

# ARRIS™ Touchstone Cable Modem USB Driver Installation Guide

## Installing USB Drivers from ARRIS website on your PC

### Requirements

Make sure you have the following before attempting to install the USB drivers:

- ¥ PC with:
  - at least one free USB port
  - one of: Windows 98SE, Windows 2000, Windows ME, or Windows XP (Windows 95 and Windows NT are not supported)
  - USB drivers downloaded from the ARRIS web page
- ¥ USB A/B Cable of appropriate length (a cable is included in your Cable Modem package)

### Installation Instructions

When you plug the Cable Modem into the PC's USB port, Windows automatically detects the hardware and begins installing the USB drivers. Always perform these steps in the order shown to minimize possible problems. For example, if you plug in the USB cable before downloading the file, Windows may install the wrong driver.

#### Installing USB Drivers on Windows 98SE

Follow these steps to install USB drivers on Windows 98 Second Edition.

- 1 Make sure the Cable Modem is on (the Power light should be on). If not, connect the AC adapter.
- 2 Plug the appropriate end of the USB cable into the Cable Modem and the other end into the computer's USB port. The following window appears, indicating that the PC has detected a new USB device and then click the Next button.



3 Wait for the system to start the Add New Hardware Wizard and display the following window (there may be a short delay) and click the Next button.



4 Select Search for the best driver and click the Next button.

5 Make sure specify the location is selected and select the location where you have downloaded the drivers. The click the next button. The wizard searches the specified locations, then displays the location and name of the appropriate driver.

6 Click the Next button. The wizard installs the drivers, then displays a window indicating that the installation is complete.



### Installing USB Drivers on Windows 2000

Follow these steps to install USB drivers on Windows 2000.

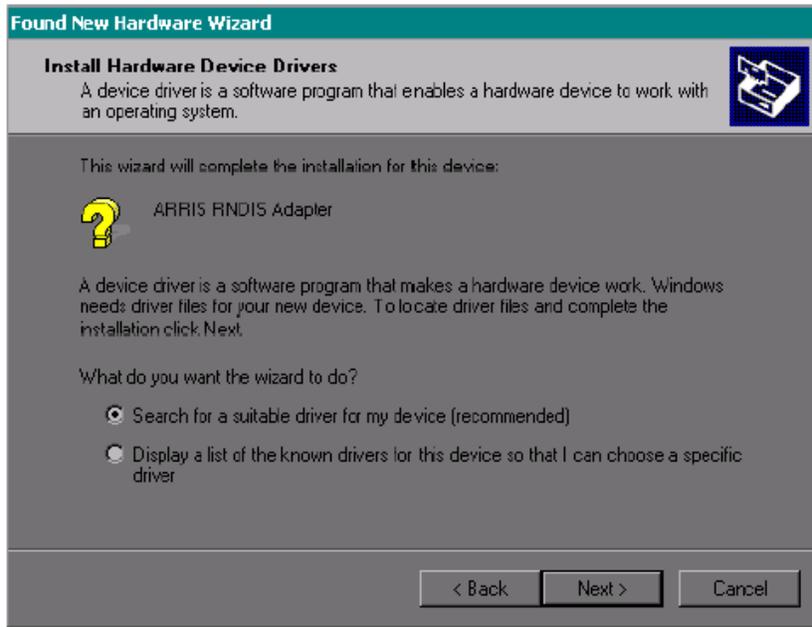
- 1 Make sure the Cable Modem is on (the Power light should be on). If not, connect the AC adapter
- 2 Plug the appropriate end of the USB cable into the Cable Modem and the other end into the computer's USB port. The following window appears, indicating that the PC has detected a new USB device:



- 3 Wait for the system to start the installation wizard and display the following window (there may be a short delay):



- 4 Click the Next button. The wizard prompts you for the location of the drivers.



Note: The dialog indicates that the wizard is looking for the ARRIS RNDIS (Remote Network Device Interface Specification) driver for the Cable Modem.

5 Select Search for a suitable driver... , then click the Next button. The wizard displays a list of search options.

6 Make sure the specify location 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.

7 Click the Next button. The wizard installs the drivers, then displays a window indicating that the installation is complete.



8 Click the Finish button.

### Installing USB Drivers on Windows XP

Follow these steps to install USB drivers on Windows XP.

1 Make sure the Cable Modem is on (the Power light should be on). If not, connect the AC adapter.

2 Plug the appropriate end of the USB cable into the Cable Modem and the other end into the computer's USB port. The following window appears, indicating that the PC has detected a new USB device:



3 Click the Next button. The wizard prompts you for the location of the drivers.

4 Select **Search for the best driver** and **Include this location in the search**. Indicate the location where you downloaded the file. Click the Next button. The wizard installs the drivers, then displays a window indicating that the installation is complete.



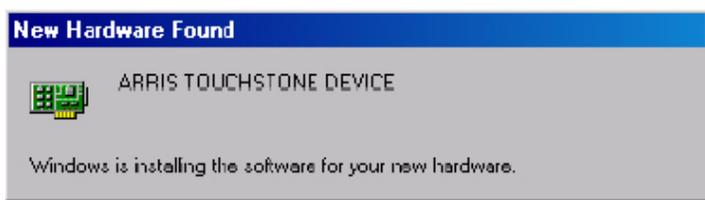
- 5 Click the Finish button.

### Installing USB Drivers on Windows ME

Follow these steps to install USB drivers on Windows Millennium Edition.

- 1 Make sure the Cable Modem is on (the Power light should be on). If not, connect the AC adapter.

- 2 Plug the appropriate end of the USB cable into the Cable Modem and the other end into the computer's USB port. The following window appears, indicating that the PC is installing drivers for a new USB device:



- 3 When the window disappears, installation is complete. Contact your cable company if you see an error message.

Copyright ' 2002 ARRIS International, Inc. Patents pending. All rights reserved.

The information in this document is subject to change without notice. The statements, configurations, technical data, and recommendations in this document are believed to be accurate and reliable, but are presented without express or implied warranty. Users must take full responsibility for their applications of any products specified in this document. The information in this document is proprietary to ARRIS.

ARRIS, Touchstone, and the ARRIS logo are trademarks of ARRIS Licensing Company. All other trademarks and registered trademarks are the property of their respective holders.

Release 1 Standard 1.0 April 2003