

Tips/Troubleshooting



TIP: To reset the device without having to unplug the unit: use a pointed, non-metallic object to press the recessed reset button on the back of the cable modem.

P: The Cable Modem is plugged in, but the power light is not on.

S: Verify the power cord is plugged in firmly at both ends. If a power strip is in use or if the outlet is controlled by a switch verify that it is switched on. Check that the outlet is working by plugging in another device such as a lamp.

P: I'm not getting on the internet.

S: It may take up to 30 minutes to establish a connection the first time you power up your Cable Modem or after a device reset. Leave your Cable Modem plugged into AC power and connected to the cable system and check the front panel lights:

- *The Power and Online lights should be on.*
- *The Link light should be either on or blinking.*
- *If the Power light blinks for more than 30 minutes, call Home Telecom for assistance.*

Check your cable connections. Connectors should be tight. The coax cable should not be pinched, kinked, or bent sharply—any of these can cause a break or short in the cable (you may have to replace the cable). You should not have a splitter between the Cable Modem and CATV outlet, if you have splitters remove the splitters and connect the Cable Modem directly to the outlet.

Support

888-289-5050

Online Support

HomeSC.com/install/cm

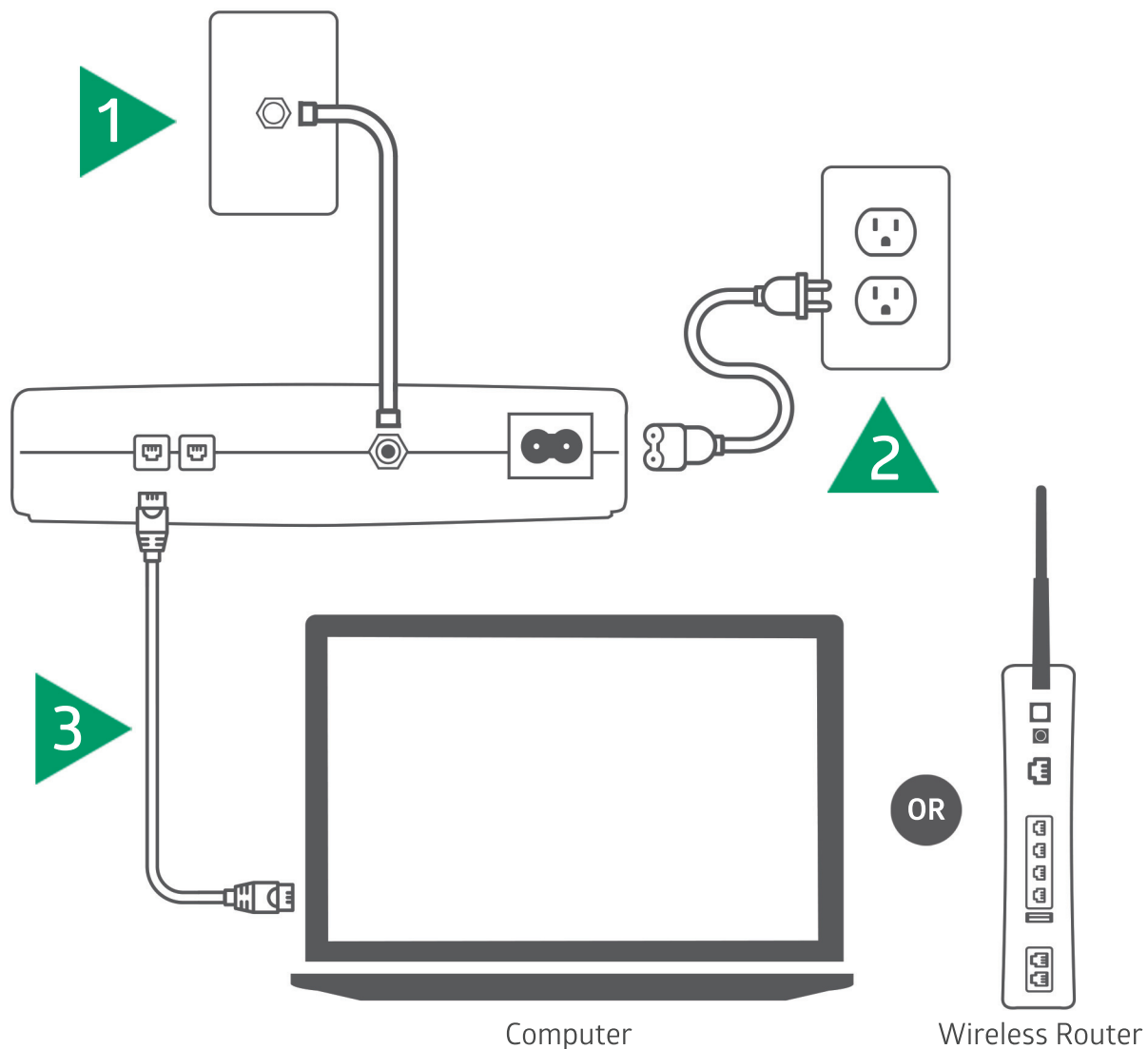
Cable Modem Self Install Guide

Everything You Need Is Inside ►

- 1 Cable Modem
- 1 Power Adapter Cord
- 1 Coax Cable, 5 ft
- 1 Ethernet Cable

Get ready to experience the Internet's express lane! Whether you're checking out streaming media, downloading new software, or checking your email, the Touchstone Cable Modem brings it all to you up to eight times faster than standard DOCSIS 2.0 cable modems. The Touchstone Cable Modem provides an Ethernet connection for use with either a single computer or home/office Local Area Network (LAN). Installation is simple allowing you to set yourself up in a matter of minutes.

Equipment Diagram



Connect Equipment

- 1 Connect the enclosed coax cable to an activated cable outlet in your home. Connect the other end of the coax cable to where it says "Cable In" on the modem. Hand-tighten the connectors to avoid damaging them.
- 2 Plug the power cord into the power connector on the cable modem and then plug the power cord into the electrical outlet.
- 3 Connect one end of the Ethernet cable to the Ethernet port one on the cable modem. Connect the other end of the Ethernet cable to your computer or router.

Complete Installation

Call Home Telecom at 888-254-2020 from a telephone number associated with your account to complete your installation.