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.

Documents - ARRIS – TM822A
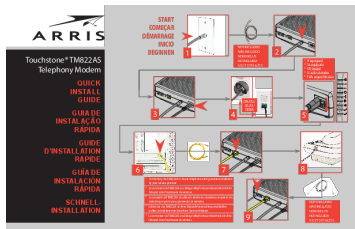
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