

ARRIS Touchstone CM3200/CM8200 DOCSIS® Cable Modem

Connecting the Cable Modem

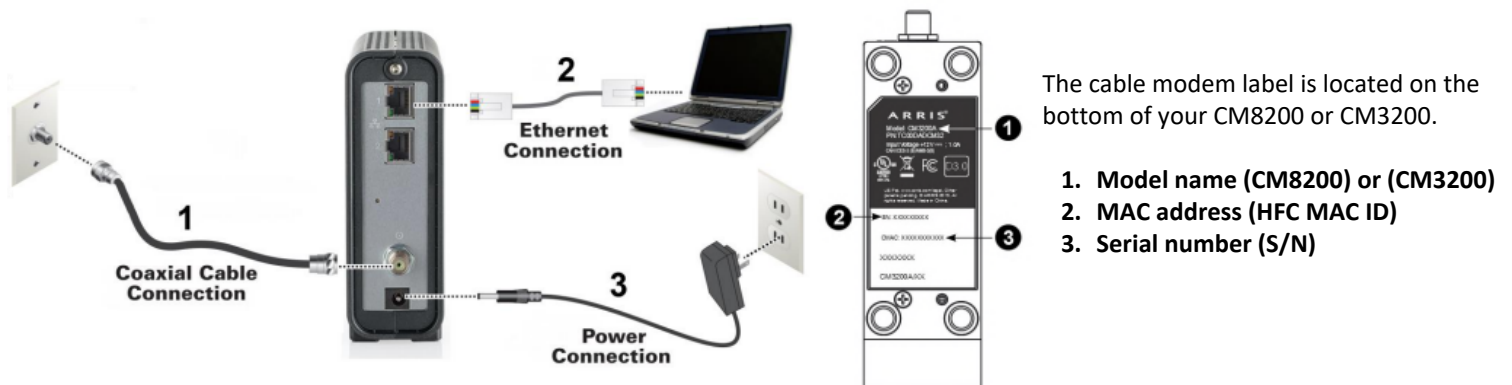
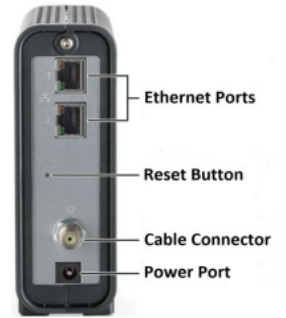
1. Connect one end of the coax cable to the cable outlet or splitter, and the other end to the Cable Modem's Cable connector. Tighten the connections by hand, then tighten an additional 1/8 turn with a wrench.

Note: For best performance, use high-quality coax cable and minimize or eliminate splitters between the cable jack and the Cable Modem.

2. Insert the plug from the power cord into the Power connector on the back of the Cable Modem and insert the power cord into a convenient AC outlet. The Power light on the front of the Cable Modem lights up, then flashes once. If the power light does not turn on call the 24hrs tech support number provided below.

3. Connect one end of the Ethernet cable to any Ethernet port on the back of the Cable Modem, then the other end to the Ethernet port to a computer, hub, or broadband router.

Note: If you are connecting to a computer, use the Ethernet cable included in the Cable Modem package.



The cable modem label is located on the bottom of your CM8200 or CM3200.

1. Model name (CM8200) or (CM3200)
2. MAC address (HFC MAC ID)
3. Serial number (S/N)

Establish an Internet Connection: Although your computer may already be configured to automatically access the Internet, you should still perform the following cable modem connectivity test to verify that your network devices were connected properly.

Note: If needed the default username is, "cusadmin." The default password is the serial number located on the bottom of the CM3200/CM8200 modem label.

1. Power ON the computer connected to your CM3200/CM8200 if it is turned off, and then log in.
2. Contact your service provider to activate (provision) your CM3200/CM8200. You may have to provide the HFC MAC ID listed on the modem label.

Note: Your service provider may allow for automatic activation which will automatically launch its own special website when you open a web browser.

3. After the CM3200/CM8200 is activated, open a web browser (Internet Explorer, Google Chrome, Firefox, or Safari) on your computer.

If the special website did not open, continue with step 4. If it did open, proceed to step 5.

4. Type a valid URL in the address bar and then press Enter. The ARRIS website should open. If it did not open, please contact your service provider for assistance.

5. Check that the front panel LEDs on the CM3200/CM8200 light up in sequential order. See Front Panel for additional LED status information.

If all four LEDs did not light up solid and you also do not have an Internet connection, you may have to contact your service provider to reactivate the CM3200/CM8200 or check for signal issues. If you still cannot connect to the Internet, your CM3200/CM8200 may be defective. Contact Technical Support for assistance.



Riviera Utilities

413 E Laurel Ave, Foley, AL 36535 | (251) 943-5001 | <https://www.rivierautilities.com/services/internet>

24hrs Tech Support: Phone (251) 299-3171