



Important Information for Microsoft Windows Vista® Users

Introduction

This document is for users who are connecting PCs running Microsoft Windows Vista to their Touchstone® Telephony Modems or Cable Modems.

Proceed to one of the following sections as needed:

- [Installing Touchstone USB Drivers on Vista in 32-bit Mode](#)
- [Installing Touchstone USB Drivers on Vista in 64-bit Mode](#)
- [Uninstalling the 64-bit USB Driver](#)
- [Configuring the Ethernet Interface](#)

Installing Touchstone USB Drivers on Vista in 32-bit Mode

When running Vista in 32-bit mode, simply connect your PC to the Touchstone Telephony Modem or Cable Modem. The Vista Hardware Installation Wizard finds the correct 32-bit USB driver and installs it for you.

Installing Touchstone USB Drivers on Vista in 64-bit Mode

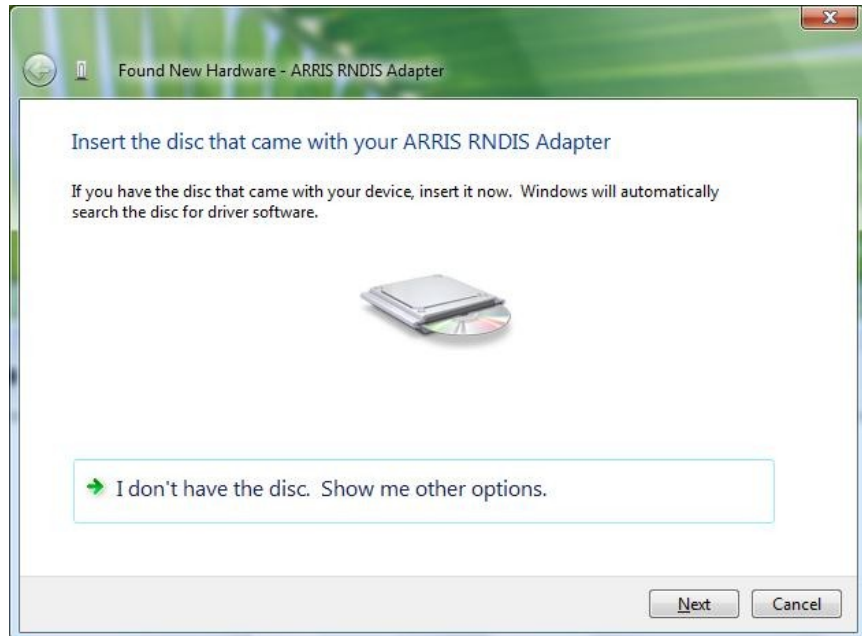
When running Vista in 64-bit mode, you must install an updated Vista USB 1.1 driver. Follow these steps to obtain and install the driver.

1. Download the zipped Vista USB driver from the ARRIS website at the following link:
http://www.arrisi.com/consumer_products/usb_drivers/index.asp
2. Unzip the files to a directory that can be referenced later (Step 8) during the installation of the USB driver.
3. Connect the USB cable between the Touchstone Cable Modem or Telephony Modem and personal computer running Vista.
4. When the Found New Hardware screen is presented, select the **Locate and install driver software (recommended)** option.

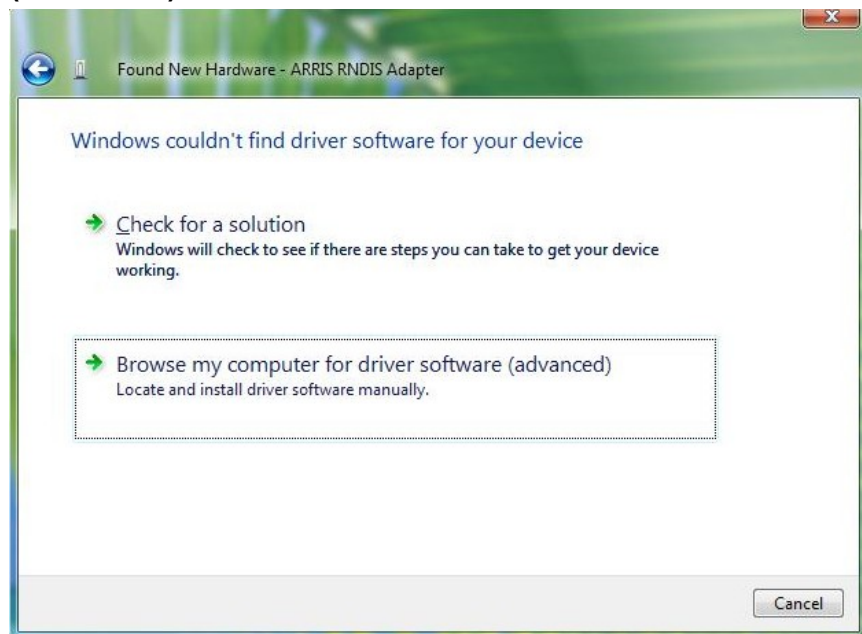


5. When you see a window with the heading “Windows needs your permission to continue,” click **Continue** to proceed.

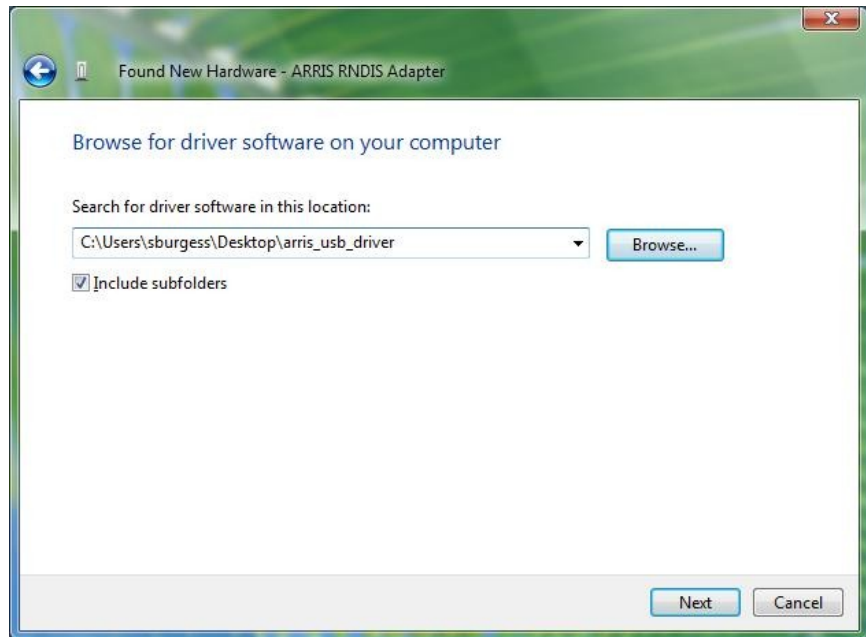
6. Vista tries to locate the new USB driver, and displays a “Installing device driver software” at the bottom right of the screen. Vista will *not* find the driver, and displays the following window. At the prompt, select **I don’t have the disc. Show me other options.**



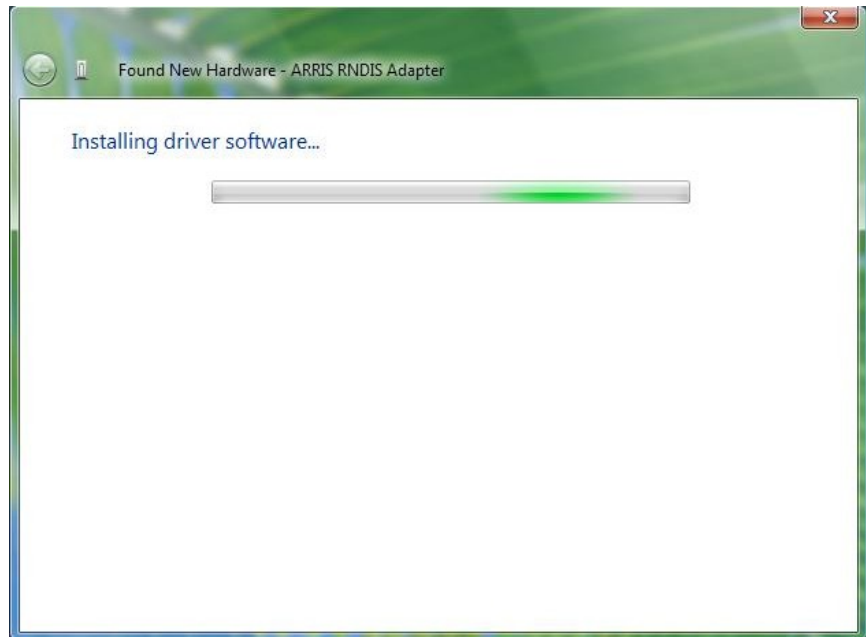
7. Select **Browse my computer for driver software (advanced)**.



8. Browse to the directory that you set up in step 2. Select **Next**.



9. Once Vista finds the driver software in the directory specified in step 8, installation is in progress as shown below.



10. The Found New Hardware wizard should display the following screen when the USB driver has been successfully installed. Select **Close**.



11. Once the installation is completed successfully, Vista displays an icon with the message "ARRIS TOUCHSTONE DEVICE, Device driver software installed successfully" at the bottom right corner of the screen.



Uninstalling the 64-bit USB Driver

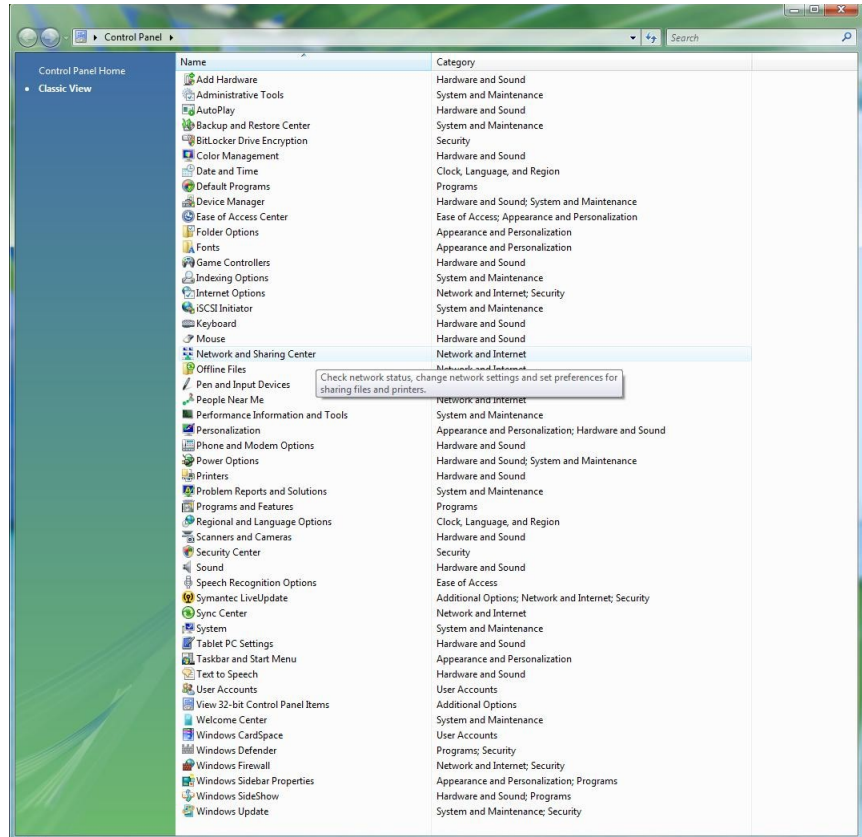
Follow these steps to uninstall the 64-bit USB driver, if necessary.

1. If you no longer have the USB driver, download the zipped Vista USB driver from the ARRIS website at the following link:
http://www.arrisi.com/consumer_products/usb_drivers/index.asp
2. If necessary, unzip the files to a directory that can be accessed for the uninstallation.
3. Connect the USB cable between the Touchstone Cable Modem or Telephony Modem and personal computer running Vista.
4. Open the directory created in step 2 (or during the original driver installation, if you kept it).
5. Locate the file `remove.exe`.
6. Right-click on the `remove.exe` file, and select **Run as administrator** from the drop-down menu. Enter the administrator password, if prompted.
7. Follow the instructions as prompted to remove the driver.

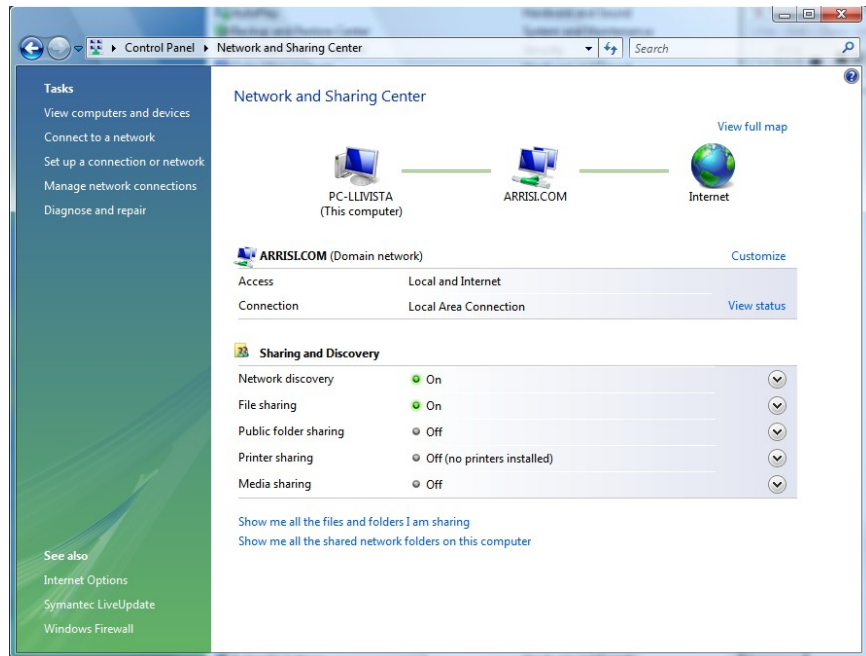
Configuring the Ethernet Interface

Follow these steps to configure the Ethernet interface for use with Touchstone products.

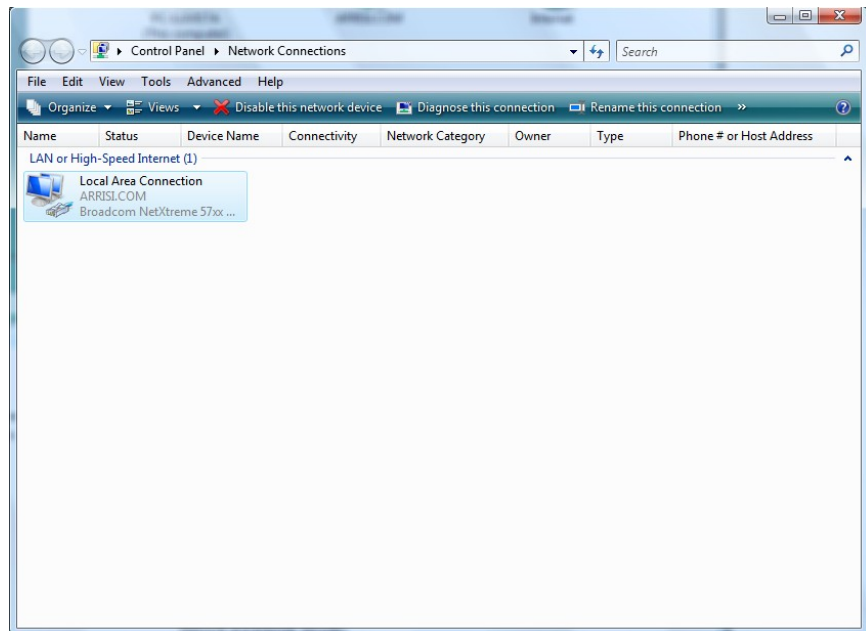
1. Open the Vista Control Panel.



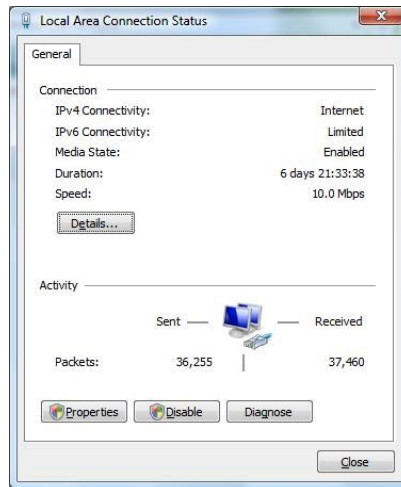
2. Double-click **Network and Sharing Center**:



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

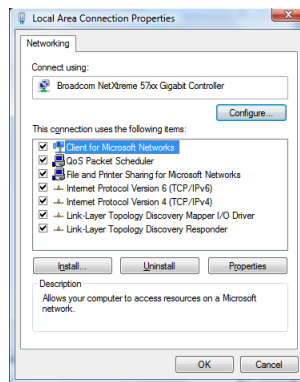


4. Double-click the **Local Area Connection** to open the Status window:

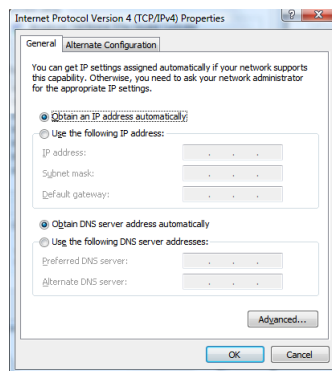


If Windows requests permission to continue, click **Continue**.

5. Click **Properties**.



6. Double-click **Internet Protocol Version 4 (TCP/IPv4)**.



7. Select **Obtain an IP address automatically** and **Obtain DNS server address automatically**, unless instructed otherwise by your cable provider.
8. Click **OK** to close the Properties windows.



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