

ARRIS TM822A

Arris TM822 (Series - TM822A) Touchstone Docsis 3.0 8x4 Ultra-High Speed Telephony Modem User Manual

Model: TM822A | Brand: ARRIS

1. INTRODUCTION

The ARRIS Touchstone DOCSIS 3.0 8x4 Embedded Multimedia Terminal Adaptor (EMTA) TM822 is designed to provide ultra-high speed data access and two lines of primary line Voice over IP (VoIP). This modem supports the advanced services desired by users, enabling productivity with the speed and performance found in an 8x4 bonded channel cable environment. It allows cable operators to deliver data services at speeds exceeding 300Mbps to subscribers.

Key features include:

- Backwards compatible with DOCSIS 1.0, 1.1, and 2.0
- Flexible 8x4 downstream/upstream channel-bonding with superior throughput
- DOCSIS 3.0 certified
- IPv4/IPv6 modes for DOCSIS CM
- 10/100/1000 Base-T Ethernet port



Figure 1: Front view of the ARRIS TM822 modem, displaying the brand logo and status indicator lights.



Figure 2: Top view of the ARRIS TM822 modem, highlighting its ventilation design.



Figure 3: Rear view of the ARRIS TM822 modem, illustrating the various connectivity ports.

2. SETUP AND INSTALLATION

Follow these steps to properly set up your ARRIS TM822 modem:

1. **Choose a Location:** Select a central location in your home or office, away from direct sunlight, heat sources, and obstructions. Ensure good ventilation around the modem.
2. **Connect Coaxial Cable:** Connect one end of the coaxial cable (not included) to the cable wall outlet and the other end to the **Cable In** port on the back of the modem. Tighten the connection finger-tight.
3. **Connect Ethernet Cable:** Connect one end of the Ethernet cable (included) to the **Ethernet** port on the back of the modem and the other end to the WAN/Internet port of your router or directly to your computer's Ethernet port.
4. **Connect Telephone Lines (if applicable):** If you are using VoIP services, connect your telephone(s) to the **Tel 1** and/or **Tel 2** ports on the back of the modem using standard telephone cables.
5. **Connect Power Adapter:** Connect the power adapter to the **Power** port on the back of the modem, then plug the other end into a standard electrical outlet.
6. **Power On:** The modem will automatically power on. Allow several minutes for the modem to establish a connection with your Internet Service Provider (ISP). The Power, DS, US, and Online indicator lights on the front of the modem should become solid green.
7. **Activate Service:** Contact your Internet Service Provider (ISP) to activate the modem. You will need to provide them with the modem's MAC address, which is typically found on a label on the bottom or back of the unit.

Note: Ensure all cable connections are secure to prevent signal loss and connectivity issues.

3. OPERATING THE MODEM

The ARRIS TM822 modem operates continuously once connected and activated. The front panel indicator lights provide status information:

Indicator Light	Status	Description
Power	Solid Green	The modem is powered on.
DS (Downstream)	Solid Green	The modem has successfully connected to a downstream channel.
US (Upstream)	Solid Green	The modem has successfully connected to an upstream channel.
Online	Solid Green	The modem is connected to the Internet.
Link	Solid Green	An Ethernet device is connected and active.
Tel 1 / Tel 2	Solid Green	The telephone line is active and registered.
Battery	Solid Green	(If applicable) The battery backup is installed and charged.

For optimal performance, ensure all indicator lights are solid green after initial setup and during normal operation.

4. MAINTENANCE

Proper maintenance ensures the longevity and optimal performance of your ARRIS TM822 modem:

- **Ventilation:** Ensure the modem is placed in a well-ventilated area. Do not block the ventilation holes on the top or sides of the unit.
- **Cleaning:** Dust the modem regularly with a soft, dry cloth. Avoid using liquid cleaners or abrasive materials.
- **Temperature:** Keep the modem away from direct sunlight and heat sources. Operate it within typical room temperatures.
- **Power Cycling:** If you experience connectivity issues, a simple power cycle can often resolve them. To do this, unplug the power adapter from the modem, wait 30 seconds, and then plug it back in. Allow several minutes for the modem to restart and re-establish connection.

5. TROUBLESHOOTING

If you encounter issues with your ARRIS TM822 modem, refer to the following common troubleshooting steps:

- **No Power:**
 - Ensure the power adapter is securely connected to the modem and a working electrical outlet.
 - Verify the electrical outlet is functional by plugging in another device.
- **No Internet Connection (Online light off or blinking):**
 - Check all cable connections (coaxial, Ethernet, power) to ensure they are secure.
 - Power cycle the modem: Unplug the power cord, wait 30 seconds, then plug it back in. Wait for all lights to stabilize.
 - If using a router, power cycle the router as well.
 - Contact your Internet Service Provider (ISP) to check for service outages in your area or to re-provision your modem.
- **Slow Internet Speed:**
 - Ensure your computer or router is connected via Ethernet for testing, as Wi-Fi can introduce variables.
 - Power cycle the modem and router.
 - Check for excessive network activity from other devices on your network.
 - Contact your ISP to verify your subscribed speed and check for line issues.
- **Telephone Service Not Working (Tel 1/Tel 2 lights off):**
 - Ensure telephone cables are securely connected to the modem and the telephone.
 - Power cycle the modem.
 - Contact your ISP to verify your VoIP service status.

If issues persist after attempting these steps, contact your Internet Service Provider for further assistance.

6. SPECIFICATIONS

Feature	Detail
Model Number	TM822A
DOCSIS Standard	DOCSIS 3.0 (8x4 Channel Bonding)
Voice Support	2 Lines of Primary Line VoIP
Ethernet Ports	1 x 10/100/1000 Base-T Ethernet
Connectivity Technology	Ethernet
Compatible Devices	Personal Computer, Laptop
Product Dimensions	10 x 8.5 x 3 inches
Item Weight	14 ounces
Manufacturer	Arris
Date First Available	February 27, 2015

7. WARRANTY AND SUPPORT

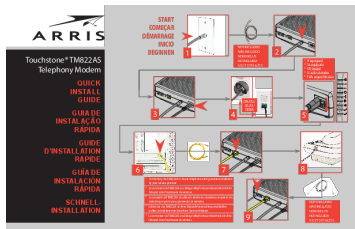
This product typically comes with a manufacturer's warranty. For specific warranty details, including duration and coverage, please refer to the documentation provided with your purchase or visit the official ARRIS website.

Important Note: The product listing indicates a "30 day Money back guarantee" from the seller. While a "12 month supposed warranty" from Arris is mentioned in some reviews, direct warranty claims should be verified with the manufacturer or the specific seller from whom the product was purchased, as warranty terms can vary, especially for refurbished or third-party sales.

For technical support, product registration, or further inquiries, please visit the official ARRIS support website or contact their customer service. Your Internet Service Provider (ISP) is also a primary point of contact for issues related to service activation and connectivity.

Online Resources:

- ARRIS Official Website: www.arris.com
- For ISP-specific support, refer to your provider's official website.




[\[pdf\]](#) Installation Guide Documentation Guide

TM822AS Telephony Modem Quick Install Guide Bob Schultz ARRIS Technical Publications QIG Std

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Touchstone® DOCSIS® 3.0 8x4 Telephony Modem TM822A/S	
Specifications	
Physical	Operating Temperature (°F/°C): 32 to 122 (5 to 50) Operating Relative Humidity (50%-95%) Storage Temperature (°F/°C): -40 to 158 (-40 to 70) Dimensions (H x W x D in. / cm): 7.3 x 1.4 x 2.0 (18.5 x 3.5 x 5.1) including connector Weight: 10.5 g
Interfaces	
RF Interface	Standard: 75 ohm F-type connector Data Interface: 10/100/1000 Base-T Ethernet RJ45 Management Interface: 20-pin RJ-45 Input Voltage (nominal): 115-240 VAC 50/60 Hz Power Consumption (max): 5.5 W (max)
Reliability	Mean Time Between Failures (MTBF): 100,000 hours Mean Time To Repair (MTTR): 15 minutes Mean Time To Failure (MTTF): 100,000 hours Mean Time To Failure (MTTF): 100,000 hours Mean Time To Failure (MTTF): 100,000 hours
RF Performance	Frequency Range (MHz): 100-1000 (edge) edge Bandwidth (MHz): 100-1000 (edge) edge Number of Channels: 2 Channel Bandwidth (MHz): 100-1000 (edge) edge Modulation (QAM): 100-1000 (edge) edge Data Rate (Mbps, Theoretical): 100-1000 (edge) edge
RF Input/Output (Labeled)	Input: 100-1000 (edge) edge Output: 100-1000 (edge) edge Input/Output: 100-1000 (edge) edge

[\[pdf\]](#) Specifications Datasheet Dimension Guide Catalog

Touchstone® DOCSIS® 3 0 8x4 Telephony Modem TM822A S Technical Specification ARRIS TM822AS

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Touchstone DOCSIS 3.0 8x4 Telephony Modem **TM822A/S** Specifications Physical Operating Temperature F C Operating Relative Humidity Min-Max Storage Temperature F C Dimensions H x W x D in. cm Weight lbs kg Diagnostic LEDs Interfaces RF Interface Data Interface Telephony Interface Input Volt...

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Touchstone TM822 Telephony Modem User's Guide Get ready to experience the Internet's express lane. With... lines of telephone service as well as high-speed data. Compatibility: Data services: DOCSIS 3.0 **TM822A** or Euro-DOCSIS 3.0 TM822S compliant and backward-compatible with DOCSIS 2.0 or 1.1; support...

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Touchstone® DOCSIS® 3.0 8x4 Telephony Modem TM822A/S	
Specifications	
Physical	Operating Temperature (°F/°C): 32 to 122 (5 to 50) Operating Relative Humidity (50%-95%) Storage Temperature (°F/°C): -40 to 158 (-40 to 70) Dimensions (H x W x D in. / cm): 7.3 x 1.4 x 2.0 (18.5 x 3.5 x 5.1) including connector Weight: 10.5 g
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RF Performance	Frequency Range (MHz): 100-1000 (edge) edge Bandwidth (MHz): 100-1000 (edge) edge Number of Channels: 2 Channel Bandwidth (MHz): 100-1000 (edge) edge Modulation (QAM): 100-1000 (edge) edge Data Rate (Mbps, Theoretical): 100-1000 (edge) edge
RF Input/Output (Labeled)	Input: 100-1000 (edge) edge Output: 100-1000 (edge) edge Input/Output: 100-1000 (edge) edge

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ARRIS Touchstone® TM822A S Telephony Modem Technical Specification DOCSIS® 3 0 8x4

Specifications Physical Operating Temperature °F °C 32 to 122 50 Relative Humidity Min Max 5 95% non condensing tm822as ts 20jul12 dsreports r0 2326508~ded820acea357fb81e55a0a7b59dec32 |||

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Guide d'utilisation du modem de telephonie Touchstone TM822AS Bob Schultz ARRIS Technical Publications User Std FR arrisi support documentation user guides docs

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Touchstone TM822AS Telephony Modem User s Guide Bob Schultz ARRIS Technical Publications 39

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 Refer service to qualified personnel only! Potential equipment damage loss This manual covers all different TM822 models Your model may not have capabilities in Arris Manual Std gditechnology manuals arrisi support documentation guides docs

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Touchstone DOCSIS 3.0 8x4 Ultra-High Speed Telephony Modem TM822 Configuration DOCSIS 3.0 certi e ... asy access battery slot TM822G only Product Flyer Touchstone DOCSIS 3.0 Telephony Modem TM822 **TM822A** Back view TM822G Back view www.arrisi.com TM822S Back view Find more information about the... lang:en score:26 filesize: 716.71 K page_count: 4 document date: 2017-05-31



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ARRIS Touchstone® TM822 Telephony Modem Product Flyer 12 lug 2020 — Applications The Touchstone DOCSIS 3 0 8x4 Embedded Multimedia Terminal Adaptor EMTA delivers two lines of primary line Voice over IP VoIP utf 8 B VG91Y2hzdG9uZcKulFRNODlyIEUitVRBIFByb2R1Y3QgRmx5ZXlucGRm arris globalassets resources data sheets tm822 pf 20jul12 |||

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CABLE MODEMS

ARRIS TM822 S/CE

DOCSIS 3.0 8X4 ULTRA HIGH SPEED TELEPHONY MODEM

- DOCSIS 3.0 certified
- EuroDOCSIS 3.0 compliant and EuroPacketCable 1.0/1.5 compliant
- PacketCable 1.0/1.5 compliant and EuroPacketCable 1.0/1.5 compliant
- Upgradable to PacketCable 2.0
- Dual Mode capable Device (see Diagram)
- Fully compliant DOCSIS and EuroDOCSIS based Networks
- PacketCable 2.0 downstream/upstream Channel bonding with superior throughput
- Backward compatible with DOCSIS 1.0, 1.1, and 2.0
- Up to four lines of carrier grade VoIP
- Multiple Protocol Support: H.323/SIP or Session Initiation Protocol (SIP)
- IP-PSTN Modem for DOCSIS 3.0
- 10/100/1000 Base T Ethernet
- 8, 8, 12, 12, 12, and 24 Hour Battery Options available (TM822G only)

SPECIFICATIONS

PARAMETER	DESCRIPTION
Model	TM822 S/CE
Form Factor	1U Rack Mountable
Power Supply	100-240VAC, 50/60Hz, 1.5A
Power Consumption	15W (typical)
Dimensions	17.5" (H) x 17.5" (W) x 1.75" (D)
Weight	2.5 lbs (1.1 kg)
Ports	1x RJ-45 Ethernet, 4x RJ-45 Ethernet, 1x RJ-45 Ethernet, 1x RJ-45 Ethernet
Features	DOCSIS 3.0, EuroDOCSIS 3.0, PacketCable 1.0/1.5, EuroPacketCable 1.0/1.5, SIP, H.323, VoIP, Session Initiation Protocol (SIP), IP-PSTN, 10/100/1000 Base T Ethernet, 8, 8, 12, 12, 12, and 24 Hour Battery Options available (TM822G only)
Warranty	3 Year Limited Warranty

100-240VAC, 50/60Hz, 1.5A

15W (typical)

17.5" (H) x 17.5" (W) x 1.75" (D)

2.5 lbs (1.1 kg)

1x RJ-45 Ethernet, 4x RJ-45 Ethernet, 1x RJ-45 Ethernet, 1x RJ-45 Ethernet

DOCSIS 3.0, EuroDOCSIS 3.0, PacketCable 1.0/1.5, EuroPacketCable 1.0/1.5, SIP, H.323, VoIP, Session Initiation Protocol (SIP), IP-PSTN, 10/100/1000 Base T Ethernet, 8, 8, 12, 12, 12, and 24 Hour Battery Options available (TM822G only)

3 Year Limited Warranty

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CABLE MODEMS ARRIS TM822 S/CE DOCSIS 3.0 8X4 ULTRA HIGH SPEED TELEPHONY MODEM DOCSIS 3.0 certifi ... 29E T.38 Fax Relay ORDERING INFORMATION PART NUMBER 799090 799091 799092 DESCRIPTION Touchstone **TM822A**/NA, DOCSIS 3.0 / PacketCable 1.5 compliant E-MTA with integrated 115-240 VAC, 50/60 HZ power ...

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Alianza Certified Devices are products that have been tested and approved by Alianza Technology Partners. This ensures that the products are reliable and meet the highest standards of performance. To guide your decision making process we offer four levels of certification Platform Integrated high speed router 2 Cisco SA DPC2203 2014 05 22 t 1430101963231 cdn2 hubspot net hub 468769 file 2527628471 Pdf files |||

Device Certification Categories

1. Platform Certified

2. Platform Supported

3. Customer Supported

4. Unsupported

Certification-Level Service Levels

Category	Platform	Platform	Customer	Unsupported
Platform	✓	✓	✓	✓
Platform	✓	✓	✓	✓
Customer	✓	✓	✓	✓
Unsupported	✓	✓	✓	✓

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ARRIS

Touchstone®
DOCSIS® 3.0 8x4
Ultra-High Speed
Telephony Modem
TM822

Configuration

- DOCSIS 3.0 certified
- EuroDOCSIS 3.0 compliant
- PacketCable 1.0/1.5 compliant and EuroPacketCable 1.0/1.5 compliant
- Upgradable to PacketCable 2.0
- Dual Mode capable device for maximum flexibility across DOCSIS and EuroDOCSIS based networks
- Flexible 4x4 downstream/upstream channel bonding with superior throughput
- Backward compatible with DOCSIS 1.0, 1.1, and 2.0
- Up to four lines of carrier grade VoIP
- Multiple Protocol Support: PacketCable 1.0/1.5, Session Initiation Protocol (SIP)
- IP-PSTN Modem for DOCSIS 3.0
- 10/100/1000 Base T Ethernet
- 8, 8, 12, 12, 12, and 24 Hour battery options available (TM822G only)
- Simplified interoperability through PacketCable 1.0/1.5

Applications

The Touchstone DOCSIS 3.0 8x4 Embedded Multimedia Terminal Adapter (EMTA) TM822 delivers two lines of primary line Voice over IP (VoIP), ultra-high speed data, and multiple battery pack options to support telephone service during power outages (TM822G only). Designed to support the various device used in address production-ready with the speed and performance found only in the 4x4 bonded channel ultra environment, along with industry leading H.323, SIP, and battery backup features. With the TM822 cable operators can offer data service at speeds greater than 10Mbps to their subscribers to compete against DSL and other service providers.

Performance and Features

- Full grade voice performance equal to the industry leading TM802/TM722
- Two independent H.323/SIP lines to receive downstream channels to 10Mbps
- Dual mode support (TM822G only) for use in service for three different applications
- Loop current, loop voltage, and ringing waveform configuration options
- Loop diagnostic for remote testing and trouble shooting of telephone wiring
- Advanced diagnostic tool, including, State Quality Metrics for test Physical
- Multi-adapter L2/L3 protocol bonding during initial set up to maximize service
- Auto-adapting TDM/G.711 tone to auto, dynamic jitter buffer, and G.711 echo cancellation
- Configurable battery management and supporting the customized operation
- Built-in battery backup allows TM822G to operate without AC power
- Simplex metal consumer replaceable lithium-ion battery (TM822G only)
- Single easy access battery slot (TM822G only)

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ARRIS Touchstone® TM822 Telephony Modem Product Flyer Applications The Touchstone DOCSIS 3.0 8x4 Embedded Multimedia Terminal Adaptor EMTA delivers two lines of primary line Voice tm822 pf 20jul12 dsreports r0 2326507~7e1761c8f1500b259f3dc1e36fce005e |||

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ARRIS TM822 S/CE

DOCSIS 3.0 8X4 ULTRA HIGH SPEED TELEPHON-MODEM

- DOCSIS 3.0 zertifiziert
- EuroDOCSIS 3.0 standard
- PacketCable 1.3/1.5 und EuroPacketCable 1.0/1.3 standard
- Upgrade auf PacketCable 2.0 möglich
- Dual Mode fürgeses Geis für maximale Flexibilität in DOCSIS und EuroDOCSIS basierten Netzen
- Flexibles DSL Downstream/Upstream Channel Bonding mit neuemagenerated Datenströmen
- Abwärtskompatibilität mit DOCSIS 1.0, 1.1 und 2.0
- 2 bis 24 Kanäle für Cable Grade VoIP
- Multiple Protocol Support: PacketCable (NCS) oder Session Initiation Protocol (SIP)
- IPv4/IPv6 Mod für DOCSIS 3.0
- 16.000-100.000 Bytes/s 1 Ethernet
- 6, 8, 12, 16 und 24 Streams Batterie-optimierter GigE (nur TM2020)



SPEZIFIKATIONEN

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TELEPHON-MODEM DOCSIS 3.0 zertifizi ... T.38 Fax Relay

BESTELLINFORMATIONEN BESTELLNUMMER 799090 799091 799092

BESCHREIBUNG Touchstone **TM822A**/NA, DOCSIS 3.0 / PacketCable 1.5

compliant E-MTA with integrated 115-240 VAC, 50/60 HZ power ...

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