**Arris TM3402**

# Arris TM3402 DOCSIS 3.1 Telephony Cable Modem User Manual

Model: TM3402 | Brand: Arris

## 1. PRODUCT OVERVIEW

The Arris TM3402 is a high-performance DOCSIS 3.1 Telephony Cable Modem designed for use with Optimum Internet and Phone services. This modem supports gigabit-class data speeds and includes two RJ-11 phone ports for carrier-grade VoIP home phone service. It is a modem-only device and does not feature built-in Wi-Fi, allowing users to pair it with their preferred standalone router or mesh Wi-Fi system for flexible whole-home coverage. By owning this equipment, users can potentially reduce monthly equipment rental fees from their service provider.

### Key Features:

- **DOCSIS 3.1 Technology:** Supports 2x2 OFDM/OFDMA plus 32x8 DOCSIS 3.0 channel bonding for high-speed internet.

- **Telephony Support:** Features two RJ-11 phone ports for Optimum home phone service.

- **Modem Only:** Designed to be paired with an external Wi-Fi router for network flexibility.

- **Cost Savings:** Eliminates monthly modem rental fees from your internet service provider.

## 2. SETUP AND INSTALLATION

Follow these steps to set up your Arris TM3402 Telephony Cable Modem:

1. **Connect Coaxial Cable:** Connect one end of a coaxial cable (not included) to the cable wall outlet and the other end to the 'Cable In' port on the back of the modem. Ensure the connection is finger-tight.

2. **Connect Ethernet Cable:** Connect one end of an Ethernet cable (not included) to the Ethernet port on the back of the modem and the other end to the WAN (Internet) port on your Wi-Fi router. If connecting directly to a computer, use the Ethernet port on your computer.

3. **Connect Telephone Lines:** If you have Optimum home phone service, connect your telephone(s) to the 'Tel 1' and/or 'Tel 2' ports on the back of the modem using standard RJ-11 telephone cables.

4. **Connect Power Adapter:** Connect the power adapter to the 'Power' port on the back of the modem and then

plug the adapter into an electrical outlet.

5. **Power On:** The modem will automatically power on. Wait for the LED indicators on the front panel to stabilize (typically solid blue or green). This process may take several minutes.

6. **Activate Service:** Contact your internet service provider (Optimum) to activate your new modem. You will need the modem's MAC address, which is usually found on a label on the bottom or back of the device.

Figure 1: Rear panel of the Arris TM3402 modem with labeled ports for coaxial cable, Ethernet, telephone lines, and power.

Figure 2: Arris TM3402 modem with essential cables connected, illustrating a typical setup.

## 3. OPERATING INSTRUCTIONS

Once your Arris TM3402 modem is successfully set up and activated by your service provider, it will automatically begin providing internet and phone services. The LED indicators on the front panel provide status information:

Figure 3: Front panel LED indicators of the Arris TM3402 modem.

## LED Indicator Status

| Indicator | Status | Description |
| --- | --- | --- |
| **Power** | Solid Blue | Modem is powered on. |
| **US/DS (Upstream/Downstream)** | Solid Blue | Upstream and downstream channels are connected. |
| **Online** | Solid Blue | Modem is connected to the internet. |
| **Tel 1 / Tel 2** | Solid Blue | Telephone line is active. |
| **Battery** | Solid Green | Battery is installed and charged (if applicable). |

For internet access, ensure your Wi-Fi router is connected to the modem's Ethernet port and configured correctly. For phone service, ensure your telephone is connected to the appropriate Tel port.

## 4. MAINTENANCE

To ensure optimal performance and longevity of your Arris TM3402 modem, consider the following maintenance tips:

- **Ventilation:** Place the modem in a well-ventilated area, away from direct sunlight and heat sources. Do not cover the ventilation openings.
- **Cleaning:** Periodically clean the exterior of the modem with a soft, dry cloth. Avoid using liquid cleaners or abrasive materials.
- **Rebooting:** If you experience connectivity issues, try rebooting the modem by unplugging the power adapter for 10-15 seconds and then plugging it back in. Allow several minutes for the modem to restart and reconnect.
- **Cable Connections:** Periodically check all cable connections (coaxial, Ethernet, telephone, power) to ensure they are secure and not damaged.

## 5. TROUBLESHOOTING

If you encounter problems with your Arris TM3402 modem, refer to the following troubleshooting guide:

- **No Power:** Ensure the power adapter is securely connected to the modem and a working electrical outlet. Check if the Power LED is solid blue.
- **No Internet Connection:**
  - Check the US/DS and Online LEDs. If they are blinking or off, there might be an issue with your cable signal.
  - Ensure the Ethernet cable is securely connected between the modem and your router/computer.
  - Reboot the modem and your router.
  - Verify your service is active with your internet service provider.
- **No Dial Tone / Phone Service:**
  - Check the Tel 1 and Tel 2 LEDs. If they are off, ensure your telephone cables are properly connected.
  - Confirm that your phone service is provisioned and active with your internet service provider.
- **Slow Internet Speeds:**
  - Ensure your internet plan supports the speeds you expect.
  - Test speeds with a wired connection directly to the modem (bypassing your router) to rule out router issues.
  - Contact your internet service provider to check for network congestion or signal issues.

If problems persist after following these steps, contact your internet service provider for further assistance.

## 6. SPECIFICATIONS

**Arris TM3402 Telephony Cable Modem Specifications**

| Feature | Detail |
|---|---|
| Model Number | TM3402 |

| Feature | Detail |
| --- | --- |
| **DOCSIS Standard** | DOCSIS 3.1 (2x2 OFDM/OFDMA) and DOCSIS 3.0 (32x8 Channel Bonding) |
| **Telephony Ports** | 2 x RJ-11 for Voice over IP (VoIP) |
| **Ethernet Ports** | 1 x Gigabit Ethernet (RJ-45) |
| **Connectivity Technology** | Ethernet |
| **Internet Service Provider Compatibility** | Optimum (Not intended for Xfinity, Spectrum, Cox, Verizon, AT&T or DSL/fiber providers) |
| **Compatible Devices** | Personal Computer, Laptop, Router, Smartphone |
| **Color** | Black |
| **Item Weight** | 1 pounds |
| **Package Dimensions** | 9.72 x 7.87 x 3.31 inches |
| **Manufacturer** | Arris |

## 7. WARRANTY AND SUPPORT

This Arris TM3402 modem is a renewed product. Renewed products are professionally inspected and tested to work and look like new by Amazon-qualified suppliers. If not satisfied with the purchase, renewed products are eligible for replacement or refund under the Amazon Renewed Guarantee within 90 days of receipt.

For technical support related to the modem's functionality or compatibility with your service, please contact your internet service provider (Optimum). For general product inquiries or issues with the renewed product guarantee, please refer to Amazon customer support.