



TVM924

Analog Terminal Adapter (ATA)

Quick Start Guide

Charter
COMMUNICATIONS



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1. Getting Started

Before installing the TVM924 Analog Terminal Adapter (ATA), please review the Safety Information and Safety Notices in the next section.

Make sure you have the following:

- Broadband Internet connection via a cable modem
- Telephone

Confirm the TVM924 ATA Package Contents:



✓ TVM924 ATA



✓ Power Adapter



✓ RJ11 Telephone Cable



✓ RJ45 Ethernet Cable

2. Physical Specifications

- Dimensions: Width: 128mm (5.04 inches)
Depth: 126mm (4.96 inches)
Height: 32mm (1.26 inches)
- Weight: 172g (6 oz.)

3. Interfaces and Standards

- MIPS 74K processor running at 533Mbps
- Ethernet: (1) 10/100 LAN port and (1) 10/100 WAN port
- (2) RJ11 Telephony ports, PacketCable 2.0 compliant
- GR-909
- Supports general codec standards: G.729, G.711, G.168, G.722, T.38
- FCC Class B
- UL Certified

4. Safety Information

Federal Communications Commission (FCC) Interference Statement

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment to an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

FCC Caution: Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment.

5. Safety Notices

Read these instructions carefully before operating the device. It is important to be aware of these safety instructions. Install the device according to these instructions and keep this guide for future reference.

- Use only the power adapter included in the device packaging.
- Do not use this device in a humid space, in the rain, or near splashing water.
- Do not install during thunder or lightning storms.
- Do not cover any ventilation openings in the device. Place the device on a cool surface. Failure to do so may result in overheating which can cause extreme damage to the unit or to furniture.
- Do not place the device near heat sources such as radiators or stoves.
- Clean the device only with a clean, dry cloth. Do not use liquid or chemical cleaners.
- Disconnecting the Device: If the device becomes damaged or encounters some other abnormality, disconnect the power plug from the AC wall outlet immediately.
- The device should be installed in a location not to exceed the maximum temperature of 40°C (104°F).
- Do not modify or attempt to disassemble the device. Use it only according to the instructions.
- Do not dispose of the device in a trash container. Please recycle.

6. Rear Panel Ports

The following diagram and table describe the rear panel ports on the TVM924.

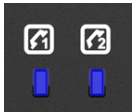





LABEL	DESCRIPTION
TEL 1/2 (Green)	Connects to a telephone cable. If you are connecting a single phone to the ATA (including a single phone that supports 2 lines), plug it into this port.
TEL 2 (Green)	Connects to a telephone cable. If you have 2 phone lines and are using 2 separate, single line phones, plug the second phone into this port.
LAN (Yellow)	Also referred to as the pass-through port. Using an RJ45 Ethernet cable, an Ethernet-enabled device (PC, laptop, game console) can be attached to the LAN port. <i>(NOTE: Use of the LAN port is not recommended for connecting Ethernet-enabled devices if another connection option is available (router, switch). Additionally, a router or switch should never be connected to the LAN port as the TVM924 is not designed to handle heavy data traffic.)</i>
WAN (Blue)	Also referred to as the Internet port. Plug one end of an RJ45 Ethernet cable into the Wan port of the ATA and plug the other end into one of your cable modem's Ethernet (LAN) ports.
RESET	Take a small object like the end of a paper clip and insert it into the RESET opening. Hold the button down for at least 10 seconds to reset the device to factory default settings.
POWER	Connect the power adapter included in the TVM924 product packaging to this port and plug the other end into a power outlet.

7. LED Descriptions

The following tables describe the LED behavior for the TVM924.

Top Panel LEDS (BLUE):

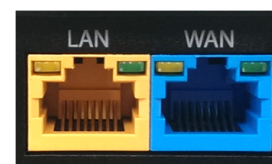
LABEL	STATUS	BEHAVIOR
TEL 1 & TEL 2 	On	Device registered successfully. Phone (either TEL 1 or TEL 2) is on-hook and ready to make a call.
	Blinking	Registering to the server, phone is off-hook or ringing, voicemail waiting indication, or firmware update in progress.
	Off	Device is powering up, the WAN connection is initializing, there is trouble connecting to the Internet, or the device cannot boot up.
LAN 	On	LAN is connected.
	Blinking	Data traffic is being passed.
	Off	LAN is disconnected.
WAN (Internet) 	On	Device is connected to the Internet.
	Blinking	Data traffic is being passed. Also blinks when the device in initializing, a firmware update is in progress, or the device is having trouble connecting to the Internet.
	Off	Device is initializing or the device cannot boot up.
POWER 	On	Device is powered on.
	Blinking	Device in initializing, a firmware update is in progress, or the device is having trouble connecting to the Internet.
	Off	Device is powered off.

Rear Panel LEDS:

Two LEDs are located above both the LAN and WAN ports on the rear panel of the device.

YELLOW LED: Located on the top left of both the LAN and WAN ports, it is lit when there is a device connected to the port.

GREEN LED: Located on the top right of both the LAN and WAN ports, it blinks when data is being passed.



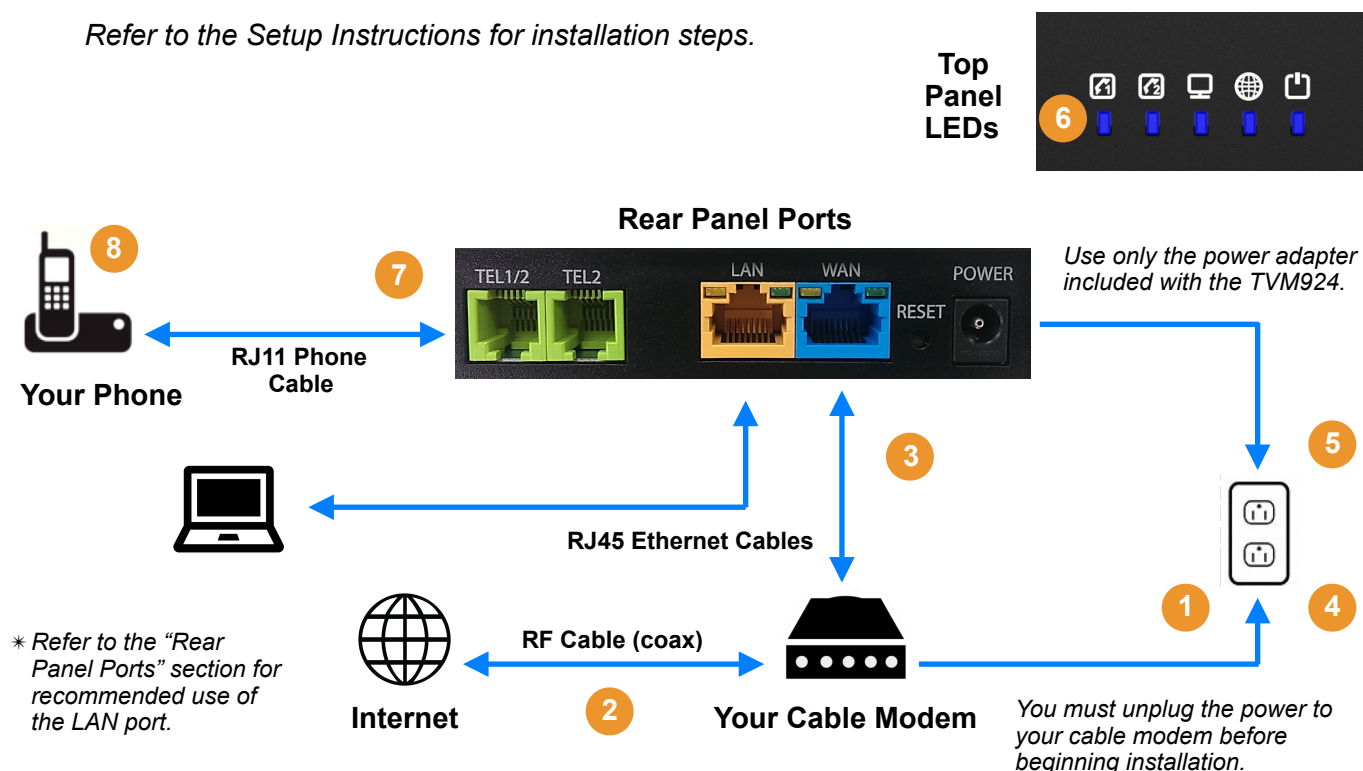
8. Setup Instructions

Refer to the Setup Diagram for illustration.

- (1) Turn off the power to your existing cable modem by removing the power cable (or power adapter) from the power source (electrical outlet or power strip).
- (2) Leave your cable modem connected to the RF cable line supplying your Internet connection.
- (3) Using the supplied RJ45 Ethernet cable, connect one end to the **WAN** port (blue) on the rear panel of the TVM924 ATA. Take the other end and plug it into one of your cable modem's Ethernet (LAN) ports. Ensure that the Ethernet cable connector "clicks" into place in each of the Ethernet ports.
- (4) Plug the cable modem's power cable (or power adapter) back in to the power source.
- (5) Wait 30 seconds and then connect the TVM924 ATA power adapter to the **POWER** port on the rear panel of the device. Connect the other end to a power source (electrical outlet or power strip).
- (6) Wait for the **TEL 1** LED on the top panel of the ATA to turn solid blue.
- (7) Connect the RJ11 telephone cable to the TEL 1/2 port on the rear panel of the ATA. Make sure the other end of the cable is plugged into your telephone.
- (8) Pick up your phone and listen for a dial tone.

9. Setup Diagram

Refer to the Setup Instructions for installation steps.

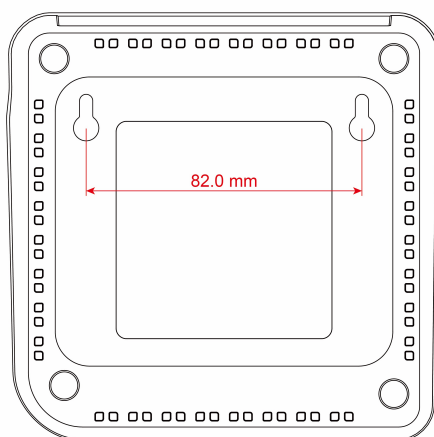


10. Wall Mount Instructions

The TVM924 can be mounted on the wall using the 2 mounting brackets on the bottom of the device

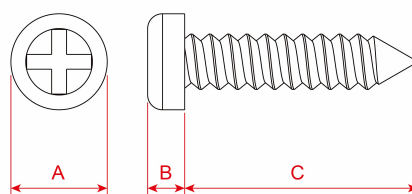
Steps:

- (1) Install 2 round or pan head screws horizontally on the wall 82mm (3.23 inches) apart.



The screws should protrude from the wall so you are able to fit the device between the head of the screw and the wall. If installed in drywall, use hollow wall anchors to ensure the TVM924 does not pull away from the wall due to prolonged strain from the power and network cables.

Refer to the following figure for the recommended round or pan head screw dimensions:



A	5.3mm +/-0.3mm
B	2.0mm +/-0.2mm
C	14.0mm +/-0.3mm

- (2) Mount the device on the wall.

11. Troubleshooting Tips

PROBLEM: Your ATA cannot connect to the Internet (the WAN, or Internet LED on the top panel is not lit), or you have no dial tone.

POSSIBLE SOLUTIONS:

1. Verify that all cables are firmly connected to the correct ports (Ethernet, Phone, Power).
2. Verify that the cable modem providing your Internet access is turned on and functioning.
3. If you have a single telephone line connected to your ATA, make sure it is plugged into the TEL 1/2 port (rather than the TEL 2 port).
4. Restart your ATA and your cable modem. Certain conditions can cause interruption in your cable service, such as a service outage, power outage or a change in network configuration. Typically, you can resolve these issues by a restart of your network equipment. Follow steps 4-1 through 4-3.
 - 4.1. Power off your computer (if you have one attached to the LAN port on the ATA), your TVM924 ATA, and your cable modem.
 - 4.2. Wait at least 30 seconds before powering the devices back on. In the meantime, ensure that all network cables are firmly snapped into the ports on all the devices in your network.
 - 4.3. Power on your equipment back on in this order:
 - a. Your cable modem. Make sure the start-up process is completed before you continue.
 - b. Your TVM924 ATA. Make sure the start-up process is completed before you continue.
 - c. Your computer if you are connecting one to the ATA LAN port.

PROBLEM: Your TVM924 ATA does not power on.

POSSIBLE SOLUTIONS:

1. Ensure you are using the power adapter that was included with the TVM924.
2. Make sure the power cord is plugged firmly into the POWER port on the ATA.
3. Confirm the electrical outlet or power strip you are using is functioning properly. Try switching to a different power outlet.

If none of the above solves the issue, your power adapter or your ATA may be defective. Contact your service provider for assistance.

PROBLEM: The power LED continuously blinks and never turns solid blue.

POSSIBLE SOLUTIONS:

The power LED blinks when the device is initializing or there is a firmware update in progress. If it continues blinking for an extended period of time and never turns solid blue, the ATA is having trouble connecting to the Internet. In this case, follow the suggested troubleshooting steps above for problems connecting to the Internet.