Xfinity TG1682

Arris Touchstone TG1682G Wireless Telephony Cable Internet Modem Gateway User Manual

Model: TG1682 | Brand: Xfinity

1. PRODUCT OVERVIEW

The Touchstone TG1682G Telephony Gateway serves as a central hub for your home or office network, providing comprehensive connectivity solutions. It features four Ethernet connections for wired devices and supports 802.11a/b/g/n/ac wireless standards for robust Wi-Fi connectivity. Additionally, this gateway offers up to two independent lines of telephone service, ensuring reliable voice communication. For enhanced home networking, the TG1682G includes integrated MoCA 2.0 capabilities. It is also designed with a Lithium-Ion battery backup option (battery sold separately) to maintain telephone service during power outages.

Key Features:

- Supports Ethernet and 802.11a/b/g/n/ac wireless connections.
- Provides two independent lines of telephone service as well as high speed data.
- DOCSIS 3.0 compliant and backward-compatible with DOCSIS 2.0 or 1.1.
- Integrated MoCA 2.0 home networking (Service Authorization Required).
- Supports speeds up to 640 Mbps (actual speeds may vary).

Figure 1: Front view of the Arris Touchstone TG1682G Telephony Gateway.

2. SETUP GUIDE

Follow these steps to set up your Arris Touchstone TG1682G Telephony Gateway and establish your internet and telephone services.

2.1. Package Contents

Before you begin, ensure all components are present in your package:

- Arris Touchstone TG1682G Telephony Gateway
- Power Adapter
- Ethernet Cable
- Coaxial Cable (may be included or provided by ISP)

Figure 2: Typical package contents for the Xfinity gateway.

Figure 3: Included power and Ethernet cables.

2.2. Connecting the Gateway

1. **Position the Gateway:** Place the gateway in a central location in your home, away from obstructions and heat sources, to ensure optimal Wi-Fi coverage.

2. **Connect Coaxial Cable:** Connect one end of the coaxial cable to the Cable In port on the back of the gateway and the other end to a cable wall outlet. Ensure the connection is finger-tight.

3. **Connect Power:** Connect the power adapter to the Power port on the gateway and then plug the other end into an electrical outlet. The gateway will begin to power on.

4. **Observe Indicator Lights:** Allow several minutes for the gateway to power on and connect to your service provider's network. The indicator lights on the front panel will illuminate as the gateway establishes connections. Refer to the "Operating" section for details on indicator light status.

Figure 4: Front panel indicator lights.

2.3. Activating Your Service

After connecting the gateway, you will need to activate your internet and telephone services with your Internet Service Provider (ISP). This typically involves:

- Visiting your ISP's activation website (often automatically redirected when opening a web browser).
- Calling your ISP's customer support line.
- Providing the MAC address and serial number of your gateway, usually found on a label on the bottom or back of the device.

Note: Ensure your ISP supports the Arris Touchstone TG1682G model for activation. Some ISPs may have specific firmware requirements or only support models leased directly from them.

3. OPERATING THE GATEWAY

Once activated, your TG1682G gateway provides various connectivity options.

3.1. Indicator Lights

The front panel lights provide status information:

- **Power:** Indicates power status. Solid green when powered on.
- **US/DS (Upstream/Downstream):** Indicates connection to the cable network. Solid green when connected. Blinking indicates scanning.
- **Online:** Indicates internet connectivity. Solid green when online.
- **2.4 GHz / 5 GHz:** Indicate Wi-Fi activity for respective bands. Solid when Wi-Fi is enabled, blinking when data is transferring.
- **Tel 1 / Tel 2:** Indicate telephone line status. Solid when active, blinking during calls.
- **Battery:** Indicates battery backup status (if installed).

3.2. Wi-Fi Connectivity

The gateway broadcasts two Wi-Fi networks: 2.4 GHz and 5 GHz. The network names (SSIDs) and passwords are typically found on a label on the gateway itself. To connect a device:

1. On your device (smartphone, laptop, tablet), open the Wi-Fi settings.
2. Select the desired Wi-Fi network (SSID) from the list.
3. Enter the Wi-Fi password (network key) when prompted.

For optimal performance, use the 5 GHz network for devices closer to the gateway and the 2.4 GHz network for devices further away or those requiring broader coverage.

3.3. Ethernet Connections

The gateway provides four Gigabit Ethernet ports for wired connections. Use an Ethernet cable to connect devices such as desktop computers, gaming consoles, or smart TVs directly to the gateway for stable and high-speed internet access.

3.4. Telephony Service

Connect your telephone to the TEL 1 or TEL 2 port on the back of the gateway. Ensure your telephone service is activated by your ISP. In case of a power outage, if a battery backup is installed (sold separately), telephone service will continue to function.

4. MAINTENANCE

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

- **Cleaning:** Gently wipe the exterior of the gateway with a soft, dry cloth. Do not use liquid cleaners or abrasive

materials.

- **Ventilation:** Ensure the gateway is placed in a well-ventilated area. Do not block the ventilation holes.
- **Firmware Updates:** Firmware updates are typically managed automatically by your Internet Service Provider. Do not attempt to manually update firmware unless instructed by your ISP.
- **Power Cycling:** If you experience connectivity issues, a simple power cycle (unplugging the power adapter for 30 seconds and plugging it back in) can often resolve minor problems.

5. TROUBLESHOOTING

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

5.1. No Internet Connection

- **Check Cables:** Ensure the coaxial cable and power cable are securely connected.
- **Indicator Lights:** Verify that the "US/DS" and "Online" lights are solid green. If not, the gateway may not be connected to the ISP network.
- **Power Cycle:** Unplug the power adapter from the gateway for 30 seconds, then plug it back in. Wait for the lights to stabilize.
- **ISP Activation:** Confirm that your service has been fully activated by your Internet Service Provider. Contact your ISP if the issue persists, as the device may need to be provisioned or re-provisioned on their network.

5.2. Slow Internet Speed or Intermittent Connection

- **Wi-Fi Interference:** Move the gateway away from other electronic devices that might cause interference (e.g., cordless phones, microwaves).
- **Wi-Fi Signal Strength:** Ensure your devices are within a reasonable range of the gateway. Consider using the 5 GHz band for closer devices.
- **Too Many Devices:** Excessive devices or high-bandwidth activities (streaming, gaming) can impact performance.
- **Power Cycle:** Perform a power cycle of the gateway.
- **Contact ISP:** If speeds remain consistently low, contact your ISP to check for network issues or service plan limitations.

5.3. No Dial Tone on Telephone

- **Check Phone Connection:** Ensure the telephone is securely plugged into the TEL 1 or TEL 2 port.
- **Tel Light Status:** Verify that the "Tel 1" or "Tel 2" light is solid green.
- **Power Outage:** If there's a power outage and no battery backup is installed, telephone service will be unavailable.
- **Contact ISP:** If the issue persists, contact your ISP to verify your telephone service status.

6. SPECIFICATIONS

Feature	Detail
Model Number	TG1682
Connectivity Technology	Ethernet, LAN
Wireless Standards	802.11a/b/g/n/ac
DOCSIS Version	3.0 (backward compatible with 2.0/1.1)

| Feature	Detail
Ethernet Ports	4 (Gigabit Ethernet)
Telephone Lines	Up to 2 independent lines
MoCA	Integrated MoCA 2.0
Dimensions (L x W x H)	12.28 x 11.81 x 3.78 inches
Item Weight	3.4 pounds
Compatible Devices	Personal Computer, Laptop, Router, Smartphone, Tablet, Gaming Console, LAN, DOCSIS 3.0
Manufacturer	Generic_
First Available Date	January 25, 2018

7. WARRANTY AND SUPPORT

For specific warranty information regarding your Arris Touchstone TG1682G Telephony Gateway, please refer to the documentation provided at the time of purchase or contact the seller directly. Warranty terms can vary based on the point of purchase and regional regulations.

For technical support, service activation, or issues related to your internet and telephone service, please contact your Internet Service Provider (ISP). They are responsible for network provisioning, service delivery, and troubleshooting service-related problems with the gateway.

Documents - Xfinity – TG1682
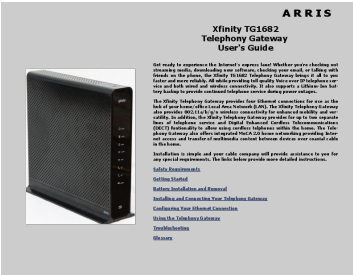
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Jenn Warnell Xfinity TG1682 Telephony Gateway User s Guide About this Manual This manual covers the The model number is on label affixed to bottom of 3043 tg1682g 192 168 0 1login org

ARRIS Xfinity **TG1682** Telephony Gateway User s Guide Get ready to experience the Internet s express lane Whether you re checking out streaming media, downloading new software, checking your email, or talking with friends on the phone, the Xfinity **TG1682** Telephony Gateway brings it all to you faster ...

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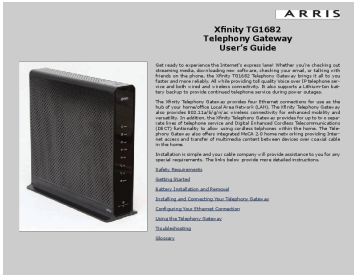
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Xfinity TG1682G CT Telephony Gateway User s Guide installation operation troubleshooting Bob Schultz ARRIS Global Knowledge Systems Users Manual TG1682 2 Touchstone Wireless UIDTG1682 UIDTG16822 tg1682
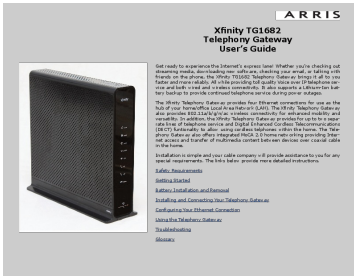
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UNITED STATES INTERNATIONAL TRADE COMMISSION
WASHINGTON, D.C.

In 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 TARIFF ACT OF 1930, AS AMENDED

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