

## ARRIS TG862G

# ARRIS TG862G Wireless Gateway Telephony Modem User Manual

Model: TG862G | Brand: ARRIS

## 1. INTRODUCTION AND OVERVIEW

The ARRIS TG862G is an advanced residential gateway solution designed to provide high-speed internet, wireless connectivity, and telephony services. This device integrates a DOCSIS 3.0 cable modem, an 802.11n wireless access point, and a 4-port Gigabit Ethernet router, along with a telephony adapter, into a single unit. It is engineered for enhanced performance, efficient maintenance, and energy conservation.

This manual provides essential information for setting up, operating, and maintaining your TG862G gateway, as well as troubleshooting common issues.

## 2. KEY FEATURES

- **DOCSIS 3.0 Compliant:** Supports up to 8 downstream and 4 upstream channel bonding for high-speed data transfer.
- **High-Performance Wireless:** Features a WiFi-Alliance certified 802.11b/g/n wireless access point with internal 2x3 MIMO antenna configuration for optimal throughput and coverage. Supports 802.11n Beam Forming.
- **Gigabit Ethernet Ports:** Four 10/100/1000Base-T Ethernet (RJ-45) ports for high-speed wired connections. All ports support auto-negotiation, auto speed sensing, and Auto MDI/X.
- **Telephony Support:** Provides 2 lines of Carrier Grade Voice with multiple protocol support (PacketCable (NCS) and Session Initiation Protocol (SIP)). Supports toll-grade, compression, and High Fidelity Wideband CODECs.
- **Advanced Security:** WPA and WPA2 Personal and Enterprise, 64/128 bit WEP, and MAC authentication wireless security options.
- **Energy Management:** Designed with energy conservation features.
- **USB 2.0 Port:** Includes a single USB 2.0 Targeted Embedded Host port.
- **Battery Backup Option:** Allows over 8 hours of standby support (battery sold separately).

## 3. SETUP GUIDE

### 3.1 Package Contents

Before you begin, ensure your package contains the following items:

- ARRIS TG862G Wireless Gateway
- Power Adapter
- Ethernet Cable
- (Optional) Coaxial Cable

## 3.2 Physical Connections

Follow these steps to connect your ARRIS TG862G gateway:

1. **Connect Coaxial Cable:** Connect one end of the coaxial cable to the Cable In port on the back of the TG862G and the other end to a cable wall outlet. Ensure the connection is secure.
2. **Connect Ethernet Devices:** For wired connections, connect an Ethernet cable from one of the yellow Ethernet ports (LAN 1-4) on the back of the TG862G to the Ethernet port on your computer or other network device.
3. **Connect Telephony Devices:** If you have telephone service, connect your telephone to the TEL 1 or TEL 2 port on the back of the TG862G using a standard telephone cable.
4. **Connect Power:** Connect the power adapter to the Power port on the back of the TG862G and then plug the adapter into an electrical outlet.



Figure 3.2.1: Rear view of the ARRIS TG862G showing connection ports. From left to right: USB port, four Ethernet ports, two

telephone ports, coaxial cable input, and power input.



Figure 3.2.2: Front view of the ARRIS TG862G with various LED indicators for power, upstream, downstream, internet, wireless, and telephone status.

### 3.3 Device Activation

After connecting the gateway, allow a few minutes for it to power on and establish a connection. The indicator lights on the front panel will show the status of the connection. Once the lights indicate a stable connection (refer to Section 4.1 for LED descriptions), you will need to activate the device with your Internet Service Provider (ISP). **Important:** Contact your ISP (e.g., Comcast/Xfinity, Brighthouse) to activate your new ARRIS TG862G modem. Provide them with the MAC addresses and serial numbers located on the label on the bottom or back of the device. Be prepared to provide the HFC MAC address for internet service and the MTA MAC address for telephony service. Some ISPs may require specific firmware downloads for phone activation. It is recommended to verify compatibility with your ISP before purchasing this device, especially for VoIP (telephony) services, as compatibility may vary by location.

## 4. OPERATING INSTRUCTIONS

### 4.1 LED Indicators

The front panel LEDs provide real-time status of the gateway's operation:

LED Name	Status	Description
Power	Solid Green	The gateway is powered on.
DS (Downstream)	Solid Green	Downstream channel is locked.
US (Upstream)	Solid Green	Upstream channel is locked.
Online	Solid Green	The gateway is online and connected to the internet.
Link	Solid Green/Amber	Indicates Ethernet activity (Green for Gigabit, Amber for 10/100 Mbps).
Wireless	Solid Green	Wireless functionality is enabled. Blinking indicates activity.
Tel 1 / Tel 2	Solid Green	Telephone line is active. Blinking indicates off-hook or ringing.

## 4.2 Network Configuration (Advanced Users)

The ARRIS TG862G can be configured via a web-based interface. Typically, you can access this by typing `http://10.0.0.1` or `http://192.168.0.1` into your web browser's address bar. Default login credentials are often found on a label on the device.

**Note:** Due to the nature of integrated gateway devices provided by ISPs, many advanced configuration options (such as Wi-Fi settings, port forwarding, and bridge mode) may be controlled by your Internet Service Provider. In some cases, the advanced settings tab may be blocked for consumer access. If you need to make specific changes, such as disabling the built-in Wi-Fi or enabling bridge mode, you may need to contact your ISP's technical support. Some users have reported success in accessing full settings by disconnecting the coaxial cable before logging into the router interface, making changes, and then reconnecting the cable.

## 4.3 Wi-Fi Protected Setup (WPS)

The TG862G supports Wi-Fi Protected Setup (WPS) for easy and secure connection of wireless devices. To use WPS, press the WPS button on the gateway (if available, refer to device diagram for location) and then activate WPS on your wireless device within two minutes. This will automatically configure the wireless security settings.

## 5. MAINTENANCE

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Proper maintenance ensures the longevity and optimal performance of your ARRIS TG862G gateway.

- **Placement:** Place the gateway in a well-ventilated area, away from direct sunlight, heat sources, and moisture. Ensure adequate airflow around the device.
- **Cleaning:** Use a soft, dry cloth to clean the exterior of the device. Do not use liquid or aerosol cleaners.
- **Power Cycling:** If you experience connectivity issues, a simple power cycle can often resolve them. Disconnect the power adapter from the gateway, wait 10-15 seconds, and then reconnect it. Allow the device to fully restart and re-establish connections.
- **Firmware Updates:** Firmware updates are typically managed and pushed by your Internet Service Provider. Do not attempt to manually update the firmware unless instructed by your ISP.

## 6. TROUBLESHOOTING

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This section addresses common issues you might encounter with your ARRIS TG862G gateway.

### 6.1 No Internet Connection

- **Check Cables:** Ensure all cables (coaxial, Ethernet, power) are securely connected.
- **Check LED Indicators:** Verify that the Power, DS, US, and Online LEDs are solid green. If any are off or blinking, there might be an issue with the connection to your ISP.
- **Power Cycle:** Perform a power cycle as described in Section 5.
- **ISP Outage:** Check with your ISP for any known service outages in your area.
- **Activation:** Confirm that your device has been properly activated with your ISP.

### 6.2 No Dial Tone on Telephone

- **Check Phone Cables:** Ensure your telephone is correctly plugged into the TEL 1 or TEL 2 port.
- **Check Tel LEDs:** Verify that the Tel 1/Tel 2 LEDs on the front panel are solid green.
- **Power Cycle:** Power cycle the gateway.
- **ISP Service:** Contact your ISP to confirm your telephony service is active and provisioned correctly for your

device.

### 6.3 Wi-Fi Connectivity Issues

- **Check Wireless LED:** Ensure the Wireless LED is solid green.
- **SSID Broadcast:** Verify that your Wi-Fi network (SSID) is being broadcast and is visible to your devices.
- **Password:** Double-check your Wi-Fi password.
- **Signal Strength:** Move closer to the gateway to check signal strength. Obstacles like walls and large appliances can interfere with Wi-Fi signals.
- **Interference:** Other wireless devices (cordless phones, microwaves) can cause interference. Try changing the Wi-Fi channel if possible (may require ISP assistance).

If you continue to experience issues, it is recommended to contact your Internet Service Provider's technical support for further assistance, as they manage the provisioning and advanced settings of this gateway.

## 7. SPECIFICATIONS

Feature	Detail
Model Number	TG862G
DOCSIS Standard	DOCSIS 3.0
Channel Bonding	8 Downstream x 4 Upstream
Wireless Standard	802.11b/g/n
Ethernet Ports	4 x 10/100/1000Base-T (Gigabit Ethernet)
Telephony Ports	2 x RJ-11 (Carrier Grade Voice)
USB Port	1 x USB 2.0 Targeted Embedded Host port
Dimensions (approx.)	10 x 8.5 x 6.2 inches
Weight (approx.)	1.9 pounds
Power Supply	Integrated Universal Power Supply

## 8. IMPORTANT INFORMATION & LEGAL DISCLAIMER

Before purchasing and installing this device, it is crucial to **check with your Cable Company first** to confirm compatibility with their network and services, especially for telephony (VoIP) service in your specific location. Compatibility can vary, and some features may require specific provisioning or firmware from your ISP.

## 9. SUPPORT

For technical support, troubleshooting beyond this manual, or service-related inquiries, please contact your Internet Service Provider (ISP). As this is a gateway device, your ISP is responsible for its provisioning, firmware, and overall network compatibility.

You may also visit the official ARRIS website for general product information and resources, though direct support

for ISP-provided or compatible devices is typically handled by the ISP.

## 10. WARRANTY INFORMATION

Warranty terms for the ARRIS TG862G gateway typically depend on where the device was purchased and the specific policies of the seller or manufacturer. Please refer to the warranty documentation provided at the time of purchase or contact the seller for details regarding warranty coverage, duration, and claims procedures. Keep your proof of purchase for warranty purposes.

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### Documents - ARRIS – TG862G

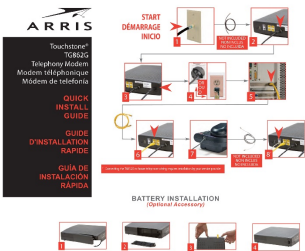


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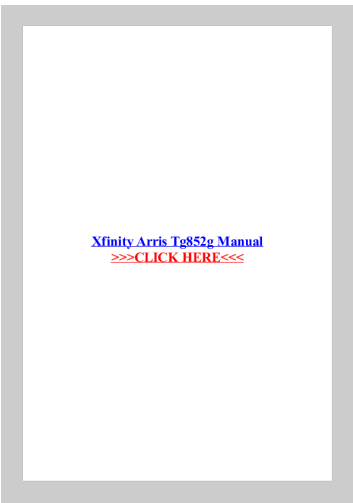


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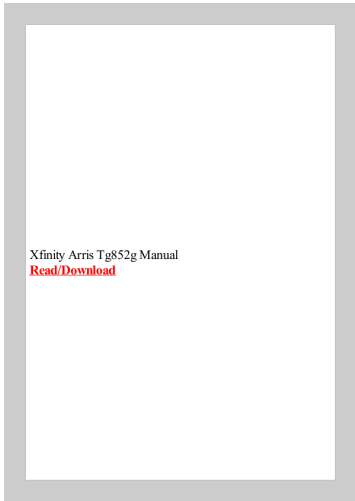


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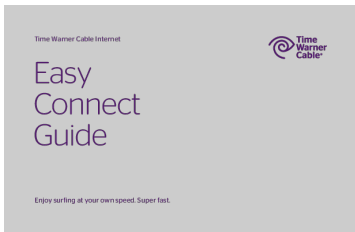
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Xfinity Arris Tg852g Manual The people of ARRIS are here when you need us, and  
we re ready to provid ... 2.168.100.1/ \_\_\_\_ Username: admin / Password: hitron  
Wireless Gateway 1, front view. Models: TG852G, **TG862G**, SMCD3GNV, TC8305C.  
Wireless Gateway 1 Activation and Connection Guide TG852G User Guide. Ac...  
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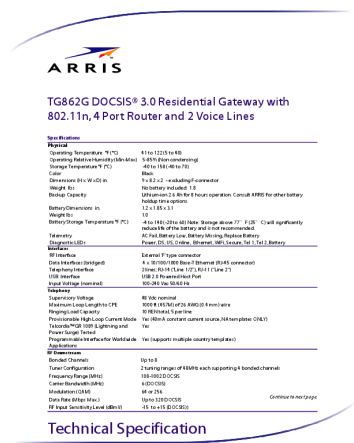
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[pdf] Specifications Dimension Guide Catalog

TG862G DOCSIS® 3 0 Residential Gateway with 802 11n 4 Port Router and 2 Voice Lines Technical  
Specification ARRIS TS 20DEC11 arris product catalog docs specs sheet  
**TG862G** DOCSIS 3.0 Residential Gateway with 802.11n, 4 Port Router and 2 Voice  
Lines Speci cations Physical Operating Temperature F C 41 to 122 5 to 40 Continue  
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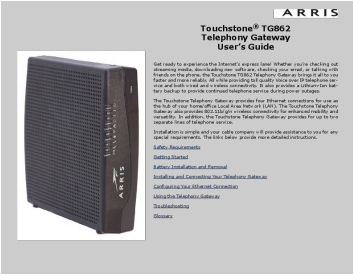
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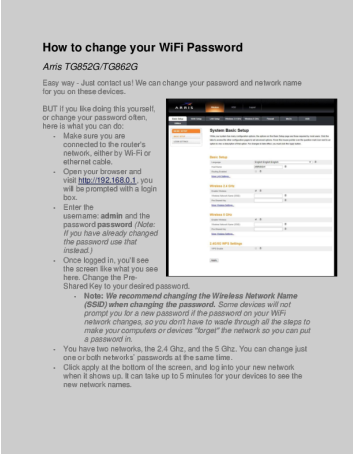
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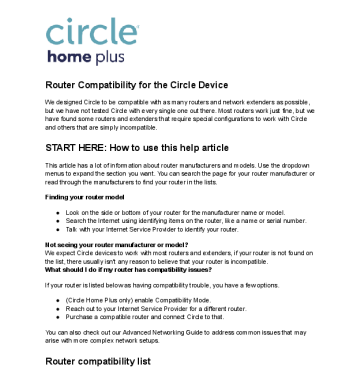
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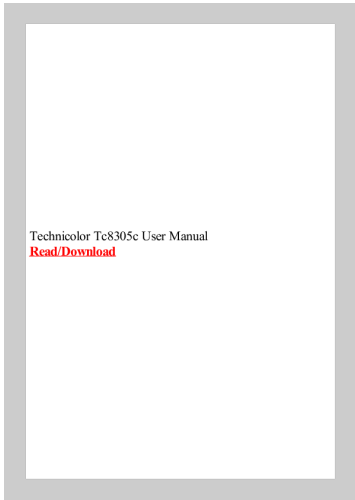
Touchstone® DOCSIS® 3 0 Residential Gateway TG862G Product Flyer ARRIS The TG862 combines two analog voice lines a 4 port Gigabit Router and 802 11n wireless access point into single device capable of supporting both home small office applications Using multi processor technology the can achieve high bandwidth performance without affecting quality historical product standard Arris Wireless n tg862g pf 16apr12 PF 16APR12 atlanticbb sites default files tiny mce arrisi 80 globalassets resources data sheets catalog docs specs sheet arris

Touchstone DOCSIS 3.0 Residential Gateway With 802.11n, 4 Port Router, and 2 Voice Lines **TG862G** Configuration 8x4 Channel Bonding Multi Processor Technology for Highest Performance DOCSIS 3.0 and PacketCable™ 1.1/1.5 compliant design Upgradable to PacketCable 2.0 4 port Gigabit Ether... lang:en **score:26** filesize: 423.51 K page\_count: 2 document date: 2012-04-30



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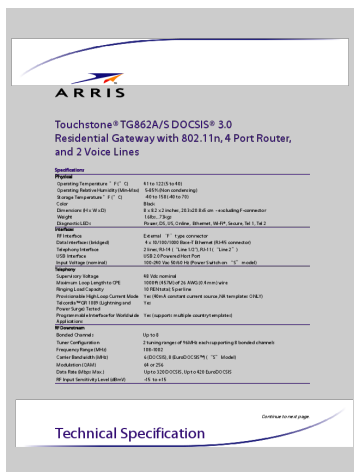
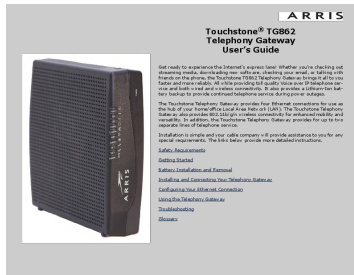
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[Technicolor TC8305C User Manual and Technical Information](#)

This document provides information and guidance for the Technicolor TC8305C, a wireless cable modem gateway with voice capabilities, often used with Comcast Xfinity. It covers default settings, troubleshooting, and configuration options. lang:en **score:25** filesize: 38.72 K page\_count: 2 document date: 2015-10-22





COMMScope			
ARRIS BRAND SNE PRODUCT ENERGY EFFICIENCY			
June 10, 2021			
This document provides information about the energy efficiency of ARRIS brand Small Network Equipment (SNE) models sold by CommScope through retail channels since January 1, 2015. This information will be updated as CommScope makes new devices available. Some listed models may no longer be available and it may not be available in all areas. The power measurements herein represent SNE devices generally configured and measured in accordance with the test procedures as specified in the Voluntary Agreement. The energy use of an individual SNE device may vary. The power may vary when connected to a Service Provider network.			
For more information about the Voluntary Agreement, including energy efficiency information for a product supplied by a Service Provider, please refer to: <a href="https://www.arris.com/energy-efficiency">https://www.arris.com/energy-efficiency</a>			
Model Number	Base Type	Additional Features	Watt Power (Watt)
186111	Basic D3.1	GigE LAN2	8.5
186111	Basic D3.0	GigE LAN	6.6
186141	Basic D3.0	2x above-4x4, GigE LAN	5.45
186181	Basic D3.0	2x above-4x4, GigE LAN	8.45
186190	Basic D3.0	2x above-4x4, GigE LAN	8.6
186200	Basic D3.1	GigE LAN2	10.8
186210	IAD D3.0	2x above-4x4, GigE LAN2, Wi-Fi n LP, Wi-Fi ac HP, Wi-Fi above 2x2 HP, Wi-Fi above 2x2 LP	10.5
186500	IAD D3.0	2x above-4x4, GigE LAN2, Wi-Fi n LP, Wi-Fi ac HP, Wi-Fi above 2x2 HP, Wi-Fi above 2x2 LP	8.0
186500	IAD D3.0	2x above-4x4, GigE LAN2, Wi-Fi n LP, Wi-Fi ac HP, Wi-Fi above 2x2 HP, Wi-Fi above 2x2 LP	11.5
186500S2	IAD D3.0	2x above-4x4, GigE LAN2, Wi-Fi n LP	7.8
186500AC	IAD D3.0	2x above-4x4, GigE LAN2, Wi-Fi n LP, Wi-Fi ac HP, Wi-Fi above 2x2 LP	10.0
186570S2AC	IAD D3.0	2x above-4x4, GigE LAN2, Wi-Fi n LP, Wi-Fi ac HP, Wi-Fi above 2x2 LP, MoCA	13.2
1865900AC	IAD D3.0	2x above-4x4, GigE LAN2, Wi-Fi n LP, Wi-Fi ac HP, Wi-Fi above 2x2 LP, MoCA	14.1
1865900AC2	IAD D3.0	2x above-4x4, GigE LAN2, Wi-Fi n LP, Wi-Fi ac HP, Wi-Fi above 2x2 LP, MoCA	11.3
1867400AC2	IAD D3.0	2x above-4x4, GigE LAN2, Wi-Fi n LP, Wi-Fi ac HP, Wi-Fi above 2x2 LP, MoCA	13.2
1867800AC	IAD D3.0	2x above-4x4, GigE LAN2, Wi-Fi n LP, Wi-Fi ac HP, Wi-Fi above 2x2 LP, MoCA	14.0
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ACS	
Certification & Compliance Testing	
Certification Exhibit	
FCC ID: UIDTG862 IC: 6670A-TG862	
FCC Rule Part: 15.247 IC Radio Standards Specification: RSS-210	
ACS Project Number: 11-0038	
Manufacturer: ARRIS International, Inc. Model: TG862G, TG862G/CT	
Manual	
5015 D. D. Bowman Drive, Suite 200, CA 95015 USA Voice: 770-831-8048 Fax: 770-831-8598	

UNITED STATES INTERNATIONAL TRADE COMMISSION WASHINGTON, D.C.	
to the Matter of CERTAIN DIGITAL CABLE AND SATELLITE PRODUCTS, SET-TOP BOXES, GATEWAYS, AND COMPONENTS THEREOF	
Investigation No. 337-TA-	
COMPLAINT UNDER SECTION 337 OF THE TRADE ACT OF 1930 AS AMENDED	
Complainant:	Respondent/Respondents:
Sony Corporation 1-7-1, Kojima, Minato-ku Tokyo, 108-0075 Japan Telephone: +81-3-6748-2111	ARRIS International plc 8071 Lakeside Drive Sunnyvale, CA 94084 Telephone: (678) 473-2000
Sony Electronics Inc. 4400 Via Varela San Diego, CA 92121 United States Telephone: 619-442-2129	ARRIS Technology, Inc. 101 Commonwealth Drive Beverly, MA 01931 Telephone: 781-231-5800
Co-Defendant/Complainant:	ARRIS International plc 8071 Lakeside Drive Sunnyvale, CA 94084 Telephone: (678) 473-2000
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Stable R. B. Stephens IV Bills & Stephens Robert J. W. Stephens POMEROY, BENNETT, FARRAR, LLP GARRETT A. DICKINSON, LLP	ARRIS Technology, Inc. 101 Commonwealth Drive Beverly, MA 01931 Telephone: 781-231-5800
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ARRIS Small Network Equipment (SNE) Energy Efficiency Report	
This document provides information about the energy efficiency of ARRIS brand Small Network Equipment (SNE) models sold by CommScope through retail channels since January 1, 2015. This information will be updated as CommScope makes new devices available. Some listed models may no longer be available and it may not be available in all areas. The power measurements herein represent SNE devices generally configured and measured in accordance with the test procedures as specified in the Voluntary Agreement. The energy use of an individual SNE device may vary. The power may vary when connected to a Service Provider network.	
For more information about the Voluntary Agreement, including energy efficiency information for a product supplied by a Service Provider, please refer to: <a href="https://www.arris.com/energy-efficiency">https://www.arris.com/energy-efficiency</a>	
Model Number	Base Type
186111	Basic D3.1
186111	Basic D3.0
186141	Basic D3.0
186181	Basic D3.0
186190	Basic D3.0
186200	Basic D3.1
186210	IAD D3.0
186500	IAD D3.0
186500	IAD D3.0
186500S2	IAD D3.0
186500AC	IAD D3.0
186570S2AC	IAD D3.0
1865900AC	IAD D3.0
1865900AC2	IAD D3.0
1867400AC2	IAD D3.0
1867800AC	IAD D3.0

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ARRIS Small Network Equipment SNE Energy Efficiency Report This document provides information about the energy efficiency of brand models sold by CommScope through retail channels since January 1 2015 [www.mscope.globalassets.digizuite.330860.commscope.sne/public/report.commscope.com](https://www.mscope.globalassets.digizuite.330860.commscope.sne/public/report.commscope.com) ARRIS BRAND SNE PRODUCT ENERGY EFFICIENCY June 10, 2021 This document provides information ... e 2x2 LP, Wi-Fi ac HP, Wi-Fi above 2x2 HP, MoCA, FXS 2 , 14.3 USB2 2 GigE LAN 2 , FXS 2 9.4 **TG862G** IAD D3.0 D3 above 4x4, GigE LAN 4 , Wi-Fi n LP, FXS 2 , USB2 8.3 **TG862G** with battery IA... lang:en **score:19** filesize: 216.89 K page\_count: 4 document date: 2021-06-15

[pdf] User Manual Specifications Guide Test Report

FCC Part 15 Brooke Copeland ID UIDTG862 IC 6670A TG862 Certification Exhibit Rule 247 Radio Standards Specification RSS 210 ACS Project Number 11 0038 Manufacturer 2790 192 168 1 ip co manuals Certification Exhibit FCC ID: UIDTG862 IC: 6670A-TG862 FCC Rule Part: 15.247 IC Radio Standards Specification: RSS-210 ACS Project Number: 11-0038 Manufacturer: ARRIS International, Inc. Model: **TG862G**, **TG862G/CT** Manual 5015 B.U. Bowman Drive Buford, GA 30518 USA Voice: 770-831-8048 Fax: 770-831-8598... lang:en **score:19** filesize: 3.34 M page\_count: 62 document date: 2011-07-18

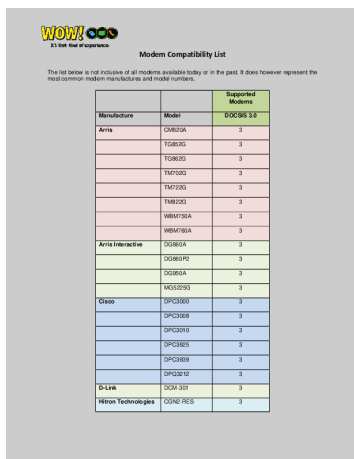
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COMPONENTS THEREOF [sonycomplaintmarch2017 itcblog images |||](https://www.sony.com/press/2017/07/17/itcblog_images_III) UNITED STATES INTERNATIONAL TRADE COMMISSION WASHINGTON, D.C. In the Matter of CERTAIN DIGITAL CA ... al PLC Q3FY20I6 Form 10-Q CONFIDENTIAL: Infringement Claim Chart for the 126 Patent: ARRIS Xfinity **TG862G** Telephony Gateway Infringement Claim Chart for the 093 Patent: ARRIS DCX3635 CONFIDENTIAL: ... lang:en **score:18** filesize: 1.86 M page\_count: 45 document date: 2017-03-15

[pdf] User Manual Specifications

jbrock Please note CH CableHome D DOCSIS E EuroDOCSIS sagemcom manual filetype after 2020 05 Certified Products cablelabs 2013 10 Please note: CH = CableHome; D = DOCSIS; E-D = EuroDOCSIS; E-P = EuroPacketCable; P = PacketCable B ... Technologies Cisco Cisco Motorola BCW710 CBW383G4 DCM-702 DPC3928 5352 DG860 CM820A TM822G DPC3828 **TG862G** DPC2325R2 DPC2425R2 CGN DDW3630 66950-1000 DPC2420R2 DPC3827 SBG6580 Netgear Technicolor Ube... lang:en **score:17** filesize: 698.27 K page\_count: 35 document date: 2016-04-21

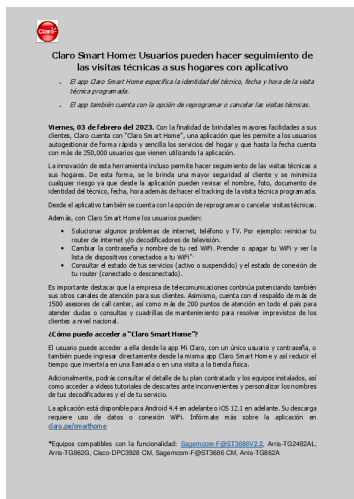




### Modern Compatibility List

The list below is not inclusive of all modems available today or in the past. It does however represent the most common modem manufactures and model numbers.

		Supported Modems
Manufacturer	Model	DocuSign ID
Arrix	CM832A	3
	TG832	3
	TG830	3
	TM130	3
	TM120	3
	TM820	3
	WMW720A	3
	WMW680A	3
Arrix Interactive	CG868A	3
	CG868P2	3
	CG868	3
	MG8590	3
Oiso	DPC850	3
	DPC858	3
	DPC8010	3
	DPC885	3
	DPC869	3
D-Live	DPC8212	3
	DCM 301	3
Heron Technologies	CGSE-RES	3



Claro Smart Home: Usuarios pueden hacer seguimiento de las visitas técnicas a sus hogares con aplicativo

- El app *Claro Smart Home* especifica la identidad del técnico, fecha y hora de la visita técnica programada.
- El app también cuenta con la opción de reprogramar o cancelar las visitas técnicas.

**Viernes, 03 de febrero del 2023.** Con la finalidad de brindarles mayores facilidades a sus clientes, Claro cuenta con "Claro Smart Home", una aplicación que les permite a los usuarios autogestionar de forma rápida y sencilla los servicios del hogar y que hasta la fecha cuenta con más de 250.000 usuarios que vienen utilizando la aplicación.

La innovación de esta herramienta incluso permite hacer seguimiento de las visitas técnicas a sus hogares. De esta forma, se le brinda una mayor seguridad al cliente y se minimiza cualquier riesgo ya que desde la aplicación pueden revisar el nombre, foto, documento de identidad del técnico, fecha, hora además de hacer el tracking de la visita técnica programada. Desde el aplicativo también se cuenta con la opción de reprogramar o cancelar visitas técnicas.

Además, con Claro Smart Home los usuarios pueden:

Además, con Claro Smart Home los usuarios pueden:

- Solucionar algunos problemas de internet, teléfono y TV. Por ejemplo: reiniciar tu router de internet y/o decodificadores de televisión.
- Cambiar la contraseña y nombre de tu red WiFi. Prender o apagar tu WiFi y ver la lista de dispositivos conectados a tu WiFi.\*
- Consultar el estado de tus servicios (activo o suspendido) y el estado de conexión de tu router (conectado o desconectado).

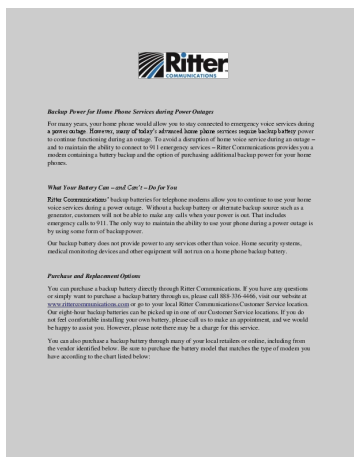
Es importante destacar que la empresa de telecomunicaciones continúa potenciando también sus otros canales de atención para sus clientes. Asimismo, cuenta con el respaldo de más de 1500 asesores de call center, así como más de 200 puntos de atención en todo el país para atender dudas o consultas y cuadrillas de mantenimiento para resolver imprevistos de los clientes a nivel nacional.

*if home needs another "Class Smart Home"*

También puede ingresar directamente desde la misma app: Claro Smart Home y así reducir el tiempo que le tomaría en una llamada o en una visita a la tienda física.

La aplicación está disponible para Android 4.4 en adelante o iOS 12.1 en adelante. Su descarga requiere uso de datos o conexión WiFi. Infórmate más sobre la aplicación en [www.112.es](#)

\*Equipos compatibles con la funcionalidad: [Sagemcom-F@ST3686V2.2](#), Arris-TQ2482AL, Arris-TQ862Q, Cisco-DPC3928 CM, Sagemcom-F@ST3686 CM, Arris-TQ862A



### Backup Power for Home Phone Services during Power Outage

For many years, your home phone would allow you to stay connected to emergency voice services during a power outage. However, many of today's advanced home phone services require backup battery power to continue functioning during an outage. To avoid a disruption of horse voice service during an outage – and to maintain the ability to connect to 911 emergency services – Riber Communications provides you a modem containing a battery backup and the option of purchasing additional backup power for your home.

### What Your Battery Can – and Can't – Do for You

**Ritter Communications'** backup batteries for telephone modems allow you to continue to use your home voice services during a power outage. Without a backup battery or alternate backup source such as a generator, customers will not be able to make any calls when your power is out. That includes emergency calls to 911. The only way to maintain the ability to use your phone during a power outage is by using some form of back-up power.

Our backup battery does not provide power to any services other than voice. Home security systems, medical monitoring devices and other equipment will not run on a home phone backup battery.

### Purchase and Replacement Options

You can purchase a backup battery directly through Ritter Communications. If you have any questions or simply want to purchase a backup battery through us, please call 888-336-4466, visit our website at [www.rittercommunications.com](http://www.rittercommunications.com) or go to your local Ritter Communications Customer Service location. Our eight-hour backup batteries can be picked up in one of our Customer Service locations. If you do not feel comfortable installing your own battery, please call us to make an appointment, and we would be happy to assist you. However, please note there may be a charge for this service.

You can also purchase a backup battery through many of your local retailers or online, including from the vendor identified below. Be sure to purchase the battery model that matches the type of modem you have according to the chart listed below:

[\[pdf\]](#) Frequently Asked Questions

Microsoft Word D3modem list ssantella d3modem wowway 80 docs wow faq documents

Modem Compatibility List The list below is not inclusive of all modems available today or in the past. It does however represent the most common modem manufactures and model numbers. Manufacture Arris Model CM820A Supported Modems DOCSIS 3.0 3 TG852G 3 **TG862G** 3 TM702G 3 TM722G 3 TM822G ...

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Mario Angel Benvenuto Jaramillo Usuarios pueden hacer seguimiento de las visitas técnicas a sus Feb 3 2023 · Desde el aplicativo también se cuenta con la opción reprogramar o cancelar Además Claro Smart Home los usuarios pueden e8d49fb5 fe57 4cf3 9d84 b843e4536138 ClaroSmartHome tecnicas hogares claro pe portal 2020 recursos contenido home |||

Claro Smart Home: Usuarios pueden hacer seguimiento de las visitas técnicas a sus hogares con aplicat ... e/smarthome \*Equipos compatibles con la funcionalidad:

Sagemcom-F ST3686V2.2, Arris-TG2482AL; Arris-**TG862G**, Cisco-DPC3928 CM, Sagemcom-F ST3686 CM, Arris-TG862A Acerca de America Mvil America Mvil es ..

lang:es score:16 filesize: 242.8 K page count: 2 document date: 2023-02-03

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Microsoft Word 158042 John Strode Batterybackup disclosure 020117 cdn2 hubspot net hubfs 497316 |||

Backup Power for Home Phone Services during Power Outages For many years, your home phone would allow you to hold time. Battery Model Number Battery SKU number Approximate Cost Modem Model Capability: TG852G **TG862G** TG862R TG2472G TG3452 TM602G TM604G TM608G TM802 TM804 WTM652G Battery Product Model Number...

lang:en score:16 filesize: 325.4 K page count: 2 document date: 2019-02-07



lang:en score:15 filesize: 184.77 K page count: 6 document date: 2018-10-05

## Router Compatibility

Firewalla works in either **Simple Mode** (Plug and Play) or **DHCP mode** (need to login to the router and enable DHCP server). Your router should be able to work with at least one of these modes.

The Firewalla app does auto-detection for you during the initial pairing with the Firewalla box. If you are running into problems, please check the list below to see if there is any known issues. The auto-detection process is not perfect, but you can always manually force a mode to use.

- **If your router is not on the list, it is very likely to be compatible with Firewalla.** This list will be updated as we learn from our customers and detection algorithms.
- **For Manual routers:** You will need additional instructions.
- **DHCP Mode:** If your router has the option to turn off the built-in DHCP server then DHCP mode will work for you. And for some routers DHCP cannot be turned off, you will need additional instructions.
- Any questions? Just email us at [help@firewalla.com](mailto:help@firewalla.com). I will create a support case, and our engineers will help you directly.
- If you encounter problems such as "slowthroughput", please also make sure your router's firmware is up to date.
- To connect Firewalla, your router (or a switch connected to the router) must have a free ethernet port.
- If you run into devices keeps on changing IP address and you don't have a network extender, double check your router's DHCP lease time. Make sure it is long.

### Firewalla Confirmed Router List

Brand	Model	Simple Mode	DHCP Mode	Notes
Asustek	T2200	Not Compatible		
Asustek	T2200	Compatible		
AmpW	All models	Compatible	Limit DHCP	
Apple	Apple Extreme	Compatible	Compatible	
Apple	Apple Time Machine	Compatible	Compatible	
Aruba	3038	Compatible	Limit DHCP	Need to disable overriding of devices that link to a DHCP server
Aruba	3038	Not Compatible	Limit DHCP	
Aruba	3038	Compatible	Compatible	With DHCP server from 3038 (Link based on a single number like 3038)

## [pdf] Instructions

Router Compatibility GOOGLE Huawei Model Simple Mode Mitrasar Brand Linksys HA3522 N600

AC1900 EA7500 v1 81Uw2f0j71L images na ssl amazon I AC2600 EA8500 Max Stream ✓ Compatible Express Forwarding should be Disabled AC4000 EA9300

Router Compatibility Firewalla works in either Simple Mode Plug and Play or DHCP mode need to log ... GmbH Bitdefender BSKYB BSKYB Cisco Cisco Compal DLINK DLINK DLINK Model 2WIRE VGV7519 SINGTEL WIFI **TG862G** TG1682G 2Wire TG2492LG NVG468MQ NVG589 RTAC66U RTAC86U RTAC88U RTAC1200 RTAC5300 RTAC3100 RTN...

lang:en score:15 filesize: 303.36 K page\_count: 8 document date: 2019-05-23

## [pdf] Instructions Guide Declaration of Conformity Release Notes

ATWINC15x0 Software Release Notes Microchip Technology Inc The newly added features in v19 7 3

release are Address Amnesia vulnerabilities TP Link Archer D2 access point TPLink AC750

ATWINC15X0 ww1 microchip en DeviceDoc Notification and follow the registration instructions Customer

Support Allow to operate WLAN MAC only mode let host send receive Ethernet frames Ensure broadcast

contain correct destination address NULL sent keep AP connection alive during periods of low activity

ATE Test Mode Embedded test for production line testing driven from MCU

ATWINC15x0 ATWINC15x0 Software Release Notes Release Overview This document describes the ATWINC15 ... CE re-use Fix m2m\_wifi\_set\_tx\_power to work in all cases Fix interoperability issues with ARRIS **TG862G**/CT Xfinity access point Wi-Fi Hotspot Only ONE associated station is supported. After a ...

lang:en score:15 filesize: 187.62 K page\_count: 20 document date: 2021-03-01

## MICROCHIP ATWINC15x0

### ATWINC15x0 Software Release Notes

#### Release Overview

This document describes the ATWINC15x0 v19.7.3 release package. The release package contains all the necessary components (source and binary) required for the software development, test, and release process.

Software Release Details

The following table provides the software release details.

Release Name	Release Date
ATWINC15x0 v19.7.3	2021-03-01
ATWINC15x0 v19.7.3	2021-03-01
ATWINC15x0 v19.7.3	2021-03-01

#### Release Impact

The newly added features in ATWINC15x0 v19.7.3 release are:

- Address Amnesia vulnerabilities
- Improvements to kernel timing logic
- Improvements to TCP/IP stack
- TLE (Time-to-Live) support

• Add SPAN/SPAN Extension option for TLE handling a certificate expiry checking mode

#### Notes

1. For more information, refer to the ATWINC15x0 v19.7.3 release package.

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## [pdf]

Chromecast Router Compatibility 19052014 vi2482 We have verified that the routers listed below work

with when on their default setting Please keep in mind resetting or chromecast router compatibility

190514 johnlewis scene7 is content JohnLewis 80

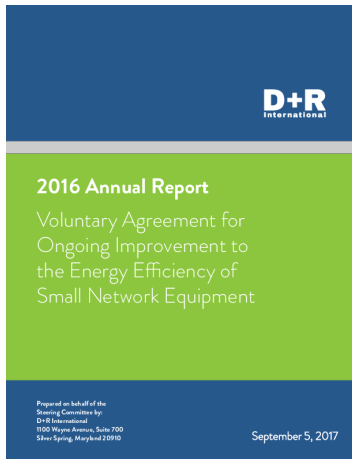
Chromecast Router Compatibility We have verified that the routers listed below work

with Chromecast ... Generation Apple Airport Express First Generation Apple Airport

Extreme Base Station A1408 Arris **TG862G**/CT Asus AC1750 Asus N750 Asus N900

Asus N900 Asus RT-AC68U Asus RT-N10P Asus RT-N12 Asus RT-N...

lang:en score:14 filesize: 26.49 K page\_count: 3 document date: 2014-05-19



### [\[pdf\]](#) Annual Report

2016 Annual Report Voluntary Agreement for Ongoing TM1602AP2 IAD D3 above 4x4 3 GigE LAN FXS 2 9 00 Yes Charter ARRIS TM1602G Small Network Equipment US technicolor sites default files medialib document csr |||

2016 Annual Report Voluntary Agreement for Ongoing Improvement to the Energy Efficiency of Small Net ... WiFi above 2x2 LP 2 , USB 2 5.25 Yes TM822G IAD D3 D3 above 4x4, GigE LAN, FXS 2 5.70 Yes **TG862G**/CT TM822G/ NA-8 NVG599 IAD D3 D3 above 4x4, GigE LAN 4 , WiFi n LP, FXS 2 , USB 2 IAD ...

lang:en **score:14** filesize: 372 K page\_count: 32 document date: 2017-11-28

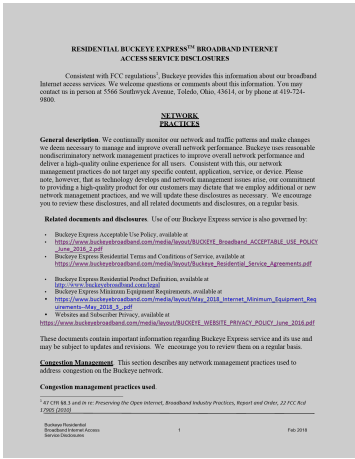


### [\[pdf\]](#) Release Notes

WINC1500 Software Release Notes Microchip Technology Inc wless ru files WiFi |||

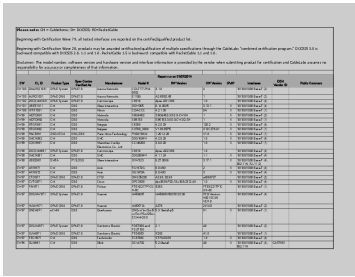
WINC1500 WINC1500 Software Release Notes Overview This document presents an overview of the WINC1500 ... bps issue fix TCP fast retransmission support Bug fixes: Interoperability issues involving ARRIS **TG862G**/CT Xfinity routers Ensure m2m\_wifi\_set\_tx\_power API works as expected in all cases Vari...

lang:en **score:14** filesize: 180.57 K page\_count: 13 document date: 2017-10-13



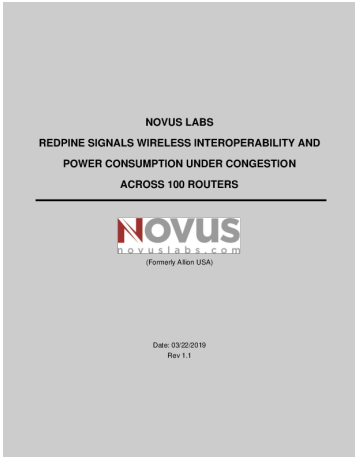
[pdf] Specifications

Microsoft Word Broadband Access Service Disclosures February 14 2018 4 docx RESIDENTIAL BUCKEYE EXPRESSTM BROADBAND INTERNET ACCESS SERVICE DISCLOSURES Consistent with FCC regulations1 Buckeye provides Dis DG860P2 110 Mbps network using the Data Over Cable Interface Specification DOCSIS is buckeyebroadband sites default files 2019 12 ||| RESIDENTIAL BUCKEYE EXPRESSTM BROADBAND INTERNET ACCESS SERVICE DISCLOSURES Consistent with FCC reg ... CA X X X Buckeye Residential Broadband Internet Access 3 Service Disclosures Feb 2018 Arris **TG862G** 110 Mbps X X Arris DG950A 110 Mbps X Arris DG2470A 300 Mbps X Arris TG2472G 300... lang:en **score:13** filesize: 249.99 K page\_count: 10 document date: 2018-05-31



[pdf] Specifications

jbrock CH CableHome D DOCSIS PC PacketCable CableLabs Arris TG1672G 8 0 49D 2 X 10 100 1000 Base T 4 SB6180 3 5 CW 70 NOSH C4 CMTS 2100 1 V07 00 03 32 20140107 cqvcablelabs 2014 01 ||| Please note: CH = CableHome; D= DOCSIS; PC=PacketCable Beginning with Certification Wave 79, all te ... 0 CM820A TM822G DPC3828 8.0.4A 8.0.4A 8.0.4A dpc3828-v302r125561 CM D3.0 CM D2.0 Arris Cisco **TG862G** DPC2325R2 8.0.4 dpc2300-v202r124482 EMTA P1.5,D2.0 Cisco DPC2425R2 dpc2400-v202r124482 ... lang:en **score:13** filesize: 739 K page\_count: 24 document date: 2014-01-08



[pdf]

Novus Labs Redpine Wireless Interoperability Report Test with 100 different Access Points conducted by an independent third part lab twatari Power Consumption IOP 03 22 2019 1 generic silabs documents public application notes NOVUS LABS REDPINE SIGNALS WIRELESS INTEROPERABILITY AND POWER CONSUMPTION UNDER CONGESTION ACROSS 1 ... Capsule A1254 Airport Extreme A1521 Time Capsule A1470 Airport Express A1392 Airport Express A1264 **TG862G** TG1682G XB3 X RT-AC88U RT-N56U Asus RT-AC68U RT AC3200 GT-AC5400 F9K1118 v1 X F9K1112 F9K10... lang:en **score:13** filesize: 404.63 K page\_count: 8 document date: 2019-03-22

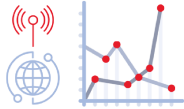


## SpeedChecker CPE Wi-fi Performance Ranking

SpeedChecker processes Billions of data points in more than 215 countries. We collect real world end user experience through our passive and active measurement technology for mobile and fixed operators, combined with unique regional and global partnerships with ISPs.

Our white-label apps for operators offer end users helpful information on their internet quality and decrease churn for operators.

We deliver speed, latency and download user data plotted on GPS coordinates, even at the edges of your network, without requiring any integration.



## [pdf] Label

World Wi Fi Day Case Study Performance Wireless Broadband Alliance speedchecker wifi study wballiance 2022 04 |||

SpeedChecker CPE Wi-fi Performance Ranking SpeedChecker processes Billions of data points in more th ... ut of 87 Mb/s it performed well but if reliability is important then choosing their second fastest **TG862G** gives a respectable 73 Mb/s but only 4 slow . Most manufacturers have some routers that h...

lang:en **score:13** filesize: 781.22 K page\_count: 15 document date: 0000-00-00

## [pdf] Specifications

jbrock Please note CH CableHome D DOCSIS 20131209 cqv cablelabs 2013 12 |||

Please note: CH = CableHome; D= DOCSIS; PC=PacketCable Beginning with Certification Wave 79, all te ... 0 CM820A TM822G DPC3828 8.0.4A 8.0.4A 8.0.4A dpc3828-v302r125561 CM D3.0 CM D2.0 Arris Cisco **TG862G** DPC2325R2 8.0.4 dpc2300-v202r124482 EMTA P1.5,D2.0 Cisco DPC2425R2 dpc2400-v202r124482 ...

lang:en **score:10** filesize: 422.81 K page\_count: 24 document date: 2013-12-09

## [pdf] Specifications

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Please note: CH = CableHome; D= DOCSIS; PC=PacketCable Beginning with Certification Wave 79, all te ... 0 CM820A TM822G DPC3828 8.0.4A 8.0.4A 8.0.4A dpc3828-v302r125561 CM D3.0 CM D2.0 Arris Cisco **TG862G** DPC2325R2 8.0.4 dpc2300-v202r124482 EMTA P1.5,D2.0 Cisco DPC2425R2 dpc2400-v202r124482 ...

lang:en **score:10** filesize: 751.6 K page\_count: 25 document date: 2013-08-08

## [pdf] Specifications

jbrock CH CableHome D DOCSIS CableLabs Extended Upstream Frequency Range yes Downstream Spectrum Analysis P1 5 D3 0 Cisco DPC3208 d3200 P15 14 v302r125521a 20140818 cqv cablelabs 2014 08 |||

Please note: CH = CableHome; D = DOCSIS; E-D = EuroDOCSIS; E-P = EuroPacketCable; P = PacketCable B ... 8.0.4A 1 TM822G 8.0.4A 2 DPC3828 dpc3828-v302r125561 1.0 CM D3.0 Arris CM D2.0 Cisco **TG862G** 8.0.4 5 DPC2325R2 dpc2300-v202r124482 1.0 EMTA P1.5,D2.0 Cisco DPC2425R2 dpc2400-v2...

lang:en **score:9** filesize: 984.33 K page\_count: 26 document date: 2014-08-18