

ARRIS TM902A

Arris TM902A Touchstone 8x4 DOCSIS Telephony Modem

USER MANUAL

Introduction

The ARRIS Touchstone TM902 Telephony Modem is a high-performance device designed to provide high-speed internet access and Voice over IP (VoIP) telephone service. Utilizing DOCSIS 3.0 technology, it offers significantly faster download speeds compared to older standards, making it ideal for streaming media, downloading large files, and general internet use. This manual provides essential information for the proper installation, operation, and maintenance of your TM902A modem.

Safety Information

- Do not expose the modem to water or moisture.
- Operate the modem in a well-ventilated area to prevent overheating.
- Use only the power adapter supplied with the modem.
- Avoid placing the modem near heat sources or in direct sunlight.
- Do not open the modem casing; there are no user-serviceable parts inside.
- Ensure all cables are securely connected before powering on the device.

Package Contents

Upon opening the package, verify that the following items are included:

- ARRIS TM902A Telephony Modem
- Power Cord
- Quick Install Guide (physical or digital)
- Original Box (for storage or return if necessary)

Product Features

- DOCSIS 3.0 modem with download speeds up to 343 Mbps.

- Supports up to two lines of carrier-grade Voice over IP (VoIP) telephone service.
- Multiple Protocol Support: PacketCable (NCS) and Session Initiation Protocol (SIP).
- Telephony access available with major US cable providers.
- Equipped with an Ethernet connection for single computer or Local Area Network (LAN) use.

Product Overview

Front Panel Indicators

The front panel of the TM902A modem features several LED indicators that provide status information:

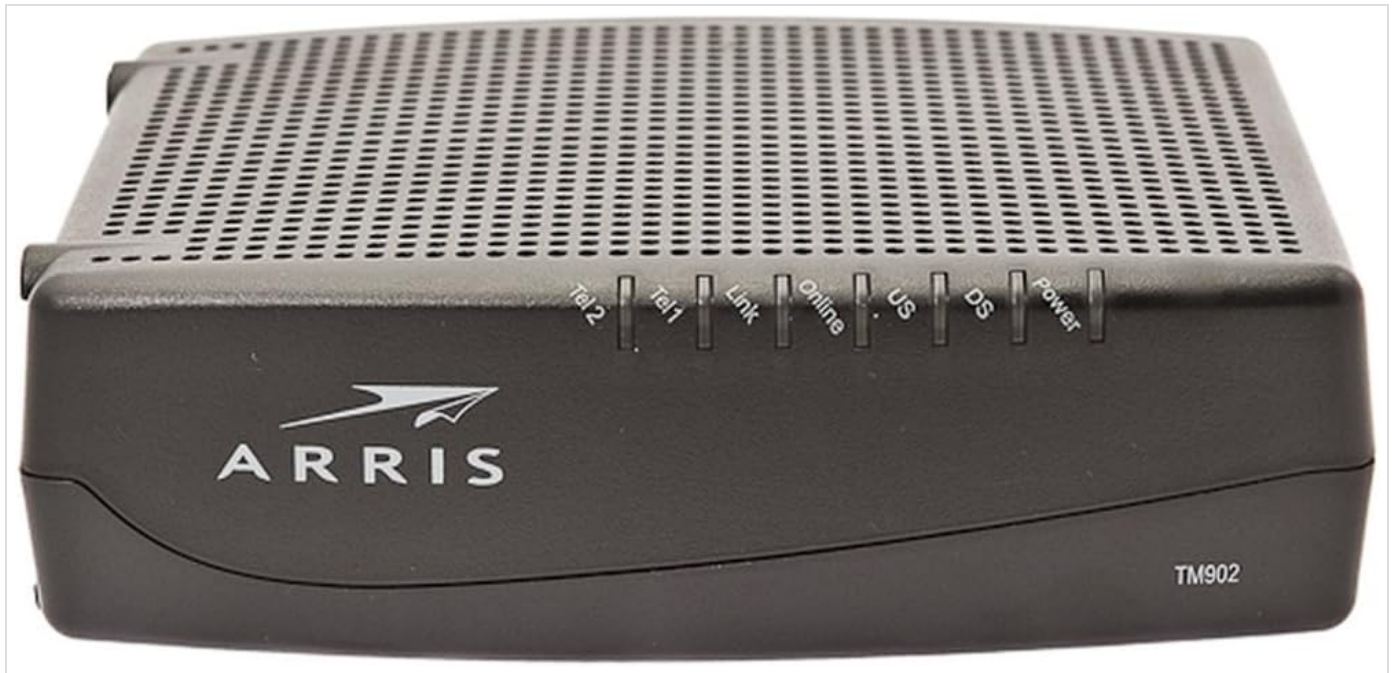


Image: Front view of the ARRIS TM902A Telephony Modem, showing the ARRIS logo and LED indicators for Tel 2, Tel 1, Link, Online, US, DS, and Power.

- **Power:** Indicates the modem's power status. Solid green means power is on.
- **DS (Downstream):** Indicates downstream channel connection. Solid green means a connection is established. Blinking green indicates scanning for a connection.
- **US (Upstream):** Indicates upstream channel connection. Solid green means a connection is established. Blinking green indicates scanning for a connection.
- **Online:** Indicates internet connectivity. Solid green means the modem is online and operational. Blinking green indicates registration in progress.
- **Link:** Indicates Ethernet connection status. Solid green means a device is connected via Ethernet.
- **Tel 1 / Tel 2:** Indicate the status of the telephone lines. Solid green means the line is active. Blinking green indicates a call in progress.

Rear Panel Ports

The rear panel provides all necessary connection ports:



Image: Rear view of the ARRIS TM902A Telephony Modem, showing the Tel 1, Tel 2, Ethernet, Reset, Cable, and Power ports. A label with "TM902A 793934" is visible.

- **Tel 1 / Tel 2:** RJ-11 ports for connecting telephones or fax machines.
- **Ethernet (10/100/1000):** RJ-45 port for connecting to a computer or router.
- **Reset:** Recessed button to reset the modem to factory defaults. Use a paperclip to press.
- **Cable:** F-connector for connecting to the coaxial cable from your cable service provider.
- **Power:** Port for connecting the power adapter.

Setup and Installation

Follow these steps to install your ARRIS TM902A Telephony Modem:

1. **Contact Your Service Provider:** Before connecting the modem, it is crucial to contact your Internet Service Provider (ISP) or cable provider. Inform them that you have purchased your own cable modem (ARRIS TM902A) and wish to provision it for use on your account. They will guide you through any specific activation steps required on their end.
2. **Connect Coaxial Cable:** Connect one end of a coaxial cable (not included) to the Cable port on the rear of the modem and the other end to a cable wall outlet. Ensure the connection is finger-tight.
3. **Connect Ethernet Cable:** Connect one end of an Ethernet cable (not included) to the Ethernet port on the modem and the other end to your computer's network port or to your wireless router's WAN/Internet port.
4. **Connect Telephone Lines (Optional):** If you are using the telephony service, connect your telephone(s) or base station to the Tel 1 and/or Tel 2 ports on the modem using standard telephone cables.
5. **Connect Power:** Connect the power cord to the Power port on the modem, then plug the other end into an electrical outlet.
6. **Power On and Wait:** The modem will automatically power on and begin its startup sequence. This process can take several minutes. Observe the front panel LED indicators:
 - The **Power** light should become solid green.
 - The **DS** and **US** lights will blink, then become solid green.
 - The **Online** light will blink, then become solid green, indicating successful internet connection.
 - If using telephony, the **Tel 1** and **Tel 2** lights should become solid green once the phone service is provisioned.
7. **Verify Connectivity:** Once the Online light is solid green, open a web browser on your connected computer and try to access a website (e.g., www.google.com). If you can browse the internet, your modem is successfully installed.

Operating the Modem

Once installed and provisioned by your service provider, the ARRIS TM902A modem operates automatically. It continuously provides internet and telephone service as long as it is powered on and connected to the cable network.

- **Normal Operation:** All indicator lights (Power, DS, US, Online, Link, Tel 1/2) should be solid green during normal operation.
- **Internet Access:** Connect your devices (computers, routers) to the Ethernet port.
- **Telephone Service:** Use the Tel 1 and Tel 2 ports for your landline phones.

Maintenance

The ARRIS TM902A modem requires minimal maintenance to ensure optimal performance:

- **Cleaning:** Gently wipe the exterior of the modem with a soft, dry cloth. Do not use liquid cleaners or aerosols.
- **Ventilation:** Ensure the modem is placed in an area with adequate airflow to prevent overheating. Do not block the ventilation holes.
- **Cable Connections:** Periodically check that all cables (coaxial, Ethernet, telephone, power) are securely connected.
- **Firmware Updates:** Firmware updates are typically managed by your cable service provider. Do not attempt to manually update the firmware unless instructed by your ISP.

Troubleshooting

If you encounter issues with your modem, try the following troubleshooting steps:

Problem	Possible Cause / Solution
No Power Light	Ensure the power cord is securely connected to the modem and a working electrical outlet. Try a different outlet.
DS/US Lights Blinking or Off	The modem is not receiving a signal from the cable network. Check coaxial cable connections. Contact your ISP to verify service in your area.
Online Light Blinking or Off	The modem is not registered with the network. Ensure your ISP has provisioned the modem for your account. Power cycle the modem (unplug, wait 30 seconds, plug back in).
No Internet Access	Verify the Online light is solid green. Check Ethernet cable connection to your computer/router. Restart your computer/router. If using a router, ensure it is configured correctly.
No Dial Tone / Phone Service	Ensure Tel 1/2 lights are solid green. Check telephone cable connections. Contact your ISP to verify telephony service provisioning.
Slow Internet Speed	Ensure all lights are solid green. Disconnect other devices to test. Contact your ISP to check line quality and subscribed speed.

If these steps do not resolve the issue, please contact your Internet Service Provider for further assistance. They have tools to diagnose and resolve network-related problems.

Specifications

Feature	Detail
Model	TM902A
DOCSIS Standard	DOCSIS 3.0
Downstream Channels	8x4 Channel Bonding
Max Download Speed	Up to 343 Mbps
VoIP Lines	Up to 2 (carrier-grade)
Ethernet Ports	1 x Gigabit Ethernet (10/100/1000)
Connectivity Technology	Ethernet
Compatible Devices	Personal Computer, Routers
Dimensions	Approximately 9.8 x 7.5 x 2.7 inches
Weight	Approximately 1.65 pounds
Manufacturer	Arris

Warranty and Support


The ARRIS TM902A Telephony Modem typically comes with a**Certified 1 Year Full Coverage Warranty**. Please refer to your purchase documentation or contact your retailer for specific warranty terms and conditions.



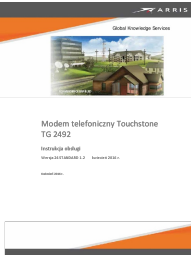


For technical support, troubleshooting, or service activation, always contact your Internet Service Provider (ISP) first. They are responsible for managing your cable internet and telephony service and can provide the most accurate and timely assistance for your modem.

You may also visit the official ARRIS support website for general product information and resources, though direct technical support for customer-owned modems is primarily handled by your ISP.

© 2024 ARRIS. All rights reserved. Information subject to change without notice.

Related Documents - TM902A

	<p>ARRIS Touchstone TG2492 Telephony Gateway User Manual</p> <p>User guide for the ARRIS Touchstone TG2492 Telephony Gateway, covering installation, configuration, wireless and Ethernet connectivity, and troubleshooting for home and office networks.</p>
---	---

 <p>ARRIS Global Knowledge Services</p> <p>Touchstone Release AR01.1</p> <p>Firmware Guide DOCSIS 3.1 Version 1.0 © 2010 ARRIS Enterprises LLC. All Rights Reserved.</p>	<p>ARRIS Touchstone AR01.1 Firmware Guide: DOCSIS 3.1 & PacketCable Configuration</p> <p>Comprehensive firmware guide for ARRIS Touchstone devices (AR01.1), detailing DOCSIS 3.1 and PacketCable 1.5/2.0 provisioning, configuration, and operational features for networking and telephony.</p>
 <p>ARRIS</p> <p>SURFboard™ T25 Cable Modem with Xfinity Voice</p> <p>User Guide, 10/10/10, Version 1.0 © 2010 ARRIS Enterprises LLC. All Rights Reserved.</p>	<p>ARRIS SURFboard T25 Cable Modem with Xfinity Voice User Guide</p> <p>Comprehensive user guide for the ARRIS SURFboard T25 DOCSIS 3.1 Cable Modem with Xfinity Voice. Learn how to install, configure, manage, and troubleshoot your device for high-speed internet and reliable voice services.</p>
 <p>ARRIS Global Knowledge Services</p> <p>Modem telefoniczny Touchstone TG 2492</p> <p>Instalacja i obsługi Version 1.0 (2010-01-11) November 2010</p>	<p>Instrukcja obsługi modemu telefonicznego ARRIS Touchstone TG 2492</p> <p>Kompleksowa instrukcja obsługi dla modemu telefonicznego ARRIS Touchstone TG 2492, zawierająca informacje o instalacji, konfiguracji, rozwiązywaniu problemów i specyfikacjach.</p>
 <p>ARRIS</p> <p>Guía del usuario de la Puerta de enlace Touchstone™ TG862</p> <p>Instalación y configuración Versión 1.0 (2010-01-11) November 2010</p>	<p>Guía del usuario ARRIS Touchstone TG862: Conectividad y Telefonía</p> <p>Descubra cómo configurar y utilizar su puerta de enlace ARRIS Touchstone TG862 para Internet de alta velocidad y servicios telefónicos. Incluye guías de instalación, seguridad y solución de problemas.</p>
 <p>ARRIS Global Knowledge Services</p> <p>Touchstone TG2472G Telephony Gateway</p> <p>User Guide Version 1.0 (2010-01-11) August 2010</p>	<p>ARRIS Touchstone TG2472G Telephony Gateway User Guide</p> <p>User guide for the ARRIS Touchstone TG2472G Telephony Gateway, detailing installation, configuration, features like DOCSIS 3.0, VoIP, MoCA 2.0, wireless connectivity, and troubleshooting.</p>