ARRIS

Touchstone® DG950
Data Gateway
User's Guide

Get ready to experience the Internet's express lane! Whether you're checking out streaming media, downloading new software, checking your email, or talking with friends on the phone, the Touchstone DG950 Data Gateway brings it all to you faster and more reliably with both wired and wireless connectivity.

The Touchstone Data Gateway provides four Ethernet connections for use as the hub of your home/office Local Area Network (LAN). The Touchstone Data Gateway also provides 802.11a/b/g/n wireless connectivity for enhanced mobility and versatility.

Installation is simple and your cable company will provide assistance to you for any special requirements. The links below provide more detailed instructions.

Export Regulations

This product may not be exported outside the U.S. and Canada without U.S. Department of Commerce, Bureau of Export Administration authorization. Any export or re-export by the purchaser, directly or indirectly, in contravention of U.S. Export Administration Regulation is prohibited.

ARSVD01338
Release 9 Standard 1.3 January 2011

Safety Requirements

ARRIS Data Gateways comply with the applicable requirements for performance, construction, labeling, and information when used as outlined below:

CAUTION
Risk of shock

Mains voltages inside this unit. No user serviceable parts inside. Refer service to qualified personnel only!

- Do not use product near water (i.e. wet basement, bathtub, sink or near a swimming pool, etc.), to avoid risk of electrocution.
- Do not use spray cleaners or aerosols on the Data Gateway.
- Avoid using and/or connecting the equipment during an electrical storm, to avoid risk of electrocution.
- Do not locate the equipment within 6 feet (1.9 m) of a flame or ignition source (i.e. heat registers, space heaters, fireplaces, etc.).
- Use only power supply and power cord included with the equipment.
- Equipment should be installed near the power outlet and should be easily accessible.
- The shield of the coaxial cable must be connected to earth (grounded) at the entrance to the building in accordance with applicable national electrical installation codes. In the U.S., this is required by NFPA 70 (National Electrical Code) Article 820. In the European Union and in certain other countries, CATV installation equipotential bonding requirements are specified in IEC 60728-11, *Cable networks for television signals, sound signals and interactive services*, Part 11: Safety. This equipment is intended to be installed in accordance with the requirements of IEC 60728-11 for safe operation.

  If the equipment is to be installed in an area serviced by an IT power line network, as is found in many areas of Norway, special attention should be given that the installation is in accordance with IEC 60728-11, in particular Annex B and Figure B.4.

- In areas of high surge events or poor grounding situations and areas prone to lightning strikes, additional surge protection may be required (i.e. PF11VNT3 from American Power Conversion) on the AC, RF, Ethernet and Phone lines.
- When the Data Gateway is connected to a local computer through Ethernet cables, the computer must be properly grounded to the building/residence AC ground network. All plug-in cards within the computer must be properly installed and grounded to the computer frame per the manufacturer's specifications.
- Ensure proper ventillation. Position the Data Gateway so that air flows freely around it and the ventillation holes on the unit are not blocked.
- Do not mount the Data Gateway on surfaces that are sensitive to heat and/or which may be damaged by the heat generated by the unit, its power supply, or other accessories.

FCC Part 15

This equipment has been tested and found to comply with the requirements for a Class B digital device under Part 15 of the Federal Communications Commission (FCC) rules. These requirements are intended 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 or more of the following measures:

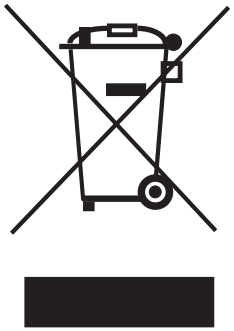
- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Changes or modifications to this equipment not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

European Compliance

This product complies with the provisions of the Electromagnetic Compatibility (EMC) Directive (89/336/EEC), the Amending Directive (92/31/EEC), the Low Voltage Directive (73/23/EEC), and the CE Marking Directive (93/68/EEC). As such, this product bears the CE marking in accordance with the above applicable Directive(s).

A copy of the Declaration of Conformity may be obtained from: ARRIS International, Inc., 3871 Lakefield Drive, Suite 300, Suwanee, GA 30024.



As indicated by this symbol, disposal of this product is governed by Directive 2002/96/EC of the European Parliament and of the Council on waste electrical and electronic equipment (WEEE). WEEE could potentially prove harmful to the environment; as such, upon disposal of the Data Gateway the Directive requires that this product must not be disposed as unsorted municipal waste, but rather collected separately and disposed of in accordance with local WEEE ordinances.

ARRIS
RoHS Compliant
GREEN

This product complies with directive 2002/95/EC of the European Parliament and of the Council of 27 January 2003 on the restriction of the use of certain hazardous substances (RoHS) in electrical and electronic equipment.

Energy Consumption (DG950S Models only)

In accordance with Ecodesign Directive 2005/32/EC, this device is equipped with a power switch. The following energy consumption figures apply (measured with a wattmeter at the outlet):

Switch State	Power Consumption
OFF	0.0 W
ON	8.0 W (idle) 11.5 W (typical)

Note: In most instances, ARRIS recommends that the power switch remain in the ON position at all times. Turning the switch OFF disables the device. Turning the switch OFF is recommended only during vacations or similar extended absences.

Getting Started

About Your New Data Gateway

The Touchstone DG950 Data Gateway is DOCSIS® 3.0 or Euro-DOCSIS™ 3.0 compliant with the following features:

- Speed: much faster than dialup or ISDN service; up to eight times faster than DOCSIS 2.0 cable modems.
- Convenience: supports Ethernet and 802.11a/b/g/n wireless connections; both can be used simultaneously
- Flexibility: provides high speed data
- Compatibility:
  - Data services: DOCSIS 3.0 or Euro-DOCSIS 3.0 compliant and backward-compatible with DOCSIS 2.0 or 1.1; supports tiered data services (if offered by your cable company)

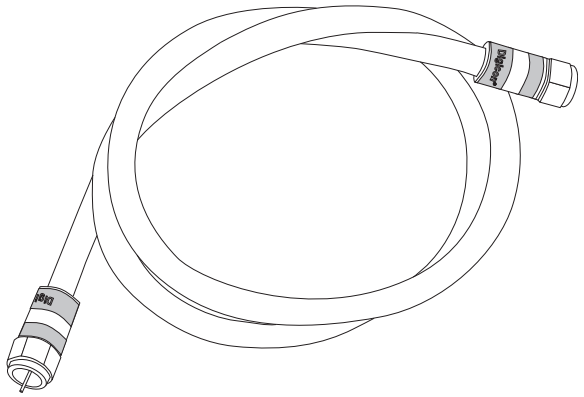
The DG950 provides:

- Wireless 802.11a/b/g/n connectivity
- Four Ethernet ports for connections to non-wireless devices
- DG950A: DOCSIS 3.0 compliant
  DG950S: Euro-DOCSIS 3.0 compliant
- One USB host port (future support for external USB devices)

What's in the Box?

Make sure you have the following items before proceeding. Call your cable company for assistance if anything is missing.

- Data Gateway
- Power Cord
- Wall-Mounting Template and Instructions
- Quick Installation Guide
- Ethernet Cable (CAT5e)



Coax Cable

- End User License Agreement

Items You Need

If you are installing the Data Gateway yourself, make sure you have the following items on hand before continuing:

- **Data Gateway package**: see What's in the Box? for a list of items in the package.
- **Coaxial cable (coax)**: as shown in the image to the left, this is a round cable with a connector on each end. It is the same kind of wire used to connect to your television for cable TV. You can buy coax from any electronics retailer and many discount stores; make sure it has connectors on both ends. There are two types of connectors, slip-on and screw-on; the screw-on connectors are best for use with your Data Gateway. The coax should be long enough to reach from your Data Gateway to the nearest cable outlet.

  Note: For best performance, use high-quality RG-6 type coax cable and minimize or eliminate splitters between the cable jack and the Data Gateway.
- **Splitter (optional)**: provides an extra cable connection by splitting a single outlet into two. You may need a splitter if you have a TV already connected to the cable outlet that you want to use. You can buy a splitter from any electronics retailer and most discount stores; you may also need a short piece of coax cable (with connectors); use it to connect the splitter to the cable outlet and then connect the Data Gateway and TV to the splitter.

  Note: A splitter effectively cuts the signal in half and sends each half to its two outputs. Using several splitters in a line may deteriorate the quality of your television and/or internet connection.
- **Wall-mount hardware (optional)**: if you want to wall-mount your Data Gateway, you need to obtain two drywall anchors or wood screws. See the Wall-Mount Template and Instructions for more details.
- **Information packet**: your cable company should furnish you with a packet containing information about your service and how to set it up. Read this information carefully and contact your cable company if you have any questions.

Getting Service

Before trying to use your new Data Gateway, contact your local cable company to establish an Internet account. When you call, have the following information ready:

- the Data Gateway serial number and cable MAC addresses of the unit (printed on a sticker on the bottom of the Data Gateway)
- the model number of the Data Gateway

If the Data Gateway was provided by your cable company, they already have the required information.

In addition, you should ask your cable company the following questions:

- Do you have any special system requirements or files that I need to download after I am connected?
- When can I start using my Data Gateway?
- Do I need a user ID or password to access the Internet or my e-mail?

System Requirements

The Touchstone Data Gateway operates with most computers. The following describes requirements for each operating system; see the documentation for your system for details on enabling and configuring networking.

To use the Data Gateway, you need DOCSIS or Euro-DOCSIS high-speed Internet service from your cable company.

Recommended Hardware

The following hardware configuration is recommended. Computers not meeting this configuration can still work with the DG950, but may not be able to make maximum use of DG950 throughput.

- CPU: P4, 3GHz or faster
- RAM: 1GB or greater
- Hard drive: 7200 RPM or faster
- Ethernet: Gig-E (1000BaseT)

  Note: CAT5e Ehternet cable is required for gigabit Ethernet (Gig-E), not regular CAT5 cable.

Windows

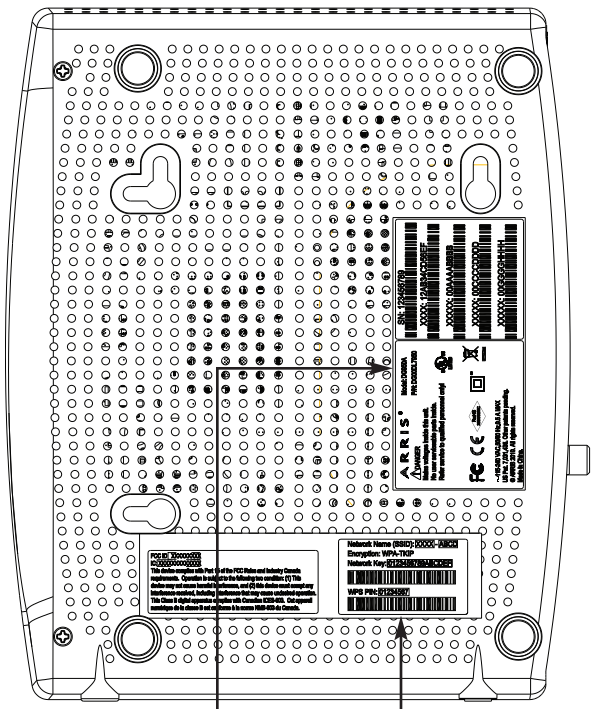
Windows 2000, Windows XP, Windows Vista, or Windows 7. A supported Ethernet or wireless LAN connection must be available.

MacOS

MacOS X. A supported Ethernet or wireless LAN connection must be available.

Linux/other Unix

Hardware drivers, TCP/IP, and DHCP must be enabled in the kernel. A supported Ethernet or wireless LAN connection must be available.



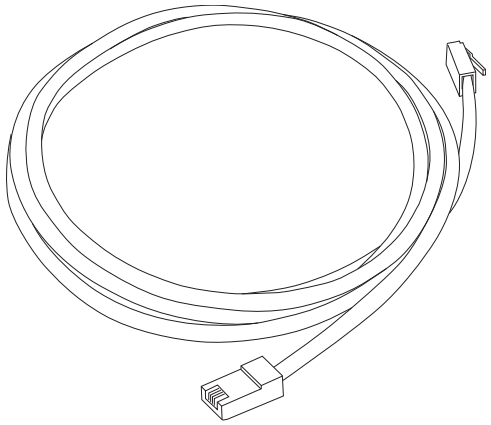
About this Manual

This manual covers the Touchstone DG950 Data Gateway. The model number is on the label affixed to the Data Gateway. See the image at the left.

What About Security?

Having a high-speed, always-on connection to the Internet requires a certain amount of responsibility to other Internet users—including the need to maintain a reasonably secure system. While no system is 100% secure, you can use the following tips to enhance your system's security:

- Keep your operating system updated with the latest security patches. Run the system update utility at least weekly.
- Keep your email program updated with the latest security patches. In addition, avoid opening email containing attachments, or opening files sent through chat rooms, whenever possible.
- Install a virus checker and keep it updated.
- Avoid providing web or file-sharing services over your Data Gateway. Besides certain vulnerability problems, most cable companies prohibit running servers on consumer-level accounts and may suspend your account for violating your terms of service.
- Use the cable company's mail servers for sending email.
- Avoid using proxy software unless you are certain that it is not open for abuse by other Internet users (some are shipped open by default). Criminals can take advantage of open proxies to hide their identity when breaking into other computers or sending spam. If you have an open proxy, your cable company may suspend your account to protect the rest of the network.
- Wireless LAN security is enabled by default on the Data Gateway (for the same reasons that you should run only secured proxies). See the security label (shown on image at the left) for the factory security settings. If you need to modify the wireless security settings, see Configuring Your Wireless Connection.



Ethernet Cable

Ethernet or Wireless?

There are two ways to connect your computer (or other equipment) to the Data Gateway. The following will help you decide which is best for you:

Ethernet

Ethernet is a standard method of connecting two or more computers into a Local Area Network (LAN). You can use the Ethernet connection if your computer has built-in Ethernet hardware.

Note: To connect more than four computers to the DG950 through the Ethernet ports, you need an Ethernet hub (available at computer retailers).

The Data Gateway package comes with one 6-foot (1.9m) Ethernet cable (the connectors look like wide telephone connectors); you can purchase more cables if necessary at a computer retailer. If you are connecting the Data Gateway directly to a computer, or to an Ethernet hub with a cross-over switch, ask for Category 5e (CAT5e) straight-through cable. CAT5e cable is required for gigabit Ethernet (Gig-E), not regular CAT5 cable.

Wireless

Wireless access lets you connect additional (wireless-capable) devices to Data Gateway. The 802.11 wireless LAN standard allows one or more computers to access the DG950 using a wireless (radio) signal. These connections are in addition to the connections supported via Ethernet.

Note: You can use the wireless connection if your computer has a built-in or aftermarket wireless card. To learn more about which wireless hardware works best with your computer, see your computer dealer.

Both

If you have two or more computers, you can use Ethernet for up to four devices and wireless for the others. To connect five or more computers to the Ethernet ports, you will need an Ethernet hub (available at computer retailers.)

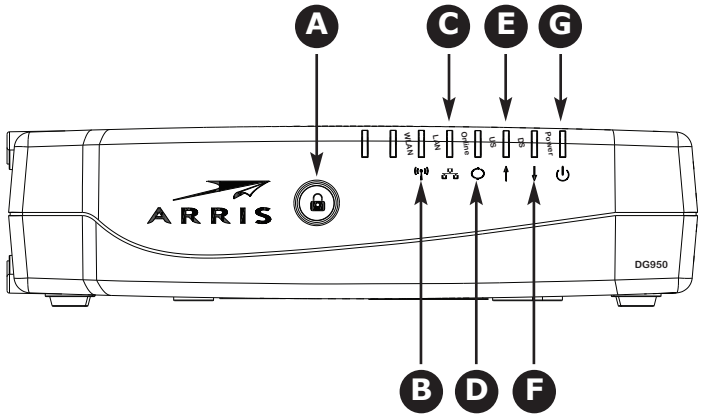
Installing and Connecting Your Data Gateway

Before you start, make sure that:

- You have contacted your cable company and verified that they provide data service using standard DOCSIS technology.
- You have all the items you need.
- Cable and power outlets are available near the computer. If a cable outlet is not conveniently located, your cable company can install a new one.

If you have ordered service, your cable company should configure the Data Gateway automatically. You need only follow the instructions in this section to install and connect the Data Gateway.

DG950A/S

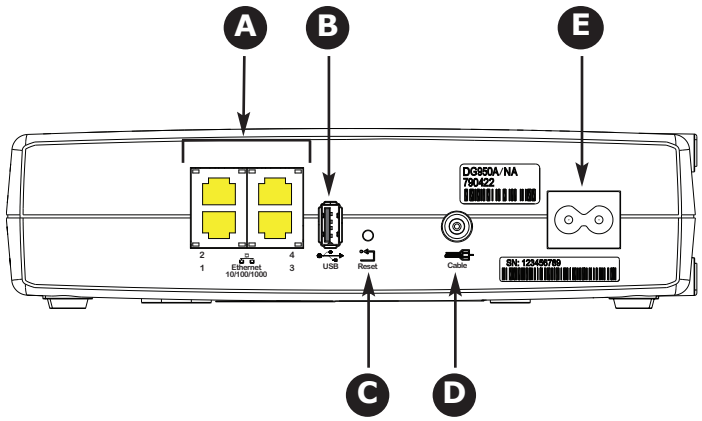


Front Panel

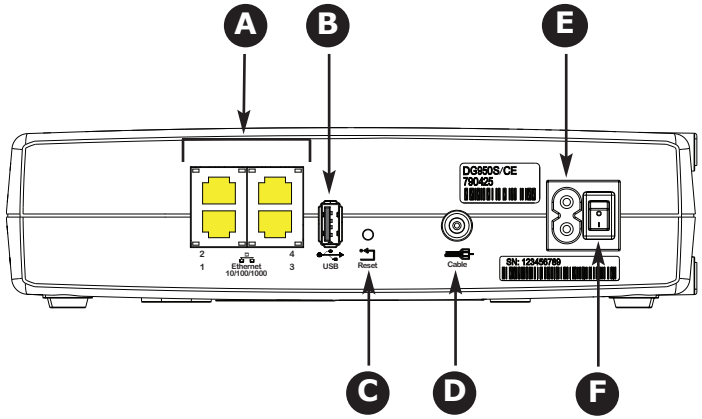
The front of the Data Gateway has the following indicators:

- **A** **WPS** button/indicator: begins associating the Data Gateway with a wireless device. Light indicates Wireless Protected Setup (WPS) is active.
- **B** **WLAN**: indicates the status of the wireless LAN.
- **C** **LAN**: indicates Ethernet connectivity between the Data Gateway and computers.
- **D** **Online**: indicates internet data transmission status.
- **E** **US**: indicates upstream connectivity.
- **F** **DS**: indicates downstream connectivity.
- **G** **Power**: indicates whether AC power is available to the unit.

DG950A



DG950S



Rear Panel

The rear of the Data Gateway has the following connectors and controls:

- **A** **Ethernet (1 - 4)**: connectors for use with a computer LAN port.
- **B** **USB:** USB host connector - future support for external USB devices
- **C** **Reset** button: resets the Data Gateway as if you power cycled the unit. Use a pointed non-metallic object to press this button.
- **D** **Cable**: connector for the coaxial cable.
- **E** **Power**: connector for the power cord.
- **F** **Power Switch**: (DG950S only): power On/Off switch.

Selecting an Installation Location

There are a number of factors to consider when choosing a location to install your Data Gateway:

- Is an AC outlet available nearby? For best results, the outlet should not be switched and should be close enough to the Data Gateway that extension cords are not required.
- Is a cable jack available? For best performance, keep the number of splitters between the jack and cable drop to a minimum. Each splitter attenuates (reduces) the signal available to the Data Gateway. A large number of splitters can slow down the Internet connection.
- Can you easily run cables between the Data Gateway's location and the phones?
- If you are connecting devices to the Ethernet ports, can you easily run cables between the Data Gateway's location and those devices?
- If you want to mount the Data Gateway on a wall, does the location provide a solid surface for secure attachment? For best results when mounting the Data Gateway on drywall, position the Data Gateway so at least one of the screws are fastened to a stud. This may prevent the Data Gateway from pulling out of the wall in the future.
- If you want to install the Data Gateway on a desktop, is there enough space on either side to keep the vents clear? Blocking the vents may cause overheating.
- How close are your wireless devices? The Data Gateway wireless connection range is typically 100–200 feet (30m–65m). A number of factors can affect connection range, as described below.

Factors Affecting Wireless Range

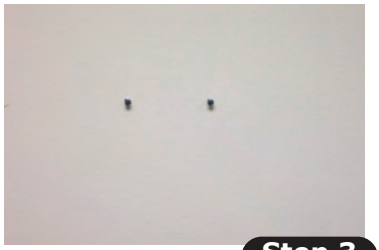
A number of factors can affect the usable range for wireless connections.

Increases range:	• Raising the unit above the devices (for example, installing the Data Gateway in the upper floor of a multi-story dwelling) • Adding wireless hubs in a bridge (WDS) network • Setting the trasmit power level to High
Decreases range:	• Lowering the unit below the devices (for example, installing the Data Gateway in a basement) • Metal or concrete walls between the Data Gateway and other devices • Large metal appliances, aquariums, or metal cabinets between the Data Gateway and other devices • Interference and RF noise (2.4 GHz wireless phones, microwave ovens, or other wireless networks) • Setting the trasmit power level to Medium or Low

Note: Note that decreasing the range of your wireless network may be beneficial, as long as the decreased range is sufficient for your needs. By limiting your network's range, you reduce interference with other networks and make it harder for unwanted users to find and connect to your network.

Step 1


Step 2


Step 3


Step 4

Mounting the Data Gateway

You can either mount the Data Gateway on a wall or place it on a desktop. For wall-mount applications, you can mount the Data Gateway with the indicators facing upward (vertical) or to the side (horizontal).

Tools and Materials

For wall-mounted installations, make sure you have the following tools and materials before proceeding:

- for mounting on drywall: Two 1/4” (6mm) drywall anchors and a drill with 1/4” (6mm) bit (not included)
- for mounting on plywood or studs: two #6 x 1.5” (38.1 mm) self tapping screws (not included)
- screwdriver (flat-blade or Phillips, depending on what kind of screws you use)
- wall-mount template (included)
- transparent tape: for temporarily securing the mounting template to the wall (not included)

Location

Always position the Data Gateway:

- within reach of an AC outlet. The power cord must reach the outlet without stretching and without adding extension cords.
- near a cable outlet (to avoid long cable runs).

Instructions

Wall-mounting instructions

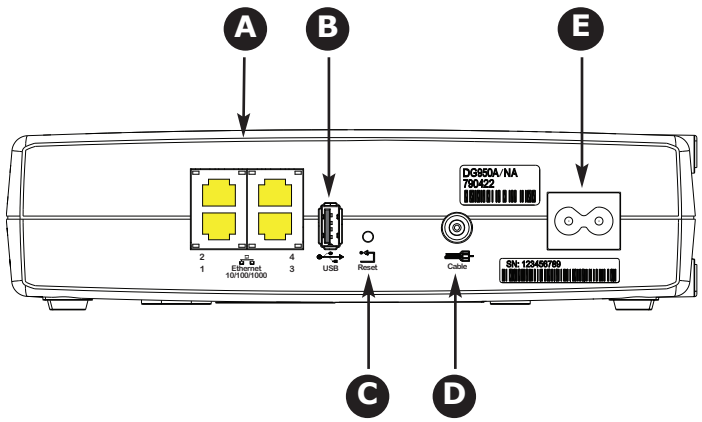
Note: When mounting the Data Gateway on drywall, try to position the Data Gateway so at least one of the screws is fastened to a stud. This may prevent the Data Gateway from pulling out of the wall in the future. To prevent overheating of the Data Gateway, do not block the ventilation holes on the sides of the unit.

1. Position the mounting template on the surface where you intend to mount the Data Gateway 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. If using drywall anchors, set them into the wall. Then, drive the screws into the wall leaving a gap of about 1/8” (3 mm) between the screw head and the wall. If not using anchors, just drive the screws.
4. Orient the Data Gateway with the indicator lights facing up or right, as desired. Slip both mounting slots (in the back of the Data Gateway) over the screws, then slide the case down until the narrow end of the keyhole slot contacts the screw shaft.
5. Proceed to Connecting the Data Gateway.

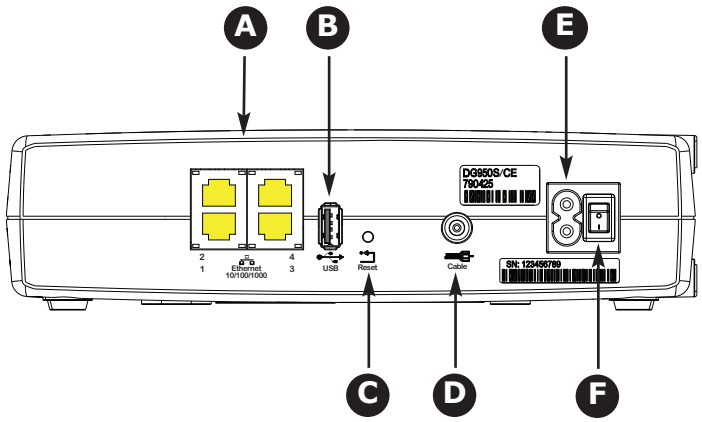
Desktop mounting instructions

1. Position the Data Gateway so that:
   - air flows freely around it
   - the back faces the nearest wall
   - it will not fall to the floor if bumped or moved
   - the ventilation holes on the side of the unit are not blocked.
2. Proceed to Connecting the Data Gateway.

DG950A



DG950S



Connecting the Data Gateway

1 Connect one end of the coax cable to the cable outlet or splitter, and the other end to the Data Gateway's Cable connector (**D**). 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 Data Gateway.

2 Insert the plug from the power cord into the Power connector on the back of the Data Gateway (**E**) and insert the power cord into a convenient AC outlet.

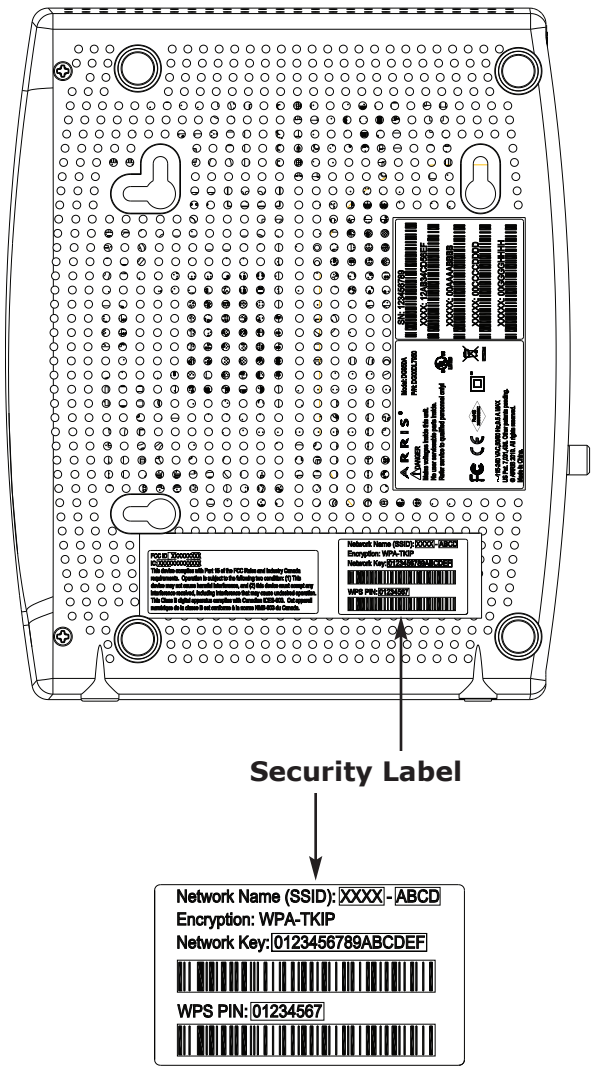
Model DG950S Only: Make sure that the rear panel power switch (**F**) is set to the ON position.

The Power light on the front of the Data Gateway lights up, then flashes once (refer to the LED tables shown in Using the Data Gateway). See Troubleshooting if the Power light does not turn on.

Making Ethernet Connections

3 Connect one end of the Ethernet cable to any Ethernet port on the back of the Data Gateway, (**D**) and the other end to the Ethernet port on a computer, hub, or broadband router.

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



Configuring Your Wireless Connection

The DG950 ships with wireless LAN security set by default. See the security label on your product (shown on image at the left) for the factory security settings: network name (SSID), encryption method, network key, and WPS PIN.

Note: **You must set up your computer and other client devices to work with the security settings on the DG950. Refer to the documentation for your client device for instructions on setting security. If your computer or client device supports WiFi Alliance WPS (Wireless Protected Setup), activate WPS on your computer or client device and the DG950 simultaneously to easily set up your system security.**

If you need to modify the Data Gateway's default wireless security settings, or if you want to configure any other wireless LAN settings, refer to the following instructions.

Accessing the Configuration Interface

Follow these steps to access the configuration interface. You should have already set up the DG950 as described in Installing and Connecting Your Data Gateway.

1 **a)** If security has been properly set up on your computer to access the wireless LAN on the DG950, use the connection utility for your operating system to connect to the wireless LAN using its network name (SSID), as shown on the security label.

b) If you cannot access the wireless LAN, you must first establish a wired Ethernet connection between your computer and the DG950.

2 In your web browser, open the page **http://192.168.0.1/** to access the wireless router setup.

The Login screen displays.

Note: The default user name is "admin". The default password is "password", in lower case letters.

3 Enter the user name and password and click the **Apply** button to log in.

The System Basic Setup screen displays.

4 Use the online help information to set configuration parameters as required.

Note: Most configuration parameters that you may want to set can be accessed on the System Basic Setup screen, including the security mode and setting a system password.

Setting Parental Controls

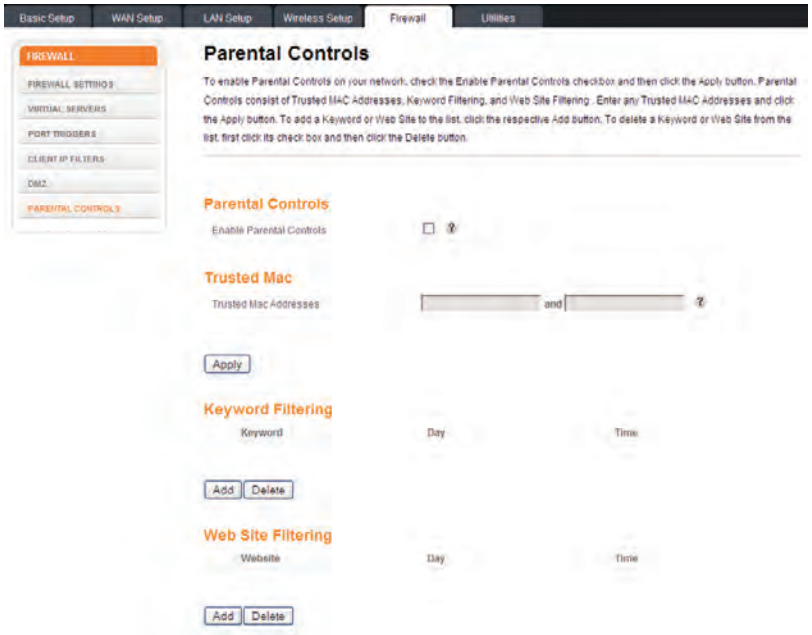
The Parental Control feature allows you to block specified keywords and web sites from being accessed and also to specify trusted computers in the network. Trusted computers are not affected by the parental control settings.

Follow these steps to set up your Parental Controls:

1 Access and log into the wireless configuration interface as explained in Accessing the Configuration Interface.

2 Click the **Firewall** tab and then click **Parental Controls** in the side menu to display the Parental Controls screen.

3 Check the **Enable Parental Controls** checkbox and click the **Apply** button.



Finding the MAC Address of a Computer

Use the operating system of your computer to find its MAC address, as follows:

Windows: from the Start menu, find and select the **Control Panel**. Double-click **Network Connections** (Windows XP), or **Network & Sharing Center** (Windows Vista or Windows 7). Then double-click either "Wireless Network Connection" for a wireless connection, or "Local Area Connection" for an Ethernet connection. Next click the **Details** button (Windows Vista or Windows 7), or click the Support tab and then the **Details** button (Windows XP). The "Physical Address" line shows the MAC address.

MacOS X: open System Preferences and click the Network icon. To find the Ethernet MAC address, select **Built-in Ethernet** from the Show drop-down, then click the Ethernet tab. The "Ethernet ID" field shows the MAC address. To find the wireless MAC address, select **Airport** from the Show drop-down, then click the Airport tab. The "Airport ID" field shows the MAC address.

Linux: open a shell window and type **/sbin/ifconfig** (and press Enter). The wireless interface is eth1 (unless there is no Ethernet adapter, in which case the interface is eth0).

4 Configure any or all of the following parental controls:

Trusted MAC Addresses:

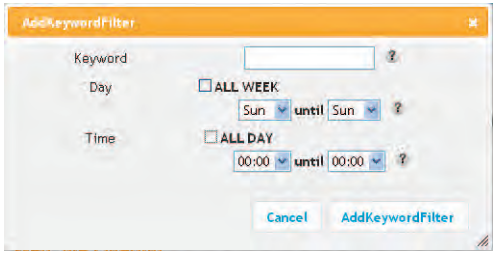
Enter the MAC addresses of any "trusted" computers on the network and click the **Apply** button. You can add two trusted computers. Once added, these trusted computers will not be affected by the parental control settings. For example, you may want the computers of the father and mother to be trusted, while the childrens' computers have parental controls in effect.

Note: Refer to the "Finding the MAC Address of a Computer" sidebar for information on determining the MAC address of your computer.

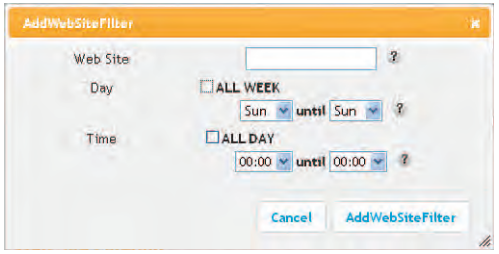
Keyword and Web Site Filtering:

You can add a list of keywords and web sites that you want to block. To add a keyword or web site to the list, click the respective **Add** button. To delete a keyword or web site from the list, first click its check box and then click the **Delete** button.

Add Keyword Filter



Add Web Site Filter



Adding a Keyword or Web Site Filter

a) Enter the keyword in the Keyword field or web site URL address in the Web Site field.

b) Set the start day and end day for the blocked access. (Sun until Sun indicates all week, or just click the All Week checkbox.)

c) Set the start time and end time during the specified days (24-hour clock). (0:00 until 0:00 indicates all day, or just click the All Day checkbox.)

d) Click the **Add Keyword Filter** or **Add Web Site Filter** button respectively. Then click the **Apply** button.

Configuring Your Ethernet Connection

If your computer is equipped with a LAN card providing an Ethernet connection, you may have to configure your computer's TCP/IP settings. The steps that follow will guide you through setting your computer's TCP/IP settings to work with the Data Gateway.

Requirements

Make sure you have the following before attempting to configure your Ethernet connection:

- Computer with:
  - — one of: Windows 2000, Windows XP, Windows Vista, Windows 7, or MacOS X
  - — Ethernet interface
- Ethernet cable (supplied)
- IP address, subnet, gateway, and DNS information for installations not using DHCP

How to use this chapter

The following list shows the procedures for modifying the TCP/IP settings on the computer. The procedure is slightly different depending on the operating system that you are using. Please ensure you are using the correct steps for the operating system on your computer. Follow the links below for instructions to configure your Ethernet connection on your operating system.

- TCP/IP Configuration for Windows 2000
- TCP/IP Configuration for Windows XP
- TCP/IP Configuration for Windows Vista
- TCP/IP Configuration for Windows 7
- TCP/IP Configuration for MacOS X

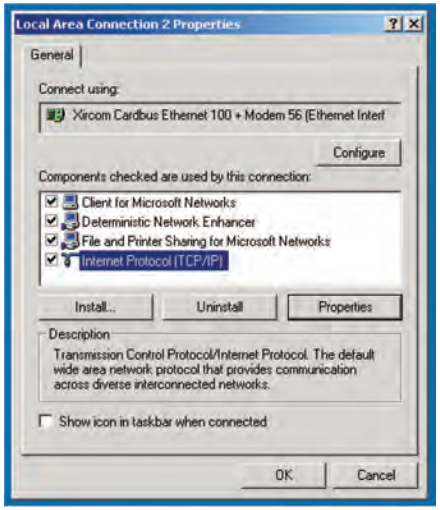
TCP/IP Configuration for Windows 2000

Follow these steps to configure the Ethernet interface on a Windows 2000 operating system.

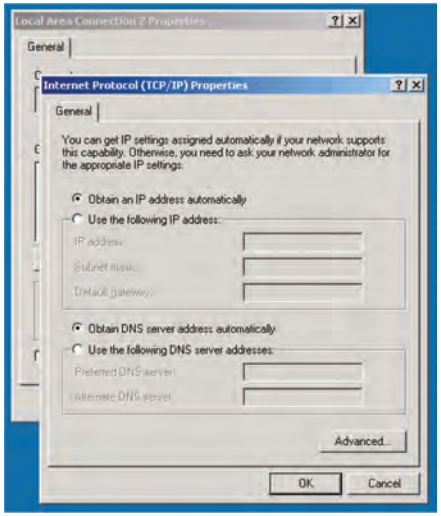
Note: Dialog boxes shown on your computer may differ slightly from those shown in this procedure.

1. From the computer, select **Start > Settings > Network and Dial-up Connections > Local Area Connection**.
2. In the Local Area Connections Properties window, highlight **TCP/IP** by clicking on it one time, then click on **Properties**.

   Note: If your computer has more than one Ethernet card, you may have to select the appropriate Ethernet card in the **Connect using:** area of the Local Area Connection Properties window.



3 Click **Obtain an IP address automatically** and **Obtain DNS server address automatically**, then click **OK**.



4 Click **OK** to accept the new settings, and **OK** again to close the Configuration window.

5 You may have to restart your computer in order for your computer to obtain a new IP address from the network.

TCP/IP Configuration for Windows XP

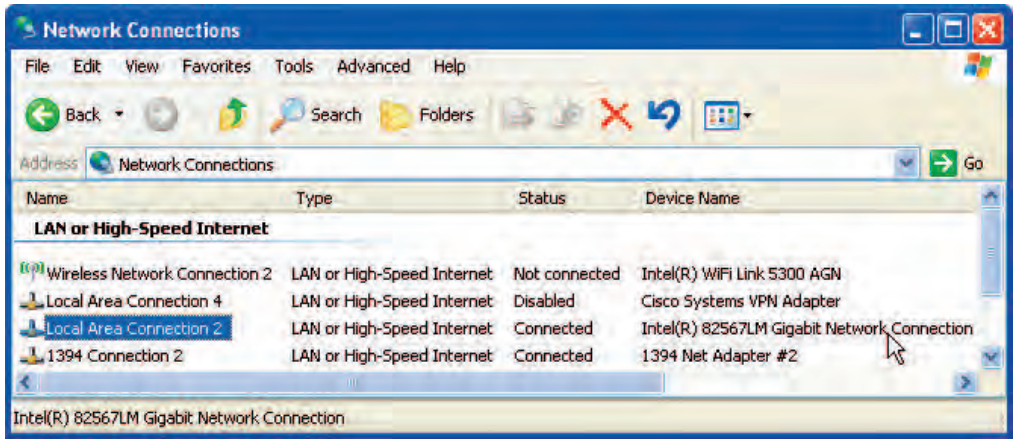
Follow these steps to configure the Ethernet interface on a Windows XP operating system.

TCP/IPv6 Note: This procedure shows the configuration of TCP/IPv4. TCP/IPv6 is not installed or enabled by default in Windows XP. If your cable provider requires TCP/IPv6 you must first install and enable it on your Windows XP system. Refer to Microsoft support materials on Windows XP for installation instructions. Once installed and enabled, follow this same configuration example, but select TCP/IPv6 at the appropriate step.

Note: Dialog boxes shown on your computer may differ slightly from those shown in this procedure.

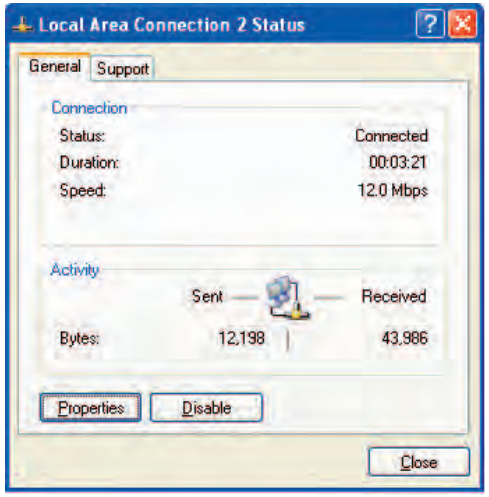
1 From the computer, select **Start > Settings > Control Panel** and double-click **Network Connections** in the Control Panel.

The Network Connection window displays a list of LAN connections and associated network adapters.



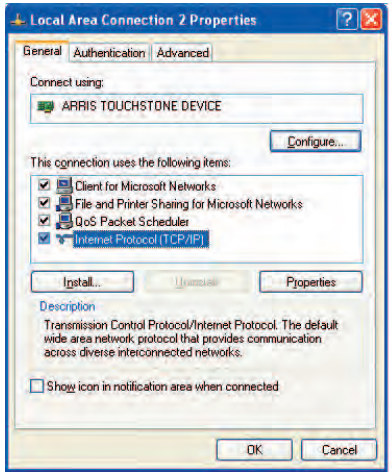
2 Double-click the local area connection to be used for your device's network connection.

The Local Area Connection Status widow displays.

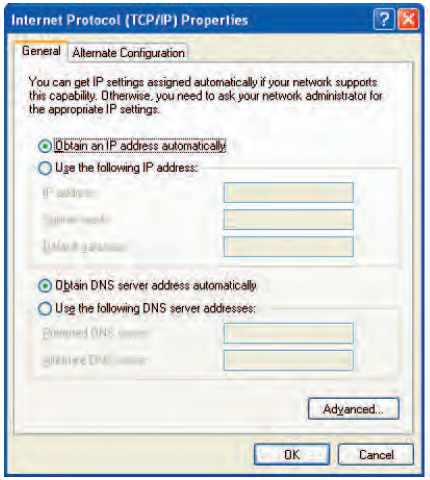


3 Click **Properties**.

4 Select **TCP/IP** by clicking it one time. Then click **Properties**.



5 Click the **General** tab. Then click **Obtain an IP address automatically** and click **OK**.



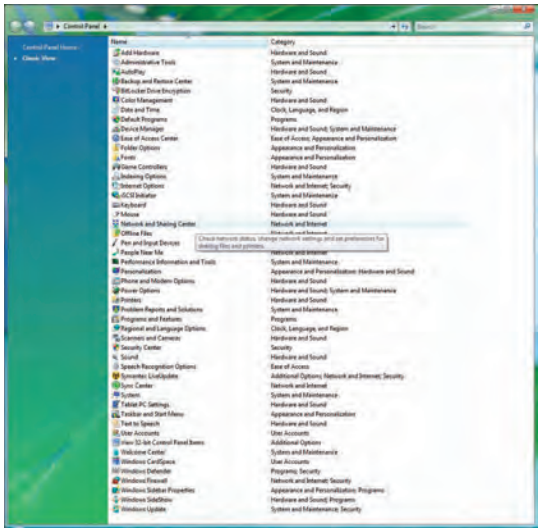
6 Click **OK** to accept the new settings, and **OK** again to close the Properties window.

7 You may have to restart your computer in order for your computer to obtain a new IP address from the network.

TCP/IP Configuration for Windows Vista

Follow these steps to configure the Ethernet interface on a Windows Vista operating system

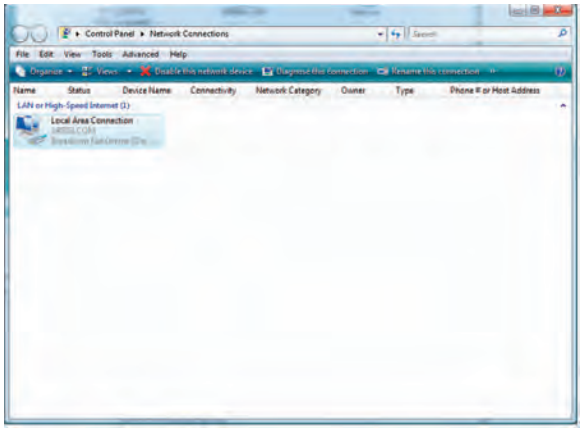
1. Open the Vista Control Panel.



2. Double-click **Network and Sharing Center** to display the Network and Sharing Center window.

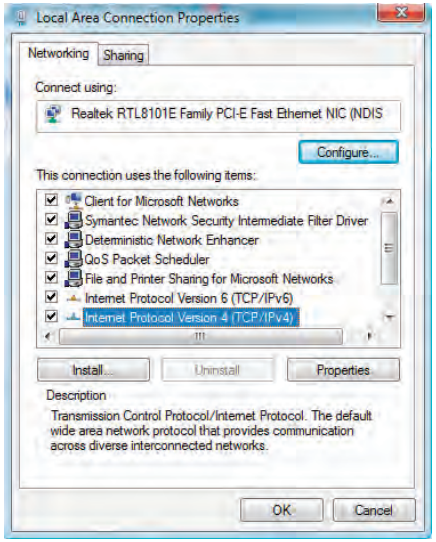
3 Click **Manage network connections**. If prompted for a connection, choose **Local Area Connection**.

The Network Connections window displays.

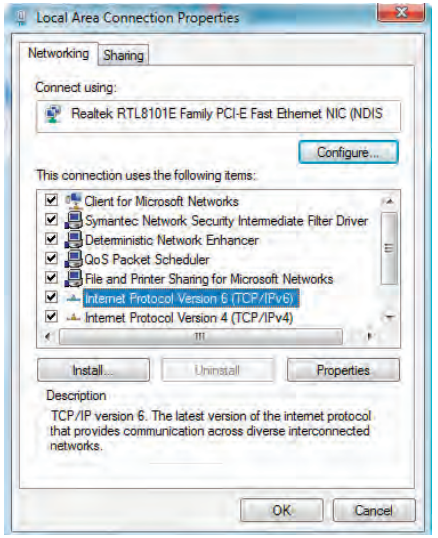


4 Double-click the **Local Area Connection** to open the Properties window:

Note: If Windows requests permission to continue, click **Continue**.



TCP/IPv4 Selected

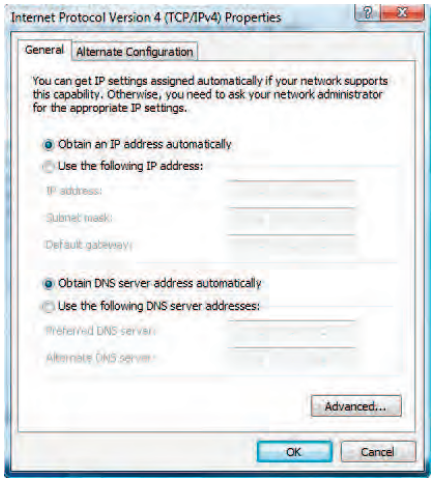


TCP/IPv6 Selected

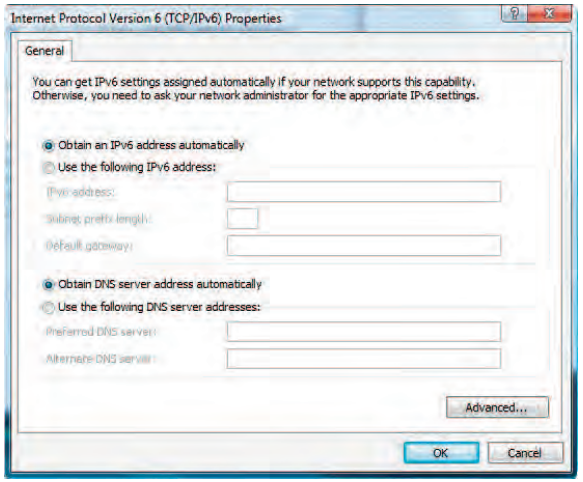
5 Double-click **Internet Protocol Version 4 (TCP/IPv4)** to configure TCP/IPv4.

Note: If your cable provider requires TCP/IP version 6, double-click **Internet Protocol Version 6 (TCP/IPv6)** to configure TCP/IPv6.

The TCP/IP properties window for the version you selected displays.



TCP/IPv4 Properties



TCP/IPv6 Properties

6 For either TCP/IPv4 or TCP/IPv6, select **Obtain an IP address automatically** and **Obtain DNS server address automatically**, unless instructed otherwise by your cable provider.

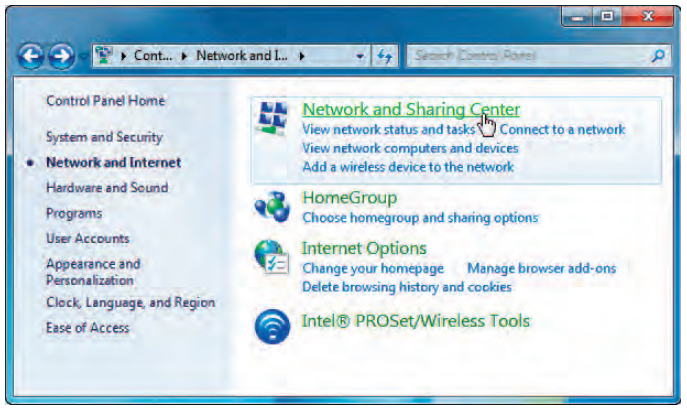
7 Click **OK** to accept the new settings and close the Properties window.

TCP/IP Configuration for Windows 7

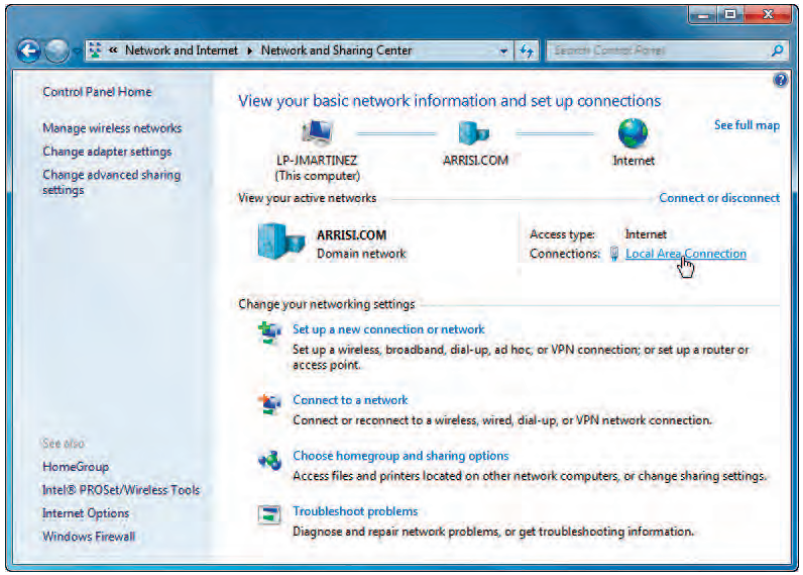
Follow these steps to configure the Ethernet interface on a Windows 7 operating system.

1 Open the Windows 7 Control Panel.

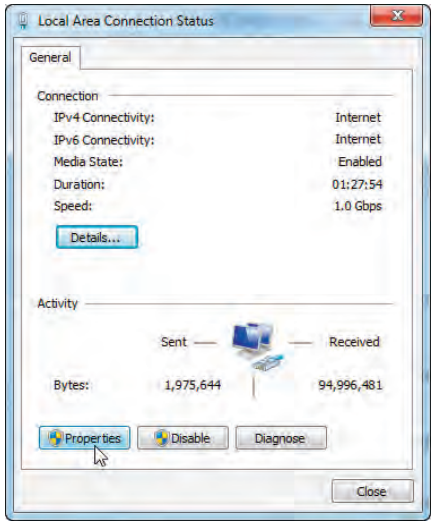
2 Click **Network and Internet**.



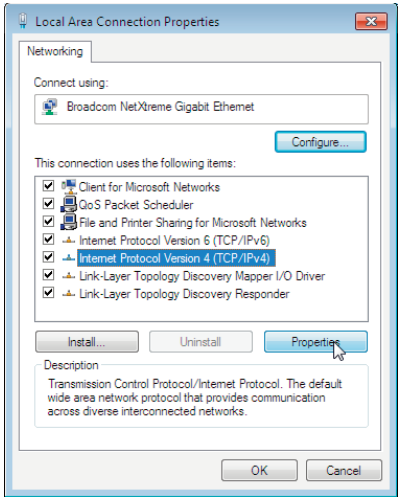
3 Click **Network and Sharing Center**.



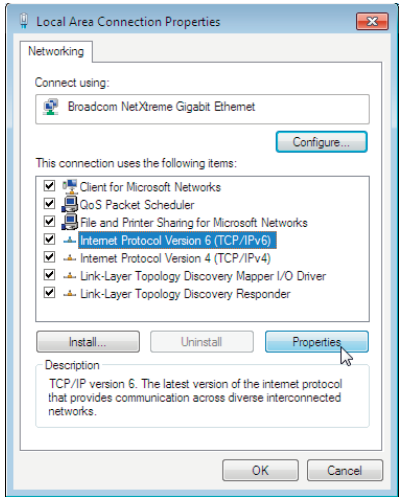
4 Click **Local Area Connection** to open the Status window.



5 Click **Properties** to open the Properties window.



TCP/IPv4 Properties

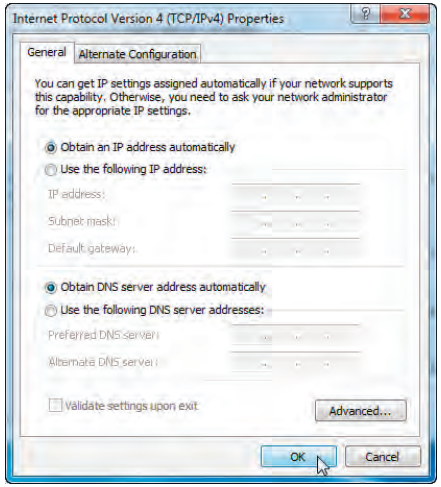


TCP/IPv6 Properties

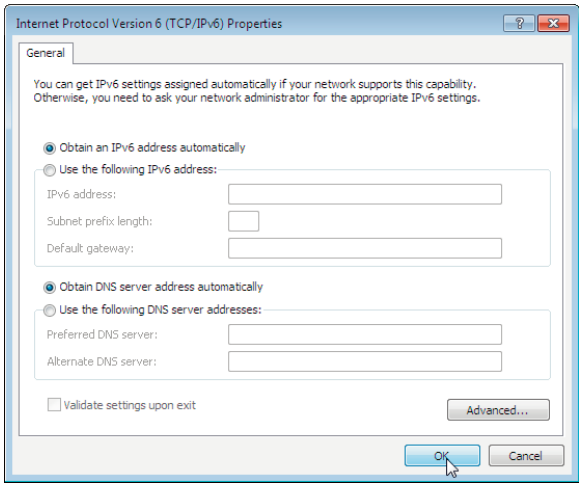
6 Select **Internet Protocol Version 4 (TCP/IPv4)** and click **Properties** to configure TCP/IPv4.

Note: If your cable provider requires TCP/IP version 6, select **Internet Protocol Version 6 (TCP/IPv6)** and click **Properties** to configure TCP/IPv6.

The TCP/IP properties window for the version you selected displays.



TCP/IPv4 Properties



TCP/IPv6 Properties

7 For either TCP/IPv4 or TCP/IPv6, select **Obtain an IP address automatically** and **Obtain DNS server address automatically**, unless instructed otherwise by your cable provider.

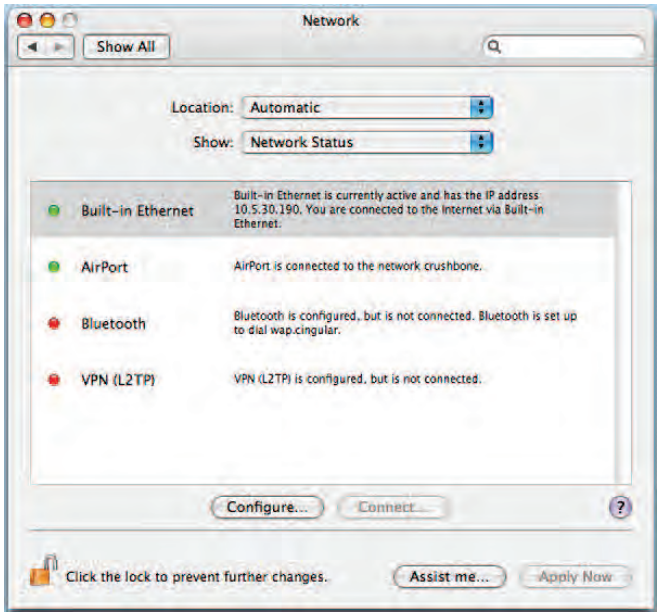
8 Click **OK** to accept the new settings and close the Properties window. Then click **Close** to back out of the remaining setup screens.

TCP/IP Configuration for MacOS X

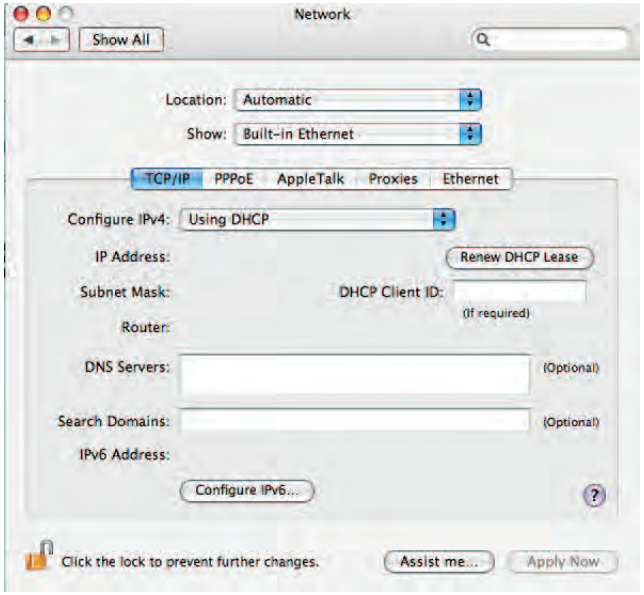
Follow these steps to configure the Ethernet interface on a MacOS X operating system.

1 Open System Preferences, either by choosing System Preferences from the Apple menu or by clicking the System Preferences icon in the dock.

2 Click the **Network** icon.



3 Choose **Automatic** from the Location drop-down menu, and **Built-in Ethernet** from the Show menu.



4 Choose the TCP/IP tab, if necessary.

If you are using **TCP/IPv4**, go to **step 5**.
If your cable provider requires **TCP/IPv6**, go to **step 8**.

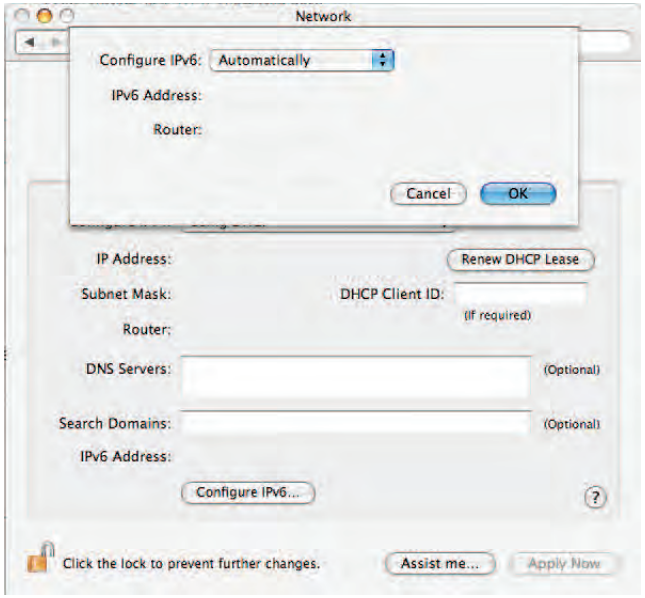
5 Choose **Using DHCP** from the Configure IPv4 menu.

6 If necessary, click the **Renew DHCP Lease** button.

7 Close the System Properties application.

TCP/IPv4 configuration is completed.

8 If you are using TCP/IPv6, click **Configure IPv6** near the bottom of the previous window.



9 Choose **Automatically** from the Configure IPv6 drop-down menu and click **OK**.

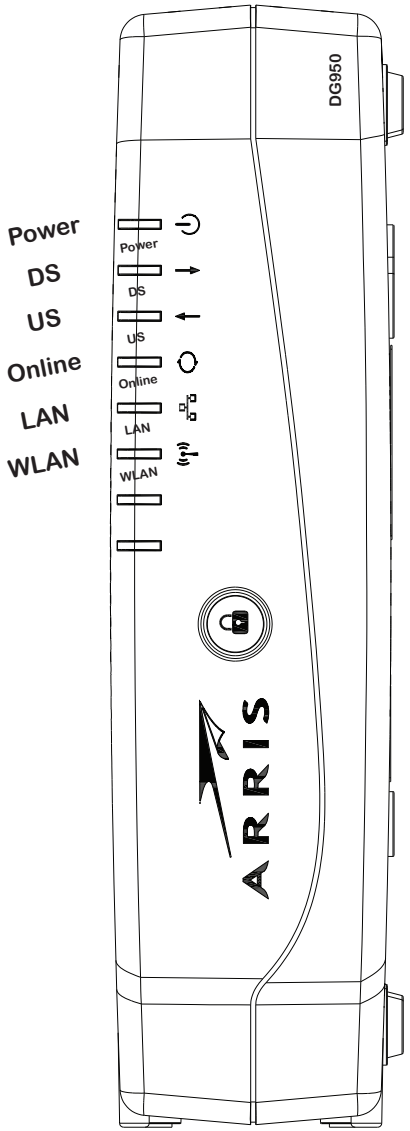
10 Close the System Properties application.

Using the Data Gateway

This chapter describes the controls and features available on the Touchstone Data Gateway, and covers basic troubleshooting procedures.

Setting up Your Computer to Use the Data Gateway

Follow the instructions in the information packet supplied by your cable company. Contact your cable company if you need help setting up your computer.



Indicator Lights for the DG950

The Touchstone Data Gateway has six LED indicator lights to assist in troubleshooting.

Patterns: Normal Operation (LAN)

The following table shows light patterns for the Ethernet and wireless LANs during normal operation.

Mode	LAN	WLAN
AC Power	**On** = Computer Connected Off = Computer not connected Flash = Computer Activity	**On** = WiFi Enabled Off = WiFi Disabled Flash = Computer Activity
No AC Power	Off	Off
Firmware Upgrade	(normal operation)	(normal operation)

Patterns: Normal Operation (WAN)

The following table shows light patterns during normal operation.

Mode	Power	DS	US	Online
AC Power Good	**On**	**Yellow**[1] = Connected to the Internet (high speed) **Green**[1] = Connected to the Internet (ultra-high speed) Flash = Not connected to the Internet	**Yellow**[1] = Connected to the Internet (high speed) **Green**[1] = Connected to the Internet (ultra-high speed) Flash = Not connected to the Internet	**On** = Internet available Off = Internet not available
No AC Power	Off	Off	Off	Off
Firmware Upgrade	**On**	Flash	Flash	**On**

Note 1: Your cable company may configure the Data Gateway to always display the **DS** and **US** indicators in green regardless of the connection speed or swap the meaning (speed indication) of yellow and green.

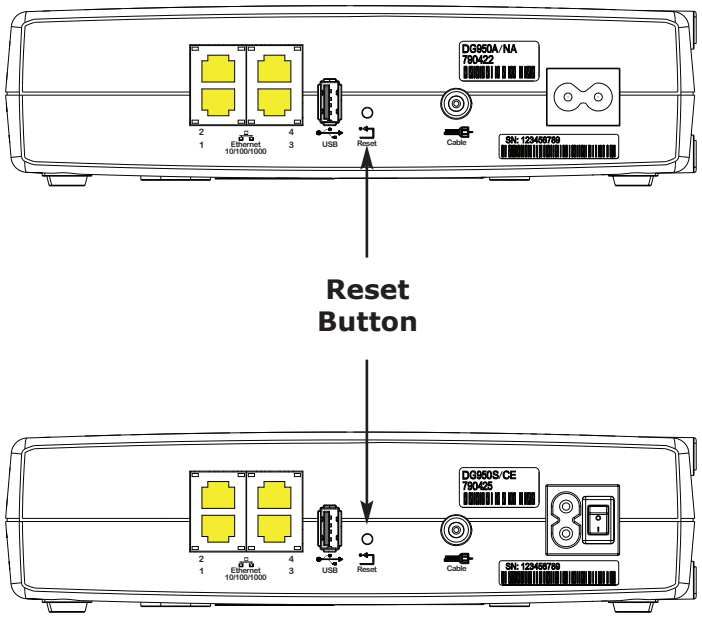
Patterns: Startup Sequence

The following tables show the Data Gateway light patterns during the startup sequence.

DS	US	Online	Description
Flash	Off	Off	Downstream search
On	Flash	Off	Downstream found; upstream search
On	**On**	Flash	Downstream and Upstream found; retrieving setup information from cable operator
On	**On**	**On**	Ready for service

Note: The **DS** and **US** indicators flash yellow during startup, and turn green if the Data Gateway establishes an ultra-high speed connection. For some cable companies these colors may be reversed.

DG950A



DG950S

Using the Reset Button

Use the **Reset** button, on the back of the Data Gateway, to reset the modem and perform initialization as if you power cycled the unit. You may need to reset the Data Gateway if you are having problems connecting to the Internet. Using this button will be rare.

Use a pointed **non-metallic** object to press this button. The photo to the left shows the location of the **Reset** button. The **Reset** button is recessed to prevent accidental resets.

The diagram on the left shows the location of the reset button.

Resetting the Router to Factory Defaults

To reset the router to factory defaults, press and hold the **Reset** button on the back of the Data Gateway for more than fifteen seconds. This restores the wireless setup configuration and router configuration parameters to the factory defaults. You may need to do this if a misconfiguration has locked out all access.

Troubleshooting

The Data Gateway is plugged in, but the Power light is off.

Check all power connections. Is the power cord plugged in firmly at both ends?

If you plugged the power cord into a power strip, make sure the strip is switched on.

Avoid using an outlet controlled by a wall switch, if possible.

Finally, check the fuse or circuit breaker panel.

I'm not getting on the Internet (all connections).

It may take over 30 minutes to establish a connection the first time you power up your Data Gateway, especially when many people are online. Always leave your Data Gateway plugged into AC power and connected to the cable system.

Check the front panel lights:

- The **Power** and **Online** lights should be on.
- If the **Power** light blinks for more than 30 minutes, call your cable company 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). If you have one or more splitters between the Data Gateway and CATV outlet, remove the splitters and connect the Data Gateway directly to the outlet.

Proceed to the Ethernet or wireless solutions (next page) if necessary.

I'm not getting on the Internet. (Ethernet)

If you are using a hub, is the hub turned on?

Are you using the right type of Ethernet cable? Use the supplied cable for direct connection to a computer; use a cross-over cable for connection to a hub.

Press the **Reset** button on the back of the Data Gateway.

A misconfiguration could lock out all access to the Data Gateway router. If you think this has happened, see Resetting the Router to Factory Defaults.

I'm not getting on the Internet. (Wireless)

Check the indicator lights (see Using the Data Gateway) — the WiFi light should be on.

Does your connection utility discover your wireless LAN? If you turned off "Broadcast SSID" you need to manually enter the name of your wireless LAN in the connection utility.

Change your security mode to "WEP" or "disabled". If you use "disabled," enable one of the other security modes as soon as you find the problem.

A misconfiguration could lock out all access to the Data Gateway router. If you think this has happened, see Resetting the Router to Factory Defaults.

My wireless Internet connection stops working sometimes.

This is usually caused by interference — two common sources are 2.4GHz "remote" telephones and microwave ovens. If you cannot remove the interfering product, try using a different channel or setting Protected Mode.

I can get on the Internet, but everything is slow.

If the Web site you are visiting is very popular, that site may be having trouble servicing all the requests. If other sites download quickly, wait for a few minutes and try again. Usage during peak hours may also affect the connection speed.

Other communications on the LAN, or interference with wireless connections, may slow down your connection.

Glossary

The following is a list of common cable and networking terms.

Category 5e (Cat5e)

A high-quality type of cable, used for gigabit Ethernet (1000BaseT) connections. When purchasing Ethernet cables, always look for Category 5e cable.

Coaxial cable (coax)

A thin wire, used to connect your television and Data Gateway to the cable TV system. You can buy coax from any electronics retailer and many discount stores.

CPE

Customer Premise Equipment. This is the equipment that is plugged in to the Data Gateway; typically a computer or hub.

Cross-over

An Ethernet cable used to connect two hubs (or a hub and a cable modem) together. Also, some Ethernet hubs may have built-in cross-over on one or more ports (which eliminates the need for a cross-over cable).

DHCP

Dynamic Host Configuration Protocol. An IP protocol used to provide an IP address and location of services (such as DNS and TFTP) needed by a device connecting to the network. DHCP allows the cable company to configure your computer's networking software for you.

DNS

Domain Name Service (Server). An IP service that associates a domain name (such as www.example.com) with an IP address.

Downstream

In an HFC network, the direction from the head-end to the subscriber. Some older cable documentation may refer to this as the forward path.

DOCSIS

Data Over Cable System Interface Specification. The interoperability standards used for data communications equipment on an HFC network.

EMTA

Embedded Multimedia Terminal Adapter. An MTA device that is integrated with a cable modem.

Ethernet

A standard method of connecting two or more computers into a Local Area Network (LAN).

EuroDOCSIS

The European version of DOCSIS.

Event

An informational message used for monitoring network status.

F-connector

The type of connector used on coax cable. There are two common types of F-connector, slip-on and screw-on. Use coax with screw-on connectors for connecting your Data Gateway.

Firewall

A hardware or software device that prevents unauthorized access to a private network from the Internet. The DG950 provides a built-in firewall.

Gateway

The device, usually a router, that connects devices on a given IP subnet to other IP subnets.

Headend

The "central office" in an HFC network. The headend houses both video and data equipment. In larger cable networks, a "master" headend often feeds several "remote" headends to provide distributed services.

HTTP

HyperText Transfer Protocol.

Hub

A box with several Ethernet connectors. Ethernet hubs provide a common point of contact for all connected devices.

IP address

A number assigned to your computer by your cable company, used to identify your computer to other systems on the Internet.

LAN

Local Area Network. A network that allows computers in a single location (such as a building) to communicate with one another.

LED

Light Emitting Diode. A semi-conductor diode that emits light when current is passed through it.

MAC address

A number that uniquely identifies any device connected to a network. Your cable company uses your Data Gateway's MAC address to authorize access to the Internet. The MAC address is printed on a label on the bottom of your Data Gateway.

Protocol

A set of rules and formats that determines the communication behavior of network entities at a given layer.

Proxy

A device or program that stands in between a server (for example, a web site) and a client (your browser), providing a way to relieve some of the burden from the server. For example, your cable company may have a web proxy that keeps copies of popular web pages; the proxy can send you those pages instead of fetching them directly from the web site, resulting in faster page loading and less network congestion.

RF

Abbreviation for Radio Frequency. Some literature refers to coax as "RF cable" and the connectors as "RF connectors."

RJ-11

A standard 2-conductor modular connector, commonly used in North America for connecting telephones.

RJ-45

A standard 8-conductor modular connector, commonly used on Ethernet cable. An RJ-45 connector looks like a wide RJ-11 (telephone) connector.

Splitter

A small box with three cable connectors: one input and two outputs. You may need a splitter if you have a TV already connected to the cable outlet that you want to use for your Data Gateway. You can buy a splitter from any electronics retailer and most discount stores.

SSID

Service Set IDentifier, a string of text (up to 32 characters long) that uniquely identifies a wireless LAN.

Switched outlet

A power outlet that may be turned on and off using a wall switch. Usually intended for lamps. Avoid plugging your computer or Data Gateway into a switched outlet to avoid disruptions.

TCP/IP

Transmission Control Protocol/Internet Protocol. The protocols used to facilitate communications across one or more connected networks.

TDMA

Time Division Multiple Access. A method used by DOCSIS-compliant cable modems for sending upstream data with minimal interference.

Upstream

The path from a subscriber device to the headend. Some older cable documentation may refer to this as the return path or reverse path.

WEP

Wired Equivalent Privacy, a common standard for encrypting data sent over a wireless LAN.

WPA

Wi-fi Protected Access, a standard for encrypting data sent over a wireless LAN. WPA offers improved security over WEP.

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