

These instructions are for the ARRIS Touchstone™ Cable Modem, CM450.

Requirements

For mounting on drywall, you will need the following:

- Two 1/4" (6mm) drywall anchors
- Drill with 1/4" (6mm) bit

For mounting on plywood or studs, you need the following:

- Two 1" (25mm) wood screws—the diameter of the screw heads must be between 3/16" and 1/4" (4.5mm and 6mm)
- Drill with 1/8" (3mm) bit

Location

Select a location within 5 feet (1.6m) of an AC outlet. Check that the selected AC outlet power cannot be interrupted via a wall switch to ensure uninterrupted operation of the Cable Modem. If you are connecting a computer to the Cable Modem's USB port, the computer must be within 14 feet (4m) of the Cable Modem. The USB cable supplied with the Cable Modem is 5 feet (1.6m). Longer cables are available at your computer retailer.

Leave sufficient clearance between the bottom of the Cable Modem, and any flooring or shelving underneath, to allow access to cabling. In addition, leave enough slack in all cables so that the Cable Modem can be removed for any required maintenance, without disconnecting cables.

Mounting Instructions

When mounting the Cable Modem on drywall, try to position the Cable Modem so the screws are fastened to a stud. This may prevent the Cable Modem from pulling out of the wall in the future. The modem can be mounted horizontally (cable connector facing down) or vertically (cable connector coming out to the left).

- 1** Position the mounting template on the surface where you intend to mount the Cable Modem and secure in place with transparent tape.
- 2** Drill holes through the template in the specified locations for the mounting screws. After drilling holes, remove the template from the surface.
- 3** Drive both of the screws (or anchor bolts) into the wall. Leave a gap of about 6mm (0.250 inches) between the screw head and the wall.
- 4** Lift the Cable Modem into position. Slip the large end of both mounting slots (in the back of the Cable Modem) over the screws, then slide the case down until the narrow end of the keyhole slot contacts the screw shaft.



ARRIS

Touchstone™ CM450 Cable Modem

QUICK START GUIDE



Touchstone™ CM450 Cable Modem
Quick Start Guide

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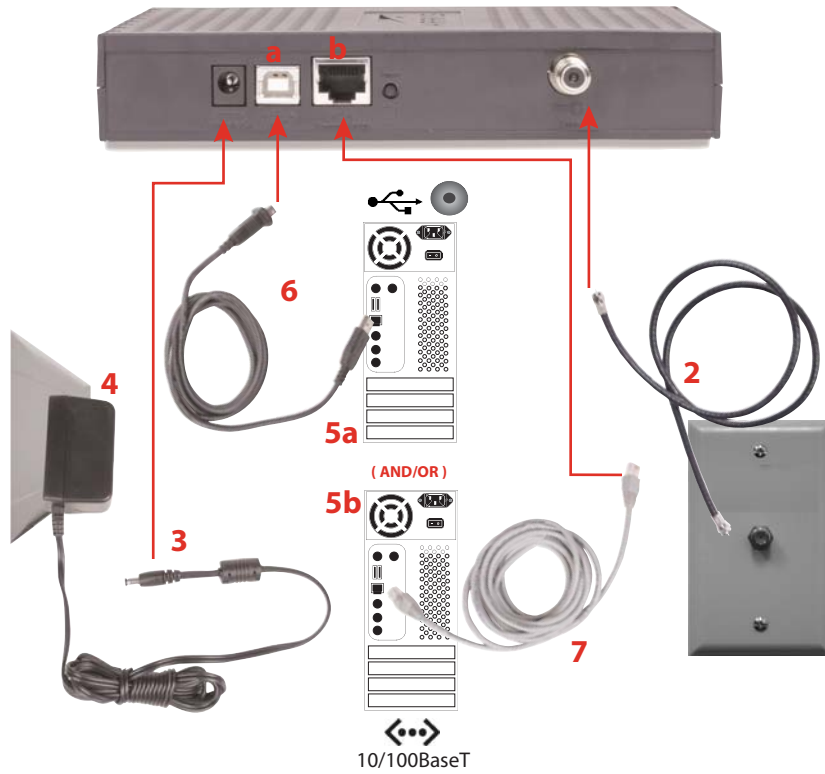
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Cable Modem Installation

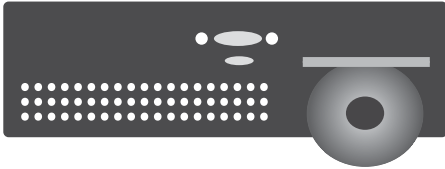


To avoid damage to the cable modem during installation, please follow these recommended steps in order.

- 1 Power up computer and insert CD-ROM before cabling.
- 2 Connect one end of the coaxial cable (not included) to the cable outlet or splitter, and the other end to the Cable Modem's Cable connector. Tighten the connections by hand.
Note: Improperly tightened coaxial cable connectors can cause data errors, making your connection slower.
- 3 Insert the plug from the AC adapter into the Power connector on the Cable Modem.
- 4 Insert the power cord into a convenient wall socket. *The power light on the front of the Cable Modem should light up, then start flashing. See Troubleshooting if the Power light does not turn on.*
- 5 After connecting the coax cable and power, proceed as needed
 - a) Make USB Connections
 - b) Make Ethernet Connections**Note:** Do not connect a single computer to both the Ethernet and USB ports.
- 6 (OR 7) Connect one end of the USB cable to the USB port on the computer, and the other end to the USB port on the back of the Cable Modem. Your PC should detect the Cable Modem and begin installing the drivers. See Installing USB drivers on your PC for driver installation details.

- 7 Connect one end of the Ethernet cable to the Ethernet port on your computer, and the other end to the port on the back of the Cable Modem labeled "Ethernet 10/100." **Note:** If you are connecting to a computer, use the Ethernet cable included in the Cable Modem package unless it is too short. *The Ethernet light on the modem should light up indicating a good Ethernet connection.*
- 8 When not in use, please do not disconnect power from the Cable Modem. Instead use the Standby switch on the top of the Cable Modem to isolate all connected PCs from the Internet.

Installing the USB Drivers



The USB drivers for the Touchstone Cable Modem are on the CD-ROM that accompanies the modem. When you plug the USB cable into the Cable Modem and a PC, the PC starts the installation wizard. Proceed as follows:

- 1 Ensure your computer is up and running, and insert CD-ROM.
- 2 Click the Next button. The wizard prompts you for the location of the drivers.
- 3 Select "Search for a suitable driver...," then click the Next button. The wizard displays a list of search options.
- 4 Make sure the CD-ROM option is selected (checked), then click the Next button. The wizard searches the specified locations, then displays the location and name of the appropriate driver.
- 5 Click the Next button. The wizard installs the drivers, then displays a window indicating that the installation is complete.
- 6 Click the Finish button.

* For further information or troubleshooting, please refer to the User Guide.

System Requirements:

PC:

- Windows 98SE, ME, 2000, or XP
- Ethernet or USB connection
- CD-ROM drive
- At least 1.0 MB of free space on the C: drive

Macintosh:

- MacOS version 7.5 or later
- Open Transport software installed
- Ethernet connection

Troubleshooting

If you have a data problem, try these tips before calling your cable operator for assistance.

Problem	Possible Fixes
Power light is off	<ul style="list-style-type: none"> • Check that the power cord is plugged in
Cannot send or receive data	<ul style="list-style-type: none"> • Check cable connections (is the TV working?). • Check coaxial cable connections • Press the Standby button on the top of the Cable Modem until the Cable and USB LEDs are both on. • Did you load the USB drivers? • If you are using a powered USB hub, is the hub turned on? • Check the USB cable connections. Disconnect and reconnect the USB cable. • If you are using an Ethernet hub, is the Ethernet hub turned on? • Are you using the right Ethernet cable? (Straight cable for direct connection to a PC, cross-over cable for connection to a hub.) • Press the Reset button on the back of the Cable Modem. • Reboot the PC • The Ethernet light on the modem should light up indicating a good Ethernet connection.