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## Touchstone CM8200A

# Arris Touchstone CM8200A Cable Modem User Manual

Model: CM8200A | Brand: Touchstone

## 1. INTRODUCTION

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This manual provides detailed instructions for setting up, operating, and troubleshooting your Arris Touchstone CM8200A DOCSIS 3.1 Ultra Fast Cable Modem. The CM8200A is designed to deliver high-speed internet connectivity, perfect for homes, businesses, and gamers requiring a lag-free and buffering-free experience. Please read this manual carefully before installation and use.

## 2. PRODUCT OVERVIEW

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The Arris Touchstone CM8200A is a high-performance cable modem supporting DOCSIS 3.1 technology. It features a sleek black design with indicator lights on the front panel and essential ports on the rear.



ARRIS



Touchstone®  
CM8200

Figure 2.1: Front view of the Arris Touchstone CM8200A cable modem, showing the ARRIS logo, Touchstone CM8200 model name, and indicator lights for Power, Downstream/Upstream, and Internet connectivity.





Figure 2.2: Rear view of the Arris Touchstone CM8200A cable modem, displaying two Ethernet ports (labeled 1 and 2), a coaxial cable connector, and a power input port.

**Important Note:** Devices should only be plugged into Ethernet port 1, because only one port is active. Therefore, a second device plugged into port 2 will not receive Internet access.

### 3. SETUP GUIDE

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1. **Connect Coaxial Cable:** Connect one end of a coaxial cable to your wall jack and the other end to the 'Cable' port on the back of the CM8200A modem.
2. **Connect Ethernet Cable:** Plug one end of an Ethernet cable into Ethernet port 1 on the back of the modem. Connect the other end to your computer or wireless router. Remember, only Ethernet port 1 is active.
3. **Connect Power Adapter:** Plug the power adapter into the 'Power' port on the modem and then into an electrical outlet.
4. **Power On and Wait:** The modem will power on automatically. Wait for several minutes for the indicator lights on the front panel to stabilize. The Power, Downstream/Upstream, and Internet lights should turn solid green or blue, indicating a successful connection.
5. **Activate with ISP:** 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 device. Some users have reported success by stating the model number as 'Arris SB8200' if 'CM8200A' is not recognized by their system.
6. **Verify Connection:** Once activated, your internet service should begin working. You can test your connection by opening a web browser.

### 4. OPERATING THE MODEM

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The Arris Touchstone CM8200A operates automatically once properly set up and activated with your ISP. Its primary function is to provide a high-speed internet connection by converting coaxial cable signals into Ethernet signals.

#### Indicator Lights:

- **Power (Green):** Indicates the modem is powered on.
- **Downstream/Upstream (Blue/Green):** Indicates successful connection to the cable network. Blue typically signifies DOCSIS 3.1 operation, while green indicates DOCSIS 3.0.
- **Internet (Green):** Indicates successful internet connectivity.

For optimal performance, ensure the modem is placed in a well-ventilated area, away from direct sunlight or heat

sources. Avoid placing it near other electronic devices that may cause interference.

## 5. MAINTENANCE

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- **Cleaning:** Gently wipe the modem with a soft, dry cloth. Do not use liquid cleaners or aerosol sprays.
- **Ventilation:** Ensure the modem's ventilation holes are not blocked to prevent overheating.
- **Firmware Updates:** Firmware updates are typically managed by your Internet Service Provider (ISP) and are pushed automatically. Do not attempt to manually update the firmware unless instructed by your ISP.
- **Power Cycling:** If you experience connectivity issues, power cycling the modem (unplugging it for 30 seconds and plugging it back in) can often resolve minor problems.

## 6. TROUBLESHOOTING

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Problem	Possible Cause	Solution
No Internet Connection	Modem not activated, loose cables, ISP outage.	<ul style="list-style-type: none"><li>• Ensure all cables are securely connected.</li><li>• Power cycle the modem.</li><li>• Contact your ISP to ensure the modem is activated and there are no service outages.</li><li>• Verify that your device is connected to Ethernet port 1.</li></ul>
Slow Internet Speeds	Network congestion, outdated router, ISP speed tier.	<ul style="list-style-type: none"><li>• Power cycle both the modem and your router.</li><li>• Ensure your router supports the speeds provided by your modem.</li><li>• Check for any background downloads or streaming on your network.</li><li>• Access the modem's diagnostics page at 192.168.100.1 to check signal levels.</li></ul>
Ethernet Port 2 Not Working	Only Ethernet Port 1 is active for standard use.	This is expected behavior. The CM8200A typically only has one active Ethernet port for standard internet connectivity. The second port is generally reserved for Link Aggregation Group (LAG) functionality, which is not commonly used in residential setups and requires specific ISP configuration.

## 7. SPECIFICATIONS

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Feature	Detail
Model Number	CM8200A
DOCSIS Standard	DOCSIS 3.1
Channel Bonding	32x8 (DOCSIS 3.0)
Ethernet Ports	2 Gigabit Ethernet (Port 1 active for standard use)
Dimensions (L x W x H)	15.24 x 9.45 x 3.58 inches
Weight	0.01 ounces
Compatible ISPs	Xfinity from Comcast, Cox Communications (check with your ISP for latest compatibility)
Connectivity Technology	Ethernet
Compatible Devices	Personal Computer, Laptop, Router, Smartphone, Tablet

## 8. WARRANTY AND SUPPORT

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For specific warranty information and technical support, please refer to the documentation included with your product packaging or visit the official Touchstone/ARRIS support website. Keep your purchase receipt for warranty claims.

Online resources and FAQs may also be available on the manufacturer's website to assist with common questions and issues.