screen, enter the password here.
  - **Enter New Password:** Enter a password that you will remember but is not easy to guess.
  - **Confirm new Password:** Enter the same password again.

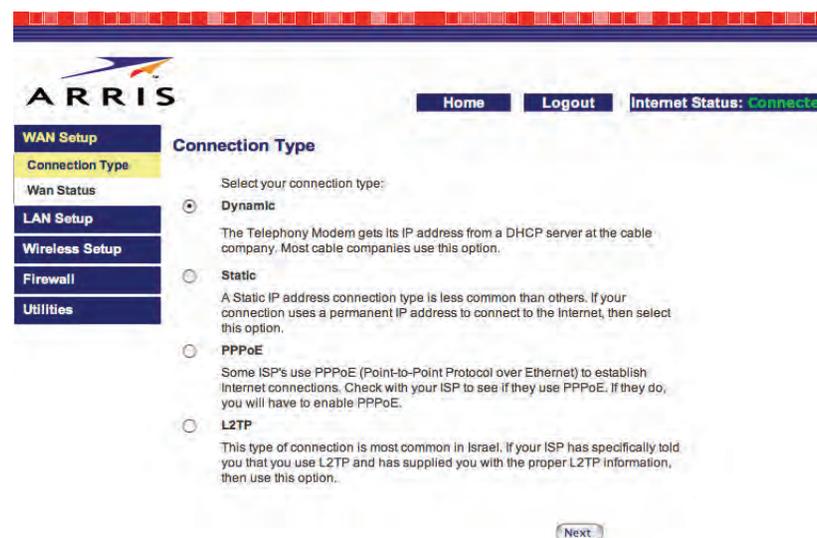
- **Time Zone:** Select the proper time zone for your location. The Telephony Modem uses an Internet time server to set its internal clock.
- 3 Scroll down to the bottom of the page and click the **Save** button. If you are prompted to log in again, type your new password and click the **Submit** button.
  - 4 Proceed to [Setting Up Your WAN Connection](#).

## Setting Up Your WAN Connection

Follow these steps to set up your WAN connection.

- 1 Click the WAN Setup link in the navigation menu, then click Connection Type.

*The Connection Type screen appears:*



- 2 Choose the correct connection type in the Connection Type screen. Most cable companies require the Dynamic connection type. If your cable company requires a different connection type, you should have an information sheet that shows the proper connection type to select and other information needed to set up the connection.

- 3 Click the **Next** button at the bottom of the screen (you may have to scroll down in the browser to see the Next button). The Telephony Modem displays a screen showing further settings for your connection type. Follow the appropriate link for your connection type:

- [Dynamic](#)
- [Static](#)
- [PPPoE](#)
- [L2TP](#)

### Dynamic



The screenshot shows the ARRIS web interface for Dynamic IP configuration. At the top, there is a navigation bar with 'Home', 'Logout', and 'Internet Status: Connected'. The left sidebar contains a menu with 'WAN Setup' highlighted. The main content area is titled 'Dynamic IP' and includes the following elements:

- A heading: 'Dynamic IP'
- Instructional text: 'To configure your Dynamic IP settings, type in your Host Name below and click "Save". ?'
- A text input field labeled 'Host Name'.
- A link labeled 'Change WAN MAC Address'.
- 'Save' and 'Cancel' buttons at the bottom.

- Fill in the Host Name field, using any name you want.
- If you need to clone your computer's MAC address, click the Change WAN MAC Address link and proceed to [Setting the MAC Address](#).
- Click the **Save** button.
- Proceed to [Configuring the LAN Channel and Name](#).

## Static

The screenshot shows the ARRIS web interface for configuring a Static IP. The top navigation bar includes links for Home, Logout, and Internet Status (Connected). The left sidebar contains a menu with options: WAN Setup, Connection Type, Wan Status, LAN Setup, Wireless Setup, Firewall, and Utilities. The main content area is titled 'Static IP' and contains the following text: 'Enter the information below to set a Static IP environment and then click "Save". ?'. Below this text are three rows of input fields: 'IP Address' with the value '192 . 168 . 100 . 2', 'Subnet Mask' with the value '255 . 255 . 255 . 0', and 'ISP Gateway Address' with four empty boxes. At the bottom right of the form are 'Save' and 'Cancel' buttons. A link 'Click here to enter your DNS settings' is also present.

- a. Fill in the IP Address, Subnet Mask, and ISP Gateway address fields with the information provided by your cable company.
- b. If you need to enter DNS settings, click the link and proceed to [Setting Up DNS](#).
- c. Click the **Save** button.
- d. Proceed to [Configuring the LAN Channel and Name](#).

## PPPoE

The screenshot shows the ARRIS web interface for configuring PPPoE. The top navigation bar includes links for Home, Logout, and Internet Status (Connected). The left sidebar contains menu items for WAN Setup, Connection Type, Wan Status, LAN Setup, Wireless Setup, Firewall, and Utilities. The main content area is titled 'PPPoE ?' and contains the following fields and options:

- User Name:
- Password:
- Retype Password:
- Service Name (Optional):
- MTU (576-1492):
- Disconnect after:  5 minutes of no activity.

Buttons for Save and Cancel are located at the bottom right of the form.

- Fill in the **User Name** and **Password** fields with the information provided by your cable company. Enter the password a second time in the **Retype Password** field.
- If you need to change the MTU size or fill in the Service Name, enter the information as specified by your cable company.
- Click the **Save** button.
- Proceed to [Configuring the LAN Channel and Name](#).

## L2TP

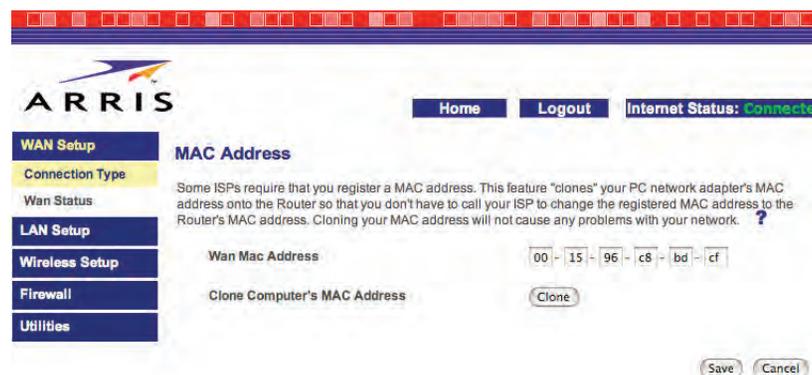
- a. Fill in the **L2TP Account**, **L2TP Password**, **Host Name**, and **Service IP Address** fields with the information provided by your cable company. Enter the password a second time in the **Retype Password** field.
- b. If you need to enter a static IP address and subnet mask, enter the information as specified by your cable company. Otherwise, select "Get Dynamically from ISP."
- c. If you need to enter DNS settings, click the link and proceed to [Setting Up DNS](#).
- d. Click the **Save** button.
- e. Proceed to [Configuring the LAN Channel and Name](#).

## Setting the MAC Address

Some cable companies authenticate customers by the MAC address of your computer. In some cases, you may need to change the MAC address of the Telephony Modem's WAN port. Follow these steps only if your cable company requires this change.

- 1 From the current Connection Type screen, click the MAC Address link.

*The MAC address window appears:*



- 2 If the MAC address required is that of the computer you are using to set up the Telephony Modem, click the **Clone** button.

*The Telephony Modem updates the WAN MAC Address field with the MAC address of your computer.*

- 3 If you need to enter a MAC address manually, enter the hex digits (**0-9, a-f**) in the WAN MAC Address field. If you need help determining the MAC address, see "Finding the MAC Address of a computer" in the sidebar.
- 4 Click the **Save** button to continue.
- 5 To configure DNS settings, proceed to [Setting Up DNS](#). Otherwise, proceed to [Configuring the LAN Channel and Name](#).

### Finding the MAC Address of a computer

Locate the operating system of your computer and follow the instructions to find its MAC address.

**Windows:** from the Start menu, select Settings then Control Panel. Double-click "Network Connections," then click the "Wireless Network Connection" for wireless or "Local Area Connection" for Ethernet. Click the Support tab, then click the **Details** button. The "Physical Address" line shows the MAC address.

**MacOS X:** open System Preferences and click the Network icon. To find the Ethernet MAC address, select **Built-in Ethernet** from the Show drop-down, then click the Ethernet tab; the "Ethernet ID" field shows the MAC address. To find the wireless MAC address, select **Airport** from the Show drop-down, then click the Airport tab; the "Airport ID" field shows the MAC address.

**Linux:** open a shell window and type `/sbin/ifconfig` (and press Return). The wireless interface is eth1 (unless there is no Ethernet adapter, in which case the interface is eth0).

## Setting Up DNS

Follow these steps to set up DNS.

- 1 From the current Connection Type screen, click the "Set Up DNS" link.

*The DNS screen appears:*

- 2 If your cable company has provided you with the IP addresses for their DNS servers, enter the IP addresses in the DNS Address and Secondary DNS Address fields.
- 3 If you have not received DNS server information, check **Automatic from ISP**.
- 4 Click the **Save** button to return to the Status screen.
- 5 Proceed to [Configuring the LAN Channel and Name](#).

## Configuring the LAN Channel and Name

- 1 Click the Wireless Setup link to open the Wireless menu, then click the Channel and SSID link to open the Channel and SSID screen:

The screenshot shows the ARRIS web interface for configuring wireless settings. The page title is "Channel and SSID". The left sidebar contains a navigation menu with the following items: WAN Setup, LAN Setup, Wireless Setup (highlighted), Channel and SSID (highlighted), Security, Wi-Fi Protected Setup, Use as Access Point, MAC Address Control, Firewall, and Utilities. The main content area has a heading "Channel and SSID" and a sub-heading "Change the basic wireless network settings, such as Channel and SSID, on this page." Below this are several configuration options: "Wireless Channel" (dropdown menu set to 11), "SSID" (text input field containing "arris54g"), "Wireless Mode" (dropdown menu set to "g and b"), "Broadcast SSID" (checkbox checked), "Protected Mode" (dropdown menu set to "on"), and "QoS Configuration" (dropdown menu set to "off"). At the bottom right, there are "Save" and "Cancel" buttons.

- 2 Make the following changes to this screen as desired:
  - **Wireless Channel:** Use the default shown in most cases. You may need to change the channel if neighbors have wireless routers, or if you lose your connection while using certain remote telephones.
  - **SSID:** Give your wireless LAN any name you desire. For best security, do not use your name or address. The default SSID is **arris54g**.
  - **Broadcast SSID:** Uncheck to prevent passers-by from seeing your wireless LAN name in their connection utility. This provides only a small amount of extra security, since many wireless utilities can learn an SSID by listening to wireless traffic.
  - **Protected Mode:** Set to **On** only if needed to overcome interference.
- 3 Click the **Save** button.
- 4 Proceed to [Configuring Wireless Security](#).

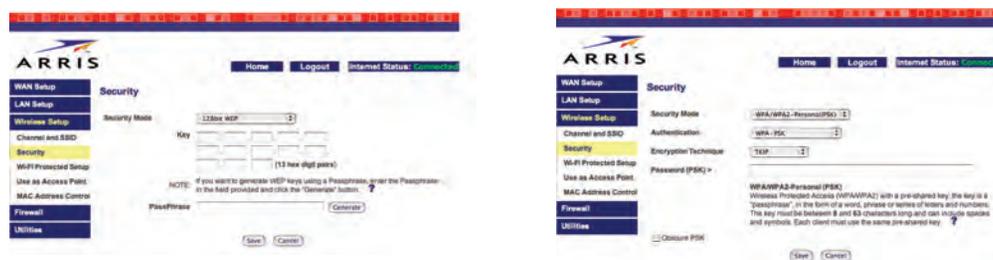
## Configuring Wireless Security

- 1 Click the Security link under the Wireless menu to open the Security screen:



- 2 In the Security Mode menu, choose **WPA** or **WPA-Enterprise** unless you have wireless equipment that does not support WPA; in that case, choose **128-bit WEP** (more secure) or **64-bit WEP** (more compatible with older wireless equipment).

The WTM652 displays a screen to allow you to configure the chosen mode. The following screens show WPA and 128-bit WEP screens.



- 3 Enter a password or pass phrase in the text box. For WEP security, click the **Generate** button to the right of the text box to create the hex key.

**Note:** Do not make changes to the other items unless required by your other wireless equipment.

- 4 Click the **Save** button.

## Configuring Wi-fi Protected Setup (WPS)

Wi-fi Protected Setup (WPS) is a standard method for easily configuring a secure connection between your WTM652 and computers or other wifi-capable devices (known as *enrollees*). Follow these steps to use WPS to connect to the WTM652.

- 1 Click the Wireless Setup link in the navigation menu, then click Wi-Fi Protected Setup.

The *Wi-Fi Protected Setup* window appears.



2. Check the **WPS Enable** box in the WTM652 screen.
- 3 Use the appropriate connection method as described below:
  - a. If your client device has a “Wi-Fi Protected Setup” button: Press the button on the client device, then click the Simple Push Button button on the WTM652 screen.. When the client indicates that it has configured successfully, click the **Save** button in the WTM652 screen and refer to your client device documentation for further instructions.
  - b. If your client device has a WPS PIN number: Check the **WPS Enable** box in the WTM652 screen, and enter the client’s PIN in the Enrollee PIN field on the WTM652 screen.

- c. If your client device asks for the router's PIN number: Enter the WTM652 PIN. The PIN can be found on the WPS screen (**AP Active PIN**) or on a sticker on the back of the WTM652.
  4. If the connection is successful, the **Secure** indicator stops flashing and remains lit. Otherwise, the **Secure** light continues to flash for up to two minutes (indicating that it is ready to accept a client connection) then turns off. If the **Secure** light turns off, start again at step 1.

**Note:** When WPS is enabled, the WTM652 displays the status, network name, security type, encryption type, and passphrase at the bottom of the WPS screen. If your client does not support WPS, use these settings to manually configure the client.

You have completed the basic configuration steps. Unless your cable operator requires additional configuration, which would be described in the information packet, you should now be able to access the Internet. If you want to further customize your configuration, proceed as follows:

- [Configuring the Firewall](#)
- [Configuring DDNS](#)
- [Configuring Wireless Bridging](#)

If you have any problems, proceed to [Troubleshooting](#).

## Configuring the Firewall

The WTM652 provides a [firewall](#) to protect the computers on your home network from unwanted access. The firewall provides the following features:

- Virtual Server Support: if you have a server on your home network that you want to make available to the general Internet, you can configure a virtual server. The firewall passes requests from the Internet to the designated computer on your home network.
- Client filters: you can use client filters to block computers on your network from accessing the Internet (or certain services) during specific days and times.
- MAC Address filtering: allows access to the wireless network only by computers specifically authorized to connect.
- Ping blocking: ignores ICMP (Ping) requests from the Internet.

Proceed to the next page to begin configuring the firewall.

### Configuring Virtual Servers

Follow these steps to allow outside access to servers on your internal network.

- 1 Click the Firewall link in the navigation menu, then click Virtual Servers.

*The Virtual Servers window appears.*

- 2 Proceed as follows:

**If you want to... Then ...**

#### Add a well-known service

Choose the desired service from the **Add** drop-down menu and then click the **Add** button.

#### Add a custom service

Fill in a row as follows:

- Description: the service name.
- Inbound port: the beginning and ending ports of the range required to support this service. These are the ports that outside clients use to access your server.

The screenshot shows the 'Virtual Servers' configuration page in the ARRIS web interface. The page title is 'Virtual Servers' and it includes a navigation menu on the left with options like WAN Setup, LAN Setup, Wireless Setup, Firewall, Virtual Servers, MAC Address, Filtering, DDNS, WAN Ping Blocking, URL Filter, Security Log, and Utilities. The main content area has a 'Save' and 'Cancel' button at the top right, and an 'Add' dropdown menu set to 'Active Worlds'. Below the dropdown is a 'Clear entry' field and a 'Clear' button. The main table has 20 rows, each with a checkbox in the 'Enable' column, a text field for 'Description', two text fields for 'Inbound port', a dropdown for 'Type' (all set to 'TCP'), and two text fields for 'Private IP address' and 'Private port'. The 'Save' and 'Cancel' buttons are at the bottom right of the table.

Enable	Description	Inbound port	Type	Private IP address	Private port
<input type="checkbox"/>			TCP	192.168.2.	
<input type="checkbox"/>			TCP	192.168.2.	
<input type="checkbox"/>			TCP	192.168.2.	
<input type="checkbox"/>			TCP	192.168.2.	
<input type="checkbox"/>			TCP	192.168.2.	
<input type="checkbox"/>			TCP	192.168.2.	
<input type="checkbox"/>			TCP	192.168.2.	
<input type="checkbox"/>			TCP	192.168.2.	
<input type="checkbox"/>			TCP	192.168.2.	
<input type="checkbox"/>			TCP	192.168.2.	
<input type="checkbox"/>			TCP	192.168.2.	
<input type="checkbox"/>			TCP	192.168.2.	
<input type="checkbox"/>			TCP	192.168.2.	
<input type="checkbox"/>			TCP	192.168.2.	
<input type="checkbox"/>			TCP	192.168.2.	
<input type="checkbox"/>			TCP	192.168.2.	
<input type="checkbox"/>			TCP	192.168.2.	
<input type="checkbox"/>			TCP	192.168.2.	
<input type="checkbox"/>			TCP	192.168.2.	
<input type="checkbox"/>			TCP	192.168.2.	
<input type="checkbox"/>			TCP	192.168.2.	

- Type: Choose TCP or UDP. If the service requires passing both TCP and UDP packets, you must create a second row.
- Private IP address: the IP address of the server on your internal network.
- Private port: the beginning and ending ports of the range required by this service. The private ports may be different from the Inbound ports.

### Enable or disable a service

Check (or clear) the box in the Enable column next to the service.

### Remove a service

Choose the row to remove in the Clear Entry drop-down menu and click the **Clear** button.

- 3 Click the **Save** button at the bottom of the page (you may need to scroll down) to save your changes.
- 4 Proceed to [Configuring Client IP Filters](#).

## Configuring Client IP Filters

Follow these steps to configure client IP filters.

- 1 Click the Firewall link in the navigation menu, then click Firewall Setting.  
*The Firewall Setting window appears.*
- 2 Fill in the fields as follows:
  - IP: the beginning and ending address in a range of IP addresses. To block only one address, use the same address twice.
  - Port: the beginning and ending port in a range of ports. To block only one port, enter the same port twice.
  - Type: choose one of TCP, UDP, or BOTH.
  - Block Time: choose Always to set up a permanent block, or Block to specify days and times to block access.

**ARRIS** Home Logout Internet Status: Connected

WAN Setup  
LAN Setup  
Wireless Setup  
Firewall  
Firewall Setting

Firewall Enable/Disable  Enable  Disable

Client IP Filters  
You can configure the Router to restrict access to the webpage, e-mail and/or other network services at specific days and times when firewall enable. ?

IP	Port	Type	Block Time	Day	Time	Enable
192.168.2. [ ] - [ ]	[ ] - [ ]	<input type="radio"/> TCP <input type="radio"/> UDP <input checked="" type="radio"/> BOTH	<input checked="" type="radio"/> Always <input type="radio"/> Block	SUN	12:00 A.M.	<input type="checkbox"/>
192.168.2. [ ] - [ ]	[ ] - [ ]	<input type="radio"/> TCP <input type="radio"/> UDP <input checked="" type="radio"/> BOTH	<input checked="" type="radio"/> Always <input type="radio"/> Block	SUN	12:00 A.M.	<input type="checkbox"/>
192.168.2. [ ] - [ ]	[ ] - [ ]	<input type="radio"/> TCP <input type="radio"/> UDP <input checked="" type="radio"/> BOTH	<input checked="" type="radio"/> Always <input type="radio"/> Block	SUN	12:00 A.M.	<input type="checkbox"/>
192.168.2. [ ] - [ ]	[ ] - [ ]	<input type="radio"/> TCP <input type="radio"/> UDP <input checked="" type="radio"/> BOTH	<input checked="" type="radio"/> Always <input type="radio"/> Block	SUN	12:00 A.M.	<input type="checkbox"/>
192.168.2. [ ] - [ ]	[ ] - [ ]	<input type="radio"/> TCP <input type="radio"/> UDP <input checked="" type="radio"/> BOTH	<input checked="" type="radio"/> Always <input type="radio"/> Block	SUN	12:00 A.M.	<input type="checkbox"/>
192.168.2. [ ] - [ ]	[ ] - [ ]	<input type="radio"/> TCP <input type="radio"/> UDP <input checked="" type="radio"/> BOTH	<input checked="" type="radio"/> Always <input type="radio"/> Block	SUN	12:00 A.M.	<input type="checkbox"/>

Save Cancel

- Day: choose the beginning and ending day of the week that this block is effective.
- Time: choose the beginning and end time of day that this block is effective.
- Enable: check this box to activate the block, or clear the check to disable the block.

**3** Click the **Save** button to save your changes.

**4** Proceed to [Configuring MAC Address Filtering](#).

### Configuring MAC Address Filtering

Follow these steps to configure MAC Address filtering.

**1** Click the Firewall link in the navigation menu, then click MAC Address Filtering.

The MAC Address Filtering window appears.

The screenshot shows the ARRIS web interface for MAC Address Filtering. The navigation menu on the left includes: WAN Setup, LAN Setup, Wireless Setup, Firewall (selected), Firewall Setting, Virtual Servers, MAC Address Filtering (highlighted), DMZ, DDNS, WAN Ping Blocking, URL Filter, Security Log, and Utilities. The main content area is titled 'MAC Address Filtering' and contains the following text: 'Use this page to set up a list of clients allowed to access the network. Enter the MAC address of each client on your network to allow network access. Click the "Add" button to create space for another MAC address. ?'. Below this is a section for 'Enable MAC Address Filtering' with a checkbox. Underneath is a table titled 'MAC Address Filtering List' with columns 'Block', 'Host', and 'MAC Address'. The table currently has one empty row. To the right of the table is an '<< Add' button. At the bottom right are 'Save' and 'Cancel' buttons.

**2** Click the Add button to add a blank row to the filter list.

**3** Enter the MAC address of the computer you want to add to the filter. Do not enter colons or dashes in between the hex digits. For information about find-

ing the MAC address of a computer, go to [Setting the MAC Address](#) and see the sidebar.

**Note:** Make sure you enter the MAC address correctly. The Telephony Modem may completely block access if you enter an incorrect address.

- 4 Click the **Save** button to save your changes.
- 5 Proceed to [Configuring DDNS](#).

## Configuring DDNS

The public IP addresses assigned to your Telephony Modem can change from time to time. If you are providing services from your private network (using the Virtual Servers feature), you should use Dynamic DNS (DDNS) to associate your current IP address with a domain name. The Telephony Modem directly supports several major DDNS providers.

After setting up a DDNS account, follow these steps to configure the Telephony Modem to contact the DDNS provider.

- 1 Click the Firewall link in the navigation menu, then click DDNS.

*The DDNS window appears.*

The screenshot shows the ARRIS web interface for configuring DDNS. The navigation menu on the left includes: WAN Setup, LAN Setup, Wireless Setup, Firewall, Firewall Setting, Virtual Servers, MAC Address, Filtering, DMZ, **DDNS**, WAN Ping Blocking, URL Filter, Security Log, and Utilities. The main content area is titled 'DDNS' and contains the following information:

- Dynamic DNS (DDNS) service is useful when combined with the Virtual Server feature. By providing Internet users with a fixed domain name instead of an IP address, your virtual servers can be accessed from the Internet using a name rather than an IP address. To enable DDNS, you must create an account through the DDNS service provider.**
- DDNS Service:** Disable DDNS (dropdown menu) Web Site (button)
- DDNS Status:** Disabled
- User Name:** [text input field]
- Password/Key:** [password input field]
- Domain Name:** [text input field]
- Buttons:** Update DDNS / Apply, Cancel

- 2 Choose your DDNS provider from the **DDNS Service** drop-down menu.
- 3 Enter your DDNS account name, password, and DDNS domain name in the appropriate fields.
- 4 Click the **Update DDNS** button.  
**Note:** Your domain name may not be immediately associated with your current IP address. Updated DNS information takes some time to propagate across the Internet.
- 5 Proceed to [Configuring Wireless Bridging](#).

## Configuring Wireless Bridging

The Telephony Modem supports the Wireless Distribution System (WDS), a common bridging standard that allows you to extend the range of a wireless network by connecting several wireless routers.

Keep the following in mind when setting up wireless bridging:

- One device (in this case, the Telephony Modem) acts as the router. Other wireless routers must be configured as Access Points. See the documentation for your additional devices for instructions for using them as Access Points.
- While the Telephony Modem has the ability to be configured as an Access Point, doing so disables the router function and therefore disables Internet access through the Telephony Modem.
- Each wireless router must support WDS.
- The Router and each Access Point must use the same channel number and security settings.
- If MAC address filtering is enabled, the router and each Access Point must have the MAC addresses of the other devices in their access lists.

Follow these steps to set up wireless bridging. The steps assume you have already configured the devices as described above.

- 1 In the Telephony Modem, click the Wireless Setup link in the navigation menu, then click Wireless Bridging.

*The Wireless Bridging window appears.*

The screenshot shows the ARRIS web interface for the 'Wireless Bridge' configuration. The left sidebar contains a navigation menu with the following items: WAN Setup, LAN Setup, Wireless Setup (highlighted), Channel and SSID, Security, Wireless Bridging (highlighted), Use as Access Point, MAC Address Control, Firewall, and Utilities. The main content area is titled 'Wireless Bridge' and includes a description: 'Wireless Bridging or Wireless Distribution System (WDS) is used to connect Wireless Routers and Access Points together to extend a network.' Below this, there are three numbered instructions: 1) Wireless channels must match between Router and AP. 2) Security settings (WAP or WEP) must match between Router and AP. 3) If MAC filtering is enabled, user must be sure to add the WLAN MAC address(es) of the Router/AP so that they can communicate with each other. The 'Wireless Bridging' checkbox is checked. Below it, there are two more checkboxes: 'Enable ONLY Specific Access Points to Connect' (unchecked) and 'Disable Ability for Wireless CLIENTS to Connect' (unchecked). The 'Enable ONLY Specific Access Points to Connect' checkbox has a text input field for the MAC address of each AP, with four rows labeled AP1, AP2, AP3, and AP4. A 'Save' button is located at the bottom right of the configuration area.

- 2 Check the **Enable Wireless Bridging** box.
- 3 (recommended) If you want to specify which Access Points are allowed to connect to your network, check the **Enable ONLY Specific Access Points to Connect** box and enter the MAC address of each Access Point in the AP1 through AP4 fields. You can enter up to four Access Points.

**Note:** Most wireless devices have their MAC addresses printed on a label attached to the back or bottom of the unit. Make sure you enter the wireless (WLAN) MAC address; the Ethernet and WAN connections have different MAC addresses.

- 4 Click the **Save** button to save your changes.

## Configuring RIP

Enabling RIP (Router Information Protocol) allows the WTM652 to act as a router in your local network. RIP is primarily intended for use in an office environment.

### Requirements

To successfully configure RIP, you must:

- have a static IP address assigned by your cable provider
- disable Network Address Translation (NAT) on the WTM652 (which means you must either assign static IP addresses to all devices in your local network or use a DHCP server to assign addresses)

### Action

Follow these steps to configure RIP.

- 1 Click the Lan Setup link in the navigation menu, then click RIP Settings.

*The RIPv2 Settings window appears:*

The screenshot displays the ARRIS web interface for configuring RIPv2. The left-hand navigation menu includes options for WAN Setup, LAN Setup, LAN Settings, DHCP Client List, RIP Settings (which is currently selected and highlighted in yellow), RIP Status, Wireless Setup, Firewall, and Utilities. The main content area is titled 'RIPv2 Settings' and contains the following information:

- Wan Interface :** A dropdown menu set to 'Disable'.
- RIP Enable/Disable :** A dropdown menu set to 'NoAuth'.
- RIP-2 Authentication :** A dropdown menu set to 'NoAuth'.
- Key ID(0-255) :** A text input field containing the value '0'.
- Key :** An empty text input field.
- RIP advertisement Interval :** A text input field containing the value '30'.

Below the form, there is a section for 'NAT Enabling' with the following text: 'ADVANCED FEATURE! Allows you to turn the Network Address Translation feature on or off.' This section includes radio buttons for 'Enable' (which is selected) and 'Disable'. At the bottom right of the page, there are 'Save' and 'Cancel' buttons.

- 2 If NAT is enabled, choose Disable in the **NAT Enable/Disable** field at the bottom of the screen.
- 3 Select Enable from the **RIP Enable/Disable** menu.
- 4 If your routers need to authenticate to each other, choose the authentication type and enter an authentication key.
- 5 Click **Save**.

## 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 Wideband Cable 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, Windows Vista, Windows 7, or MacOS X
  - 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 98SE](#)
- [TCP/IP Configuration for Windows 2000](#)
- [TCP/IP Configuration for Windows ME](#)
- [TCP/IP Configuration for Windows XP](#)
- [TCP/IP Configuration for Windows Vista](#)
- [TCP/IP Configuration for Windows 7](#)
- [TCP/IP Configuration for MacOS X](#)

## TCP/IP Configuration for Windows 98SE

Follow these steps to configure the TCP/IP settings on a Windows 98SE operating system.

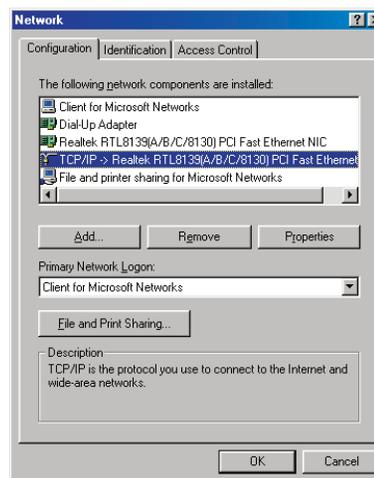
**Note:** Dialog boxes shown on your computer may differ slightly from those shown in this procedure.

- 1 From the computer, select **Start > Settings > Control Panel**.
- 2 Double click on the **Network** icon in the Control Panel.

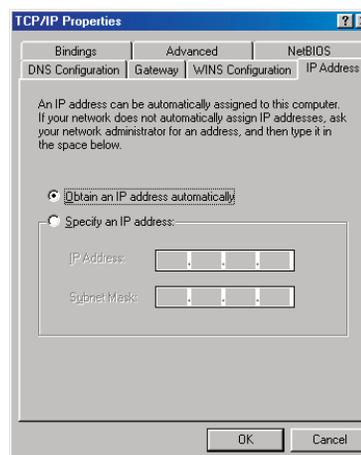


- 3 Click the **Configuration** tab in the Network window to display the list of Network Adapters.

- 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**.



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

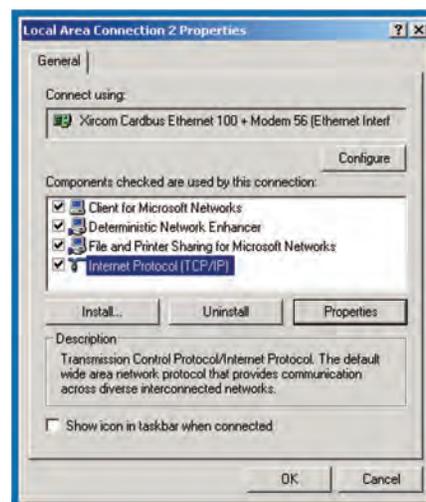
## TCP/IP Configuration for Windows 2000

Follow these steps to configure the TCP/IP settings on a Windows 2000 operating system.

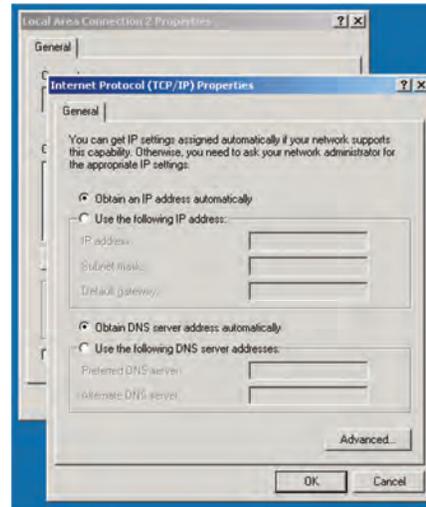
**Note:** Dialog boxes shown on your computer may differ slightly from those shown in this procedure.

- 1 From the computer, select **Start > Settings > Network and Dial-up Connections > Local Area Connection**.
- 2 In the Local Area Connections Properties window, highlight **TCP/IP** by clicking on it one time, then click on **Properties**.

**Note:** If your computer has more than one Ethernet card, you may have to select the appropriate Ethernet card in the **Connect using:** area of the Local Area Connection Properties window.



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



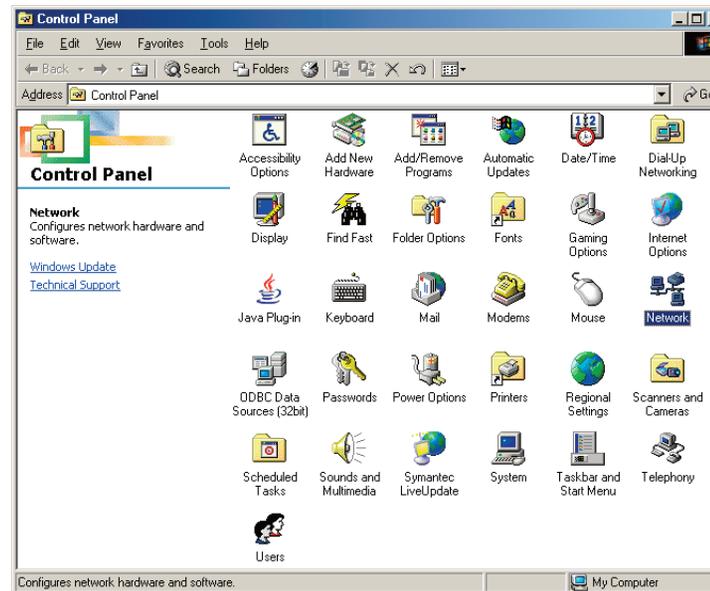
- 4 Click **OK** to accept the new settings, and **OK** again to close the Configuration window.
- 5 You may have to restart your computer in order for your computer to obtain a new IP address from the network.

## TCP/IP Configuration for Windows ME

Follow these steps to configure the TCP/IP settings on a Windows ME operating system.

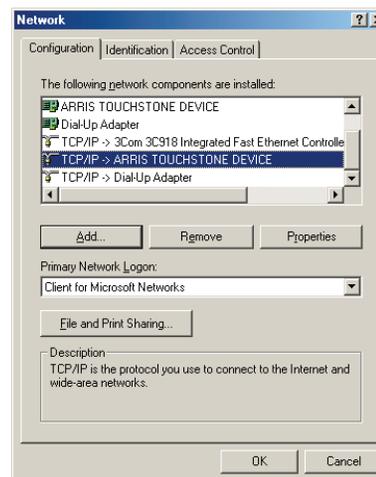
**Note:** Dialog boxes shown on your computer may differ slightly from those shown in this procedure.

- 1 From the computer, select **Start > Settings > Control Panel**.
- 2 Double click on the **Network** icon in the Control Panel.

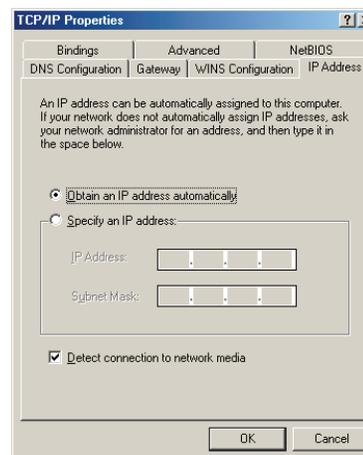


- 3 Click the **Configuration** tab in the Network window to display the list of Network Adapters.

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



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



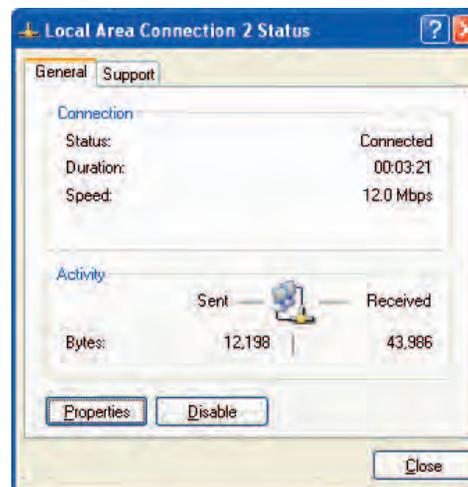
- 6 Click **OK** to accept the new settings, and **OK** again to close the Configuration window.
- 7 You may have to restart your computer in order for your computer to obtain a new IP address from the network.

## TCP/IP Configuration for Windows XP

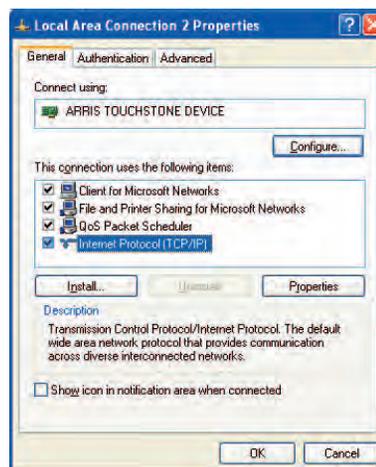
Follow these steps to configure the TCP/IP settings on a Windows XP operating system.

**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 on the **Network Connections** icon in the Control Panel.
- 2 Click the **Configuration** tab in the Network window to display the list of Network Adapters.



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



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

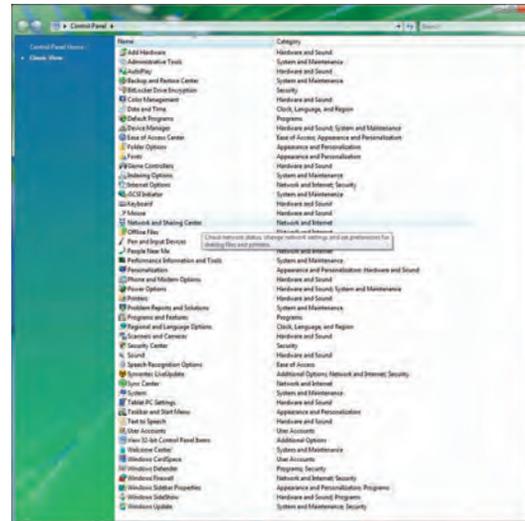


- 5 Click **OK** to accept the new settings, and **OK** again to close the Configuration window.
- 6 You may have to restart your computer in order for your computer to obtain a new IP address from the network.

## TCP/IP Configuration for Windows Vista

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

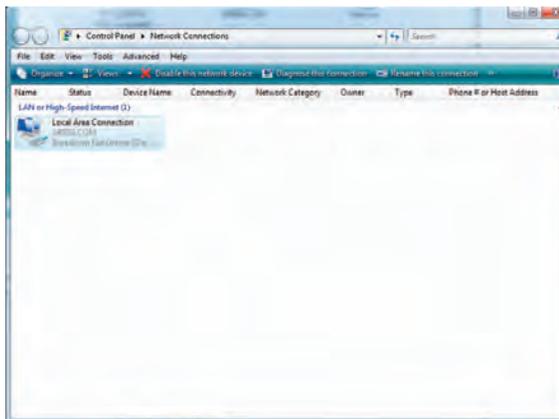
- 1 Open the Vista Control Panel.



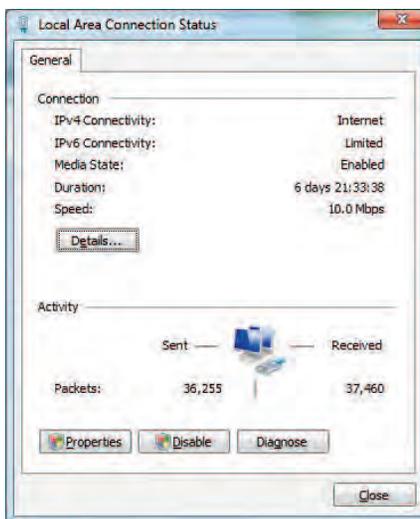
- 2 Double-click **Network and Sharing Center**.



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

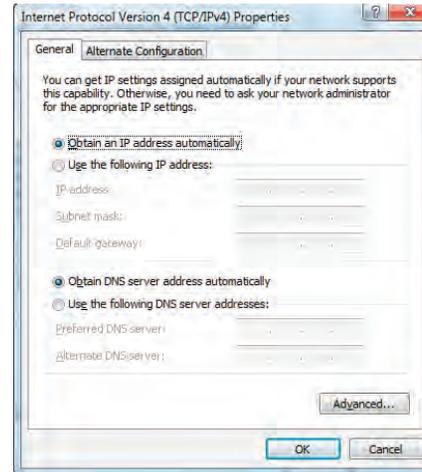


- 4 Double-click the **Local Area Connection** to open the Status window:



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

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



- 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.

## TCP/IP Configuration for Windows 7

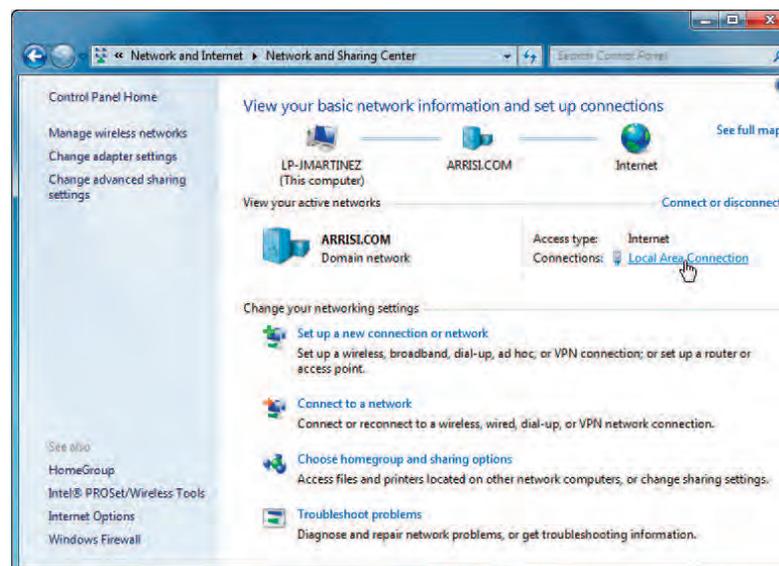
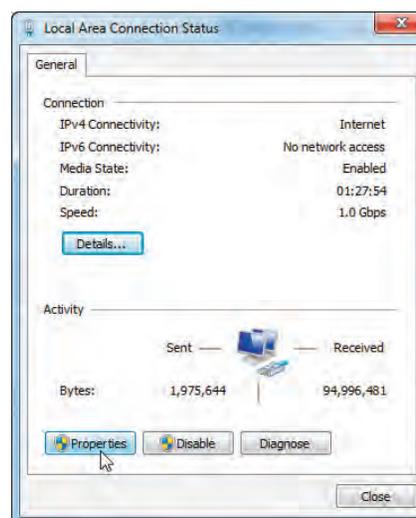
Follow these steps to configure the Ethernet interface for use with Touchstone products.

- 1 Open the Windows 7 Control Panel.

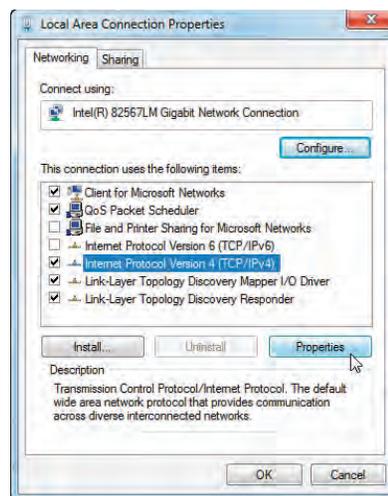


- 2 Click **Network and Internet**.

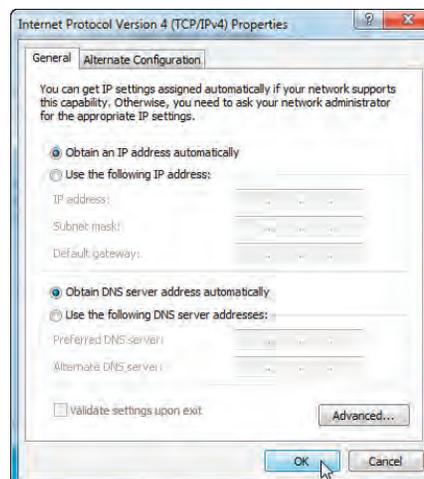


**3 Click Network and Sharing Center.****4 Click Local Area Connection to open the Status window.**

- 5 Click **Properties** to open the Properties window.



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



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

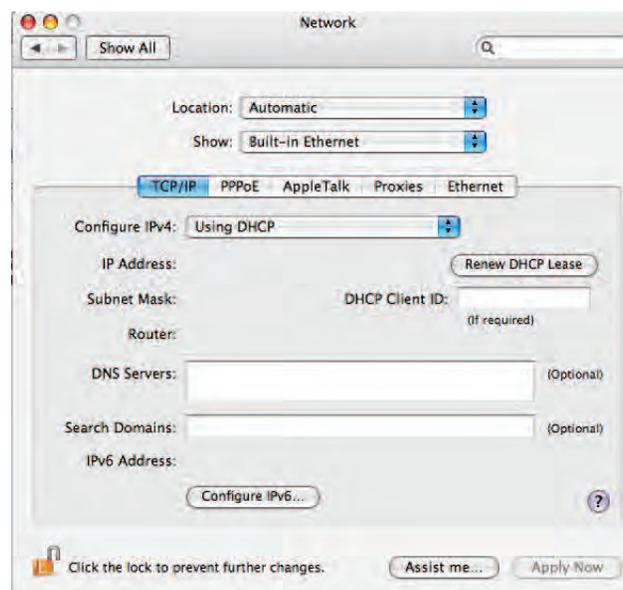
- 1 Open System Preferences, either by choosing System Preferences from the Apple menu or by clicking the System Preferences icon in the dock.



- 2 Click the **Network** icon.



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

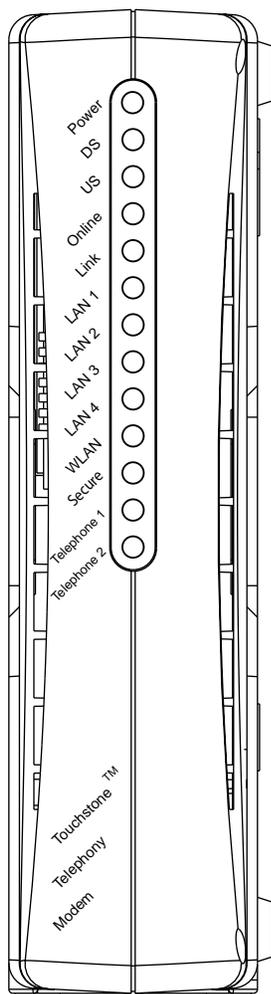


- 4 Choose the TCP/IP tab, if necessary.
- 5 Choose **Using DHCP** from the Configure IPv4 menu.
- 6 If necessary, click the **Renew DHCP Lease** button.
- 7 Close the System Properties application.

## 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 WTM652A/B Models](#)
- [Indicator Lights for the WTM652G Model](#)
- [Using the Reset Buttons](#)



### 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.

### Indicator Lights for the WTM652A/B Models

The Touchstone Telephony Modem has 13 LED indicator lights to assist in troubleshooting.

#### Wiring Problems

If the Telephony Modem begins flashing all its lights for more than 10 seconds, this indicates a problem with the telephone wiring — the red and green wires may be shorted (touching), or there may be undesired voltage on the lines. If this pattern persists for more than 10 seconds, disconnect the telephone lines from the Telephony Modem, then call a wiring technician for assistance.

### Patterns: Normal Operation (WAN)

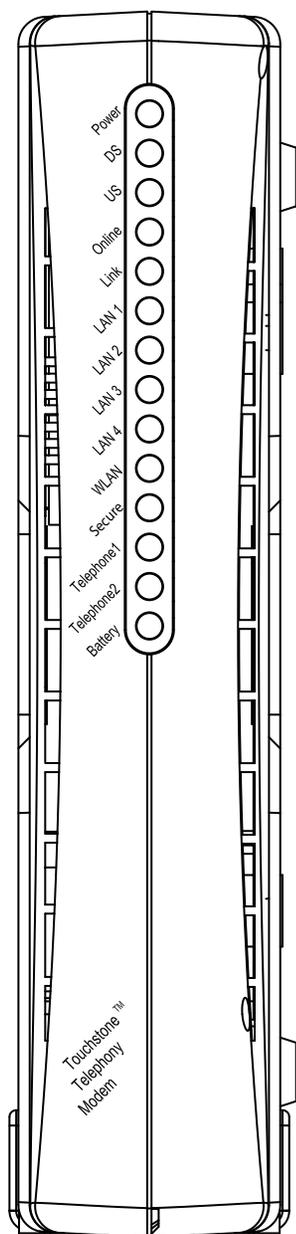
The following table shows light patterns for the cable connection during normal operation.

Mode	Power	DS	US	Online	Link
AC Power	<b>On</b>	<b>On</b> = Connected to the Internet  Flash = Not connected to the Internet	<b>On</b> = Connected to the Internet  Flash = Not connected to the Internet	<b>On</b> = Internet Available  Off = Internet not available	<b>On</b> = Computer Connected  Off = 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)

### Patterns: Normal Operation (LAN and telephone)

The following table shows light patterns for the Ethernet and wireless LANs, and the telephones, during normal operation.

Mode	LAN1 - LAN4	WLAN	Tel. 1/Tel. 2
AC Power	<b>On</b> = Computer Connected Off = Computer not connected Flash = Computer Activity	<b>On</b> = Computer Connected Off = Computer not connected Flash = Computer Activity	<b>On</b> = On-hook Flash = Off-hook Off = disabled
No AC Power	Off	Off	Off
Firmware Upgrade	(normal operation)	(normal operation)	(normal operation)



## Indicator Lights for the WTM652G Models

The Touchstone Telephony Modem has fourteen LED indicator lights to assist in troubleshooting.

### Wiring Problems

If the Telephony Modem begins flashing all its lights for more than 10 seconds, this indicates a problem with the telephone wiring — the red and green wires may be shorted (touching), or there may be undesired voltage on the lines. If this pattern persists for more than 10 seconds, disconnect the telephone lines from the Telephony Modem, then call a wiring technician for assistance.

### Patterns: Normal Operation (LAN and Telephone)

The following table shows light patterns for the Ethernet and wireless LANs, and the telephones, during normal operation.

Mode	LAN1 - LAN4	WLAN	Tel. 1/Tel. 2
AC Power	<b>On</b> = Computer Connected Off = Computer not connected Flash = Computer Activity	<b>On</b> = Computer Connected Off = Computer not connected Flash = Computer Activity	<b>On</b> = On-hook Flash = Off-hook Off = disabled
No AC Power	Off	Off	<b>On</b> = On-hook Flash = Off-hook Off = disabled
Firmware Upgrade	(normal operation)	(normal operation)	Off

### Patterns: Normal Operation (WAN and Battery)

The following table shows light patterns during normal operation.

Mode	Power	DS	US	Online	Link	Battery
AC Power Good	<b>On</b>	<b>On</b> = Connected to the Internet Flash = Not connected to the Internet	<b>On</b> = Connected to the Internet Flash = Not connected to the Internet	<b>On</b> = Internet available Off = Internet not available	<b>On</b> = Computer connected Off = Computer not connected Flash = Computer activity	<b>On</b> = Battery good or low Off = Battery missing Flash = Battery bad
No AC Power Battery Installed	Flash	Off	Off	Off	Off	Off = Battery power Flash = Battery bad
No AC Power No Battery	Off	Off	Off	Off	Off	Off
Firmware Upgrade	<b>On</b>	Flash	Flash	<b>On</b>	(normal operation)	(normal operation)

### Patterns: 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, Online	Link	Telephone		Battery*	Description
		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					
<b>On</b>	<b>On</b>	Flash	Off	Off	Retrieving telephone network information
<b>On</b>	<b>On</b>	Off	Flash	Off	Retrieving telephone line information
<b>On</b>	<b>On</b>	Flash	Flash	Off	Activating telephone service
Normal Operation * = Battery LED only applies 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

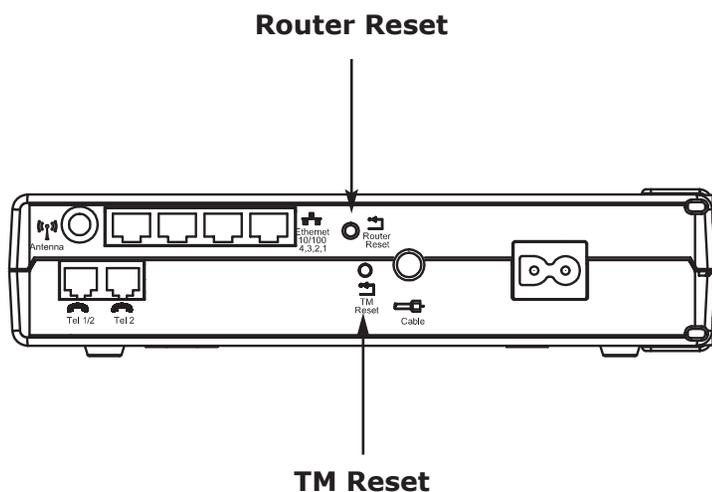
### Using the Reset Buttons

Use the **Router Reset** button to reset the Ethernet and wireless connections without affecting the cable or telephony connections. You may need to reset the router if you are having problems connecting to the Internet, but the phones are working. To reset the Telephony Modem to factory defaults, hold the **Router Reset** button for about 8 seconds.

Use the **TM Reset** button to reset the modem as if you power cycled the entire unit. The phones will be out of service until the Telephony Modem finishes reconnecting to the cable system. You may need to reset the Telephony Modem if you are having problems connecting to the Internet or with the phones. This button should be used rarely.

The **TM Reset** button is recessed to prevent accidental resets. Use a pointed non-metallic object to press this button.

The diagram to the left shows the location of the Reset buttons.



## Troubleshooting

The information in this chapter may help you to clear up common problems.

### Viewing Connection Information

The web-based configuration interface provides screens that can help to troubleshoot connectivity problems. The default IP address of the Telephony Modem is **192.168.2.1** — if you have changed the IP address, remember to enter the changed address in your browser.

#### Viewing the DHCP Client List

The DHCP client list shows all computers that are currently connected to the Telephony Modem and have received an IP address from the router. This information can help you to troubleshoot connectivity problems or to see whether other people have connected to an unsecured network.

To view the list, choose LAN Setup from the navigation menu and then DHCP Client List.

The DHCP Client List shows you all the DHCP clients (PCs and other network devices) on your network. Each client has the following information: IP Address, Host Name and MAC Address. If the client does not have a host name specified, then the field is blank. Click the "Refresh" button to update the list.

IP Address	Host Name	MAC Address
192.168.2.2	laptop	00:16:cb:97:09:f2

Refresh

The list shows the IP address assigned to each computer, the host name (the name given by the computer's owner), and the MAC address of that computer. Click the **Refresh** button to update the listing.

**Note:** The DHCP client list does not show devices that have manually assigned IP addresses.

## Viewing the Security Log

The security log keeps a list of system- and firewall-related events. You can use the security log to troubleshoot connectivity problems and to view possible intrusion attempts.

To view the security log, choose Firewall from the navigation menu and then Security Log.

The screenshot shows the ARRIS router web interface. The top navigation bar includes links for Home, Logout, and Internet Status: Connected. The left sidebar contains a menu with options like WAN Setup, LAN Setup, Wireless Setup, Firewall, Virtual Servers, Client IP Filters, MAC Address, Filtering, DMZ, DDNS, WAN Ping Blocking, Security Log (highlighted), and Utilities. The main content area is titled "Security log" and contains the following text:

The Router provides event logging on two categories – System and Firewall. You can view the log directly from this screen.

**Log File**

**System log:**

```
Sat Jan 1 00:20:18 2000 - 192.168.2.2 login
Sat Jan 1 00:21:25 2000 - 192.168.2.2 login
Sat Jan 1 00:00:20 2000 - WAN DHCP Client Connected IP 192.168.100.2
Sat Jan 1 00:01:30 2000 - WAN DHCP Client Connected IP 192.168.100.2
Sat Jan 1 00:03:41 2000 - WAN DHCP Client Connected IP 192.168.100.2
Sat Jan 1 00:05:52 2000 - WAN DHCP Client Connected IP 192.168.100.2
Sat Jan 1 00:08:03 2000 - WAN DHCP Client Connected IP 192.168.100.2
Sat Jan 1 00:10:14 2000 - WAN DHCP Client Connected IP 192.168.100.2
Sat Jan 1 00:12:25 2000 - WAN DHCP Client Connected IP 192.168.100.2
Sat Jan 1 00:14:36 2000 - WAN DHCP Client Connected IP 192.168.100.2
Sat Jan 1 00:16:47 2000 - WAN DHCP Client Connected IP 192.168.100.2
Sat Jan 1 00:17:08 2000 - WAN DHCP Client Connected IP 192.168.100.2
Sat Jan 1 00:17:09 2000 - WAN DHCP Client Connected IP 192.168.100.2
Sat Jan 1 00:18:58 2000 - WAN DHCP Client Connected IP 192.168.100.2
Sat Jan 1 00:21:09 2000 - WAN DHCP Client Connected IP 192.168.100.2
```

**Firewall log:**

```
Sat Jan 1 00:20:23 2000 1 Blocked by DoS protection 192.168.2.2
Sat Jan 1 00:23:38 2000 1 Blocked by DoS protection 192.168.2.2
```

At the bottom of the log file, there are three buttons: Save, Clear, and Refresh.

Click the **Refresh** button to update the listing. Click the **Save** button to download the current log to your computer (the file is named **log\_web.txt**). Click the button to clear both the system and firewall logs.

**Note:** You may have to scroll down to access the buttons.

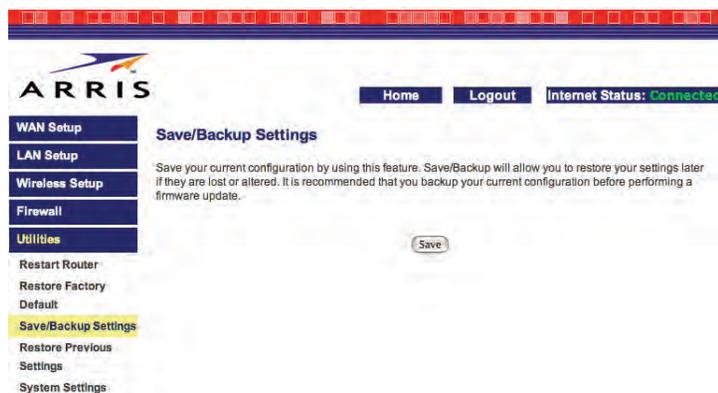
## Backing Up and Restoring the Configuration

You can save a copy of the current Telephony Modem router configuration to a local computer. Once you have configured the Telephony Modem as desired, you should back up the configuration so that you can restore it later if needed.

### Backing Up

Follow these steps to back up the configuration.

- 1 Click the Utilities link in the navigation menu, then click Save/Backup Settings.  
*The Save/Backup Settings window appears.*
- 2 Click the **Save** button.  
*The Telephony Modem downloads a file called **admcfg.cfg** to your computer.*
- 3 Copy the **admcfg.cfg** file to a safe location. You can rename the file, if desired, to help you find it in the future.



### Restoring

Follow these steps to back up the configuration.

- 1 Click the Utilities link in the navigation menu, then click Restore Previous-Settings.  
*The Restore Previous Settings window appears.*
- 2 Click the **Choose File** button.  
*Your browser prompts you to find the saved configuration file.*
- 3 After locating the saved configuration file, click the **Restore** button.  
*The Telephony Modem restarts the router with the restored configuration.*



## Resetting the Telephony Modem Router

The router can be reset in two ways: a “normal” reset that simply restarts the router (without affecting any phone calls in progress), and a “factory” reset that erases the current configuration to the factory defaults.

### Restarting the Router

To restart the router, you can push the **Router Reset** button on the back of the Telephony Modem. If your Telephony Modem is mounted in an inconvenient location, or you need to restart it remotely, you can use the Restart Router page.

To restart the router remotely, click the Utilities link in the navigation menu, then click Restart Router. When the page appears, click the **Restart Router** button. The Telephony Modem shows a confirmation dialog; click **OK** to restart the router.



### Resetting the Router to Factory Defaults

To reset the router to factory defaults, you can press and hold the Router Reset button on the back of the Telephony Modem for about eight seconds. You may need to do this if a misconfiguration has locked out all access. If you can access the router and want to restart it remotely, you can use the Restore Factory Defaults page.

To restore factory defaults remotely, click the Utilities link in the navigation menu, then click Restore Factory Defaults. When the page appears, click the Restore Defaults button. The Telephony Modem shows a confirmation dialog; click OK to erase the configuration to factory defaults.

The router resets itself after erasing the current configuration.

**Note:** If you want to restore the current configuration after restoring factory defaults, see [Backing Up and Restoring the Configuration](#) first.

## General Problems and Solutions

### The Telephony Modem is plugged in, but the Power light is off.

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

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.

Finally, check the fuse or circuit breaker panel.

### I'm not getting on the Internet (all connections).

It may take over 30 minutes to establish a connection the first time you power up your Telephony Modem, especially when many people are online. Always leave your Telephony 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 finger-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 Telephony Modem and CATV outlet, remove the splitters and connect the Telephony Modem directly to the outlet.

Proceed to the Ethernet or wireless solutions (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.

Press the **Router Reset** button on the back of the Telephony Modem.

A misconfiguration could lock out all access to the Telephony Modem router. If you think this has happened, see [Resetting the Router to Factory Defaults](#).

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

Check the indicator lights (see [Using the Telephony Modem](#)) — the WLAN light should be on.

Does your connection utility discover your wireless LAN? If you turned off "Broadcast SSID" (see [Configuring the LAN Channel and Name](#)) you need to manually enter the name of your wireless LAN in the connection utility.

Change your security mode to "WEP" or "disabled" (see [Configuring Wireless Security](#)). If you use "disabled," enable one of the other security modes as soon as you find the problem.

A misconfiguration could lock out all access to the Telephony Modem router. If you think this has happened, see [Resetting the Router to Factory Defaults](#).

### **My wireless Internet connection stops working sometimes.**

This is usually caused by interference — two common sources are 2.4GHz "remote" telephones and microwave ovens. If you cannot remove the interfering product, try using a different channel or setting Protected Mode (see [Configuring the LAN Channel and Name](#) for both features).

### **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.

Other communications on the LAN, or interference with wireless connections, may slow down your connection.

### I don't have dial tone when I pick up my phone, why?

In order for telephone service to be functional on the Telephony Modem, telephone service must have been purchased from the service provider and configured on your Telephony Modem. The following steps should help in identifying the source of the problem.

- 1** Is the Power LED lit?
  - If not, check to make sure the Telephony Modem is plugged in and the outlet has power.
  - If the LED is lit, go to the next step.
- 2** Is the Online LED lit?
  - If not, check the coax connection at the Telephony Modem and the wall. Ensure they are connected and tight. If they are and you do not have dial tone, contact your service provider.
  - If the Online LED is lit, go to the next step.
- 3** Is the Telephone (Telephone 1 or Telephone 2) LED lit?
  - If not, phone service has not been set up on that line. Contact your service provider.
  - If it is blinking, there is a phone off hook somewhere in the house. Find that phone and hang it up.
  - If it is lit, go to the next step.
- 4** Is the phone plugged directly into the Telephony Modem?
  - Make sure the phone is plugged into the port on the back of the Telephony Modem labeled "Tel 1" for line 1, and "Tel 2" for line 2.
  - If so, try a different phone. Make sure the new phone is a working phone.
  - If a known good phone is used and you still don't have dial tone, try a different phone cable. If a new phone and cable do not restore dial tone, call your service provider.

- 5 Is the Telephony Modem plugged into a wall outlet?
  - If so, unplug the RJ-11 connector at the back of the Telephony Modem and plug in a known working phone. If you now have dial tone, the problem is with the house wiring. Contact your cable company or a qualified wiring technician to correct the house wiring. If you still do not have dial tone, contact your service provider.

## Glossary

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

### **Amp-hour (Ah)**

A measure of battery capacity. For example, a 1.0Ah battery can nominally supply one Ampere of current for one hour.

### **Category 5 (Cat5)**

A high-quality type of cable, used for Fast Ethernet (100BaseT) connections. When purchasing Ethernet cables, always look for Category 5 cable.

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

A thin wire, used to connect your television and Telephony 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 Telephony Modem; typically a computer or hub.

### **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).

**EuroDOCSIS**

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 Telephony Modem.

**Firewall**

A hardware or software device that prevents unauthorized access to a private network from the Internet. The WTM652 provides a built-in firewall.

**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 Telephony Modem’s MAC address to authorize access to the Internet. The MAC address is printed on a label on the bottom of your Telephony 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 4-pin modular connector, commonly used in North America for connecting telephones.

**RJ-45**

A standard 6-pin 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 Telephony Modem. You can buy a splitter from any electronics retailer and most discount stores.

**SSID**

Service Set IDentifier, a string of text (up to 32 characters long) that uniquely identifies a wireless LAN.

**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 Telephony 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.

**WEP**

Wired Equivalent Privacy, a common standard for encrypting data sent over a wireless LAN.

**WPA**

Wi-fi Protected Access, a standard for encrypting data sent over a wireless LAN. WPA offers improved security over WEP.

**Touchstone®**

**WTM652 Telephony Modem  
User's Guide**



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